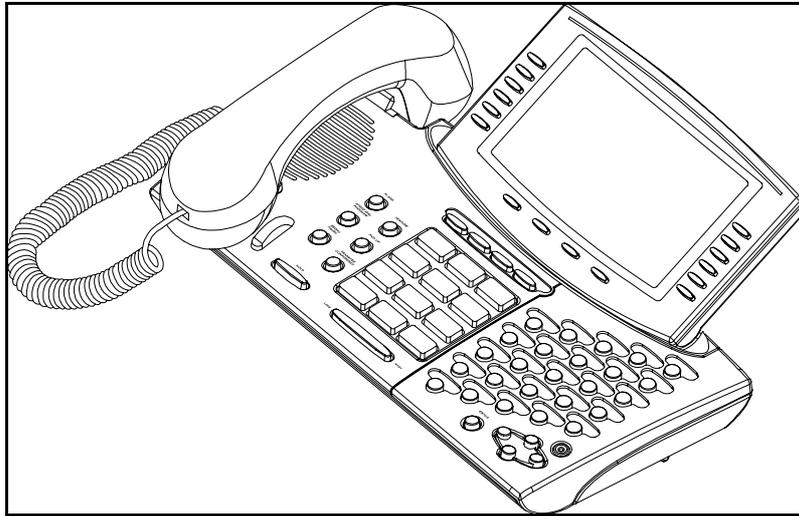


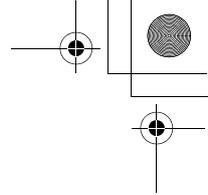
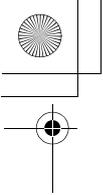
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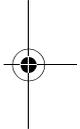
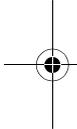


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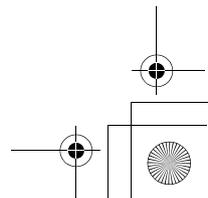
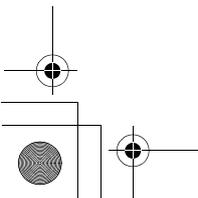
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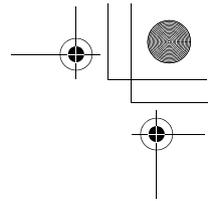
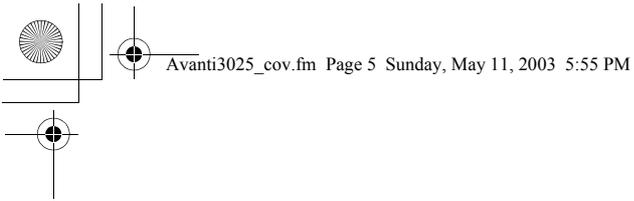
# USER GUIDE



the art of communication

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Woodbury, New York

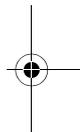




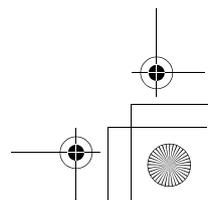
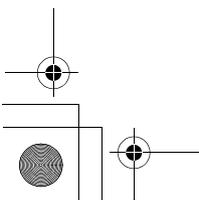
### NOTICE

This publication refers to Telrad Connegy's Avanti 3025 set connected to Telrad Connegy's UNITE system, Release e2e-1, as of May, 2003.

Telrad Connegy reserves the right to modify the equipment and the software described herein without prior notice. However, changes made to the equipment or to the software described herein do not necessarily render this publication invalid.



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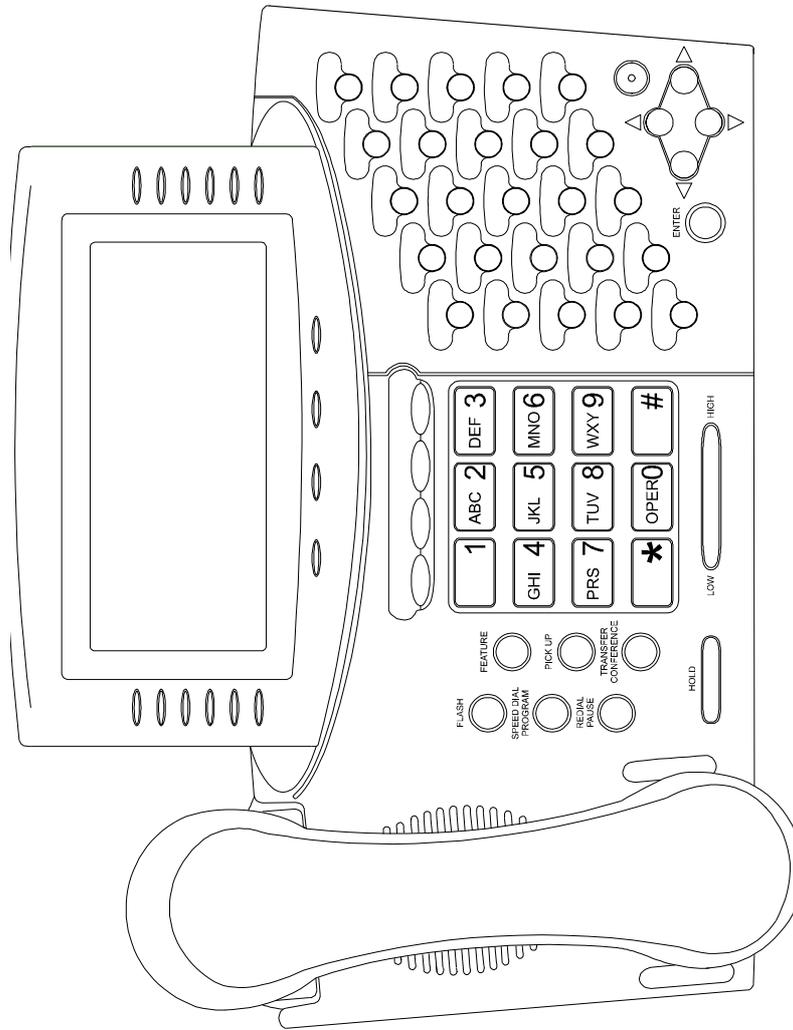
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**Figure 1: Avanti 3025 Set faceplate layout**

*Avanti 3025 set*

v

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## ABOUT YOUR AVANTI TELEPHONE

---

The Avanti 3025 set has onhook dialing capability, full speakerphone, and a “hot dialpad” which enables you to make a call or operate any feature by just pressing the dial-pad buttons.

You may receive and disconnect calls, program features and perform all operations without lifting the handset. But if you prefer so, you may also lift the handset or switch between handsfree and handset operation at any time.

---

**NOTE** The configuration of your particular system and telephone may introduce differences in operation. For example, some of the features and buttons described in this Guide may not be available on your telephone set. For more information, ask your System Administrator.

---

### TELEPHONE SET BUTTONS

Your telephone set has sixteen softkeys, a four-direction cursor movement key, an **[ENTER]** button for selecting the current cursor position, and an array of programmable and fixed feature buttons (see Figure 1).

---

**NOTE** In this guide, fixed feature buttons and programmable buttons appear in bold type, in capital letters within square brackets, e.g., **[HOLD]**.

---

Softkeys appear in bold and italicized type, in capital letters within curly brackets, e.g. ***{HOLD}***.

---

## SOFTKEYS

Softkeys have several functions, which change according to the state of your telephone. A softkey's function, at any particular moment, is indicated on the telephone display.

To operate a displayed function, press the softkey adjacent to it or beneath it.

You can also use the four-direction cursor movement key to select the desired function and then press **[ENTER]**.

## ICONS

When you move the cursor to an icon (using the four-direction cursor movement key) an explanation of that icon's function briefly appears on the display.

Icons indicating the status of your set appear on the second line of the screen and are for display only.

Icons indicating the status of a specific call appear on the right hand side of the screen, next to the name or number of the trunk or extension. They are activated by pressing the appropriate softkey on the right hand side of the display, or by pressing the **[ENTER]** key when the cursor is on the icon.

Icons for use in activating or programming features appear on the bottom line of the display and are activated by pressing the bottom softkeys on either side of the display, or the four softkeys across the bottom of the display - or by using

the four direction cursor movement key to place the cursor on the appropriate icon and pressing **[ENTER]**.

The following list explains the meanings of the icons and when and where they appear on the display.

<b>Icon</b>	<b>Meaning</b>	<b>When you see it</b>
	Ring	An external call (or any call if your telephone set has DN buttons) is ringing at your extension. Appears on the right side of the display, next to the name or number of the ringing outside line or the DN.
	In use	The line is in use by you. Appears on the right side of the display, next to the name or number of the current call .
	Hold	The call is on hold. Appears on the right side of the display, next to the name or number of the line on hold.
	Transfer	A call was transferred to you by another extension. Appears on the right side of the display, next to the name or number of the line on which the transferred call was made.
	Background music	You are listening to background music. Appears on the second line.
	DND	Your set is in Do Not Disturb mode. Appears on the second line.
	Alarm	The alarm is set to ring on your set. Appears on the second line.

Icon	Meaning	When you see it
	Recall/Trunk queue	Your set is ringing for a call that you left on hold or for a previously busy outside line that you requested. Appears on the right side of the display, next to the name or number of the line or extension.
	Program	Appears on the bottom line. Press to program Phone Book, speed dial, DND message, ECC code, or time alarm.
	Exit	Appears on the bottom line. When engaged in a conference call, press to exit the conference. When in programming mode, press to exit.
	Message	Appears on the bottom line. Press to send a message, reply to a message, or cancel messages.
	Drop/Cancel	Appears on the bottom line of the display when you a call is ringing or you are in conversation, or you are programming Call Forward.
	Save	Appears on the bottom line when you want to save the current programming procedure.
	Call Forward (cancel)	Appears on the bottom line, after pressing <b>{CANCEL}</b> . Press to cancel Call Forwarding.
	Next page	When programming any feature that uses more than one page of your display (Message, DND message), press to scroll to the next page.

<b>Icon</b>	<b>Meaning</b>	<b>When you see it</b>
	Time	Appears on the bottom line, after pressing  . Press to program the time alarm.
	Pause	Appears on the bottom line. Pressing this button while dialing on an external line inserts a pause in a dialing sequence.
	Voice message	When calling another extension, press to leave a voice message. This option requires that the emaGEN Message System be installed in your system.

If the emaGEN Message System is installed in your office, you may also see additional icons on your display. See the emaGEN User Guide for an explanation of how to use these and other icons that appear when operating emaGEN.

## **USER-PROGRAMMABLE BUTTONS**

Some of the buttons on your telephone may be user-programmable Speed Dial or Memory buttons. You may program these to access extensions, features, or outside numbers.

The programmable buttons have dual-color light indicators. The color and flash rate of the indicators show the status of the programmed line, feature, or extension.

### ***What the colors say***

In general, red indicates non-availability (for example, a busy line). Green indicates that you are using the feature or line, or that it is available to you.

## **FIXED FEATURE BUTTONS**

The following fixed feature buttons appear on your telephone set.

### **[HOLD]**

This button places a call on hold.

### **[FEATURE]**

Press **[FEATURE]** and then dial a feature code to activate features (see the [Feature Codes table](#) at the end of this guide).

### **[PICK UP]**

Press this button to pick up calls.

### **[TRANSFER/CONFERENCE]**

Press this button to transfer calls and when establishing and exiting conference calls.

### **[SPEED DIAL/PROGRAM]**

This button is used for speed dialing and for programming various features.

### **[REDIAL/PAUSE]**

This button lets you automatically redial the last outside number you dialed.

Pressing this button while dialing on an external line inserts a pause in a dialing sequence.

---

### **NOTE**

In this Guide, the **[TRANSFER/CONFERENCE]** button appears as either **[TRANSFER]** or **[CONFERENCE]**, depending on the operation being described. The same applies to

## **[REDIAL/PAUSE] and [SPEED DIAL/PROGRAM].**

---

### **[LOW HIGH]**

This button adjusts the volume of the speaker, handset, headset, ringer and background music when any of these is active. You can see the volume level on the bottom line of the display.

Pressing this button when the telephone is idle changes the display contrast.

### **[FLASH]**

Depending on system programming, this button is used to disconnect or to send Flash Signal to the connected remote exchange.

## **PROGRAMMABLE BUTTONS**

The following buttons on your set have already been programmed to perform specific functions. The System Administrator can program these buttons to perform other functions. If the function of certain buttons does not match those appearing in the figure at the beginning of this guide, consult your System Administrator.

---

**NOTE** With the default configuration, the following features are programmed on the four buttons above the dialpad: **[MSG]**, **[DND]**, **[MUTE]** and **[SPKR]**.

---

**[MSG]** This button is used to send messages to other extensions and to reply to messages left at your extension.

- [DND]** This button activates and deactivates Do Not Disturb.
- [MUTE]** This button disables and enables your telephone microphone.
- [SPKR]** For handsfree operation, press **[SPKR]** instead of lifting or replacing the handset.

---

**NOTE** Whenever this Guide instructs you to lift or replace the handset, you may press **[SPKR]** instead.

---

## DN BUTTONS

DN buttons are buttons associated with specific Directory Numbers.

The first DN button is your Primary DN button, which has the same number as your extension. The Primary DN button is used for making and receiving most of your calls.

Whenever you pick up the handset, your Primary DN button, or - if it is not available - another DN button lights green.

If no DN buttons are available, no DN button lights, you do not receive dial tone, and you cannot place or answer calls.

---

**NOTE** Not all telephone sets are programmed with DN buttons. The instructions in this Guide often contain references to DN indicators and displays of DN numbers. If your telephone set is

not programmed with DN buttons, disregard these references.

---

Some of the features operate slightly differently on a telephone set that is not programmed with DN buttons. These differences are pointed out in a note for each applicable feature. Consult your System Administrator for further details about the programming of your telephone set.

---

DN buttons may be programmed in three different modes:

- **ringing mode** - the telephone rings and the DN button flashes green when a call is received.
- **flashing mode** - the DN button flashes green when a call is received, but there is no ringing.
- **delayed ringing mode** - a call rings first at another set or group of sets, for a programmed length of time, before beginning to ring at your set.

## OUTSIDE LINE BUTTONS

One or more of the buttons on your telephone may be associated with either specific lines or outside line groups. To access a line for dialing outside the system, press an outside line button.

## FLOATING BUTTONS

Calls on outside lines for which no button has been defined, may be associated with a button just for the duration of the call. These buttons are called “floating” buttons.

---

**NOTE** Some of the function codes in your system may be different from those indicated here. If so, see your System Administrator for the correct codes.

---

## TO SWITCH FROM HANDSET TO HANDSFREE

During a call conducted via the handset:

1. Press **[SPKR]**.
2. Replace the handset and talk via the telephone set microphone.

---

## DISTINCTIVE RINGING

---

### TO CHANGE THE RING OF YOUR TELEPHONE

1. Press **[\*]** and **[#]** simultaneously.
2. Press **{RING SELECT}**.
3. Press one of the dialpad buttons **([1]-[9])**.

When you hear the ring that you want:

4. Press **{Save}**. The softkey changes briefly to **{Saved!}**.
5. Lift and replace the handset.  
Your telephone set reinitializes and all telephone rings (internal, external, recall, etc.) sound with the distinctive ring selected.

---

## MUTE

---

If you want to talk to someone in your office during a call without the connected party hearing, you can disable the handset or telephone set microphone.

To enable or disable the microphone  
Press **[MUTE]** during a conversation.

### ***To enable or disable the handset microphone (HANDSET MUTE)***

During a handset call:

- Press the **[HS MUTE]** button (if programmed).

---

**NOTE** If your set is Single Audio Path (SAP), pressing **[MUTE]** deactivates both microphones.

---

## ALLOWING OTHER PEOPLE TO HEAR YOUR CONVERSATION (SPEAKER MONITOR)

While you are speaking through the handset, the conversation can be directed through your telephone speaker, so that people next to you can hear the other end of the conversation.

1. Press **[FEATURE]**.
2. Press **[SPKR]**.  
The **[SPKR]** button indicator turns on.  
Both you and the other party are heard via the speaker.

---

## HOT DIALPAD

---

The hot dialpad enables you to dial and activate features without lifting the handset or pressing **[SPKR]** first.

---

**NOTE** The instructions in this guide assume your telephone has hot dialpad capability.

---

---

## MAKING INTERNAL CALLS

---

### *To place a non-ringing call*

- Dial the extension number.

### *To place a ringing call*

1. Dial the Tone code **[1]**.
2. Dial the extension number.

### *If the extension you called is busy (Callback)*

When you dial an extension and hear busy tone, you can activate the Callback feature:

1. Press **{CALL BACK}**.
2. Hang up.

When the called extension becomes available, your telephone rings. Then:

3. Press **[SPKR]** or lift the handset.  
You hear the called extension ringing.

### ***To cancel Callback***

- Press **{CNCL CBACK}**.

---

## **TO BARGE INTO A CONVERSATION**

---

Depending on system programming, you may be able to break into another conversation.

When you dial an extension and hear busy tone:

- Press **{BARGE IN}**.  
A warning tone is heard by all parties, depending on system programming.

---

## **PAGING CALLS**

---

You can make announcements through an external page unit, or through the speakers of all telephone sets in a page zone.

1. Lift the handset.
2. Press **[FEATURE]**.
3. Dial the Page zone access code **([4][1] - [4][8])**.

After the double tone burst:

4. Make your announcement.

## ***To speak directly with a page initiator (Meet Me Page)***

You can call a page initiator during a page call:

1. Lift the handset.
2. Press **[FEATURE]**.
3. Dial the Meet Me Page code (**[[6][6]**).
4. Dial the Page zone code.

---

## **ANSWERING CALLS**

---

When you receive a call, an indicator flashes green on a telephone set that is programmed with DN buttons. For internal calls the top line of the display shows the name of the caller and their extension number.

For external calls, the display shows the trunk name and number.

A softkey also appears for the incoming call, indicating to which DN the call is allocated, or which outside line it is on. The ring icon  appears next to the outside line or extension number. You usually also hear a ring, unless your set has been programmed not to ring.

---

**NOTE** Telrad Connegy UNITE systems support Caller Name and Caller Identification display.

---

## TO ANSWER A RINGING OR FLASHING CALL

- Pick up the handset

or

- Press the softkey next to the  icon

or

- Press the button that is flashing green.

After you answer the call the indicator of the DN or private trunk line lights steady green.

## TO ANSWER AN INTERCOM CALL

To answer an intercom call coming through your telephone speaker:

- Talk through the microphone

If you prefer, you may lift the handset instead.

## TO ANSWER A SECOND CALL

When a call arrives while you are already engaged in conversation:

1. Press the softkey next to the call indicator , on the right side of the screen.

The first call is automatically placed on hold. The indicator for the DN flashes green. The hold icon  appears, next to the identifier of the call on hold, on the right side of the display.

## TO VIEW DETAILS OF A CALL

When a call is ringing, or when you are engaged in conversation, you can view details of the call on your display. The following details are displayed:

- Outside line name
- Outside line number
- Caller ID name (if available)
- Caller ID number (if available)

- Inside caller's name
- Time display

One of the above details is displayed by default when a call starts ringing at your extension. Pressing the **{VIEW}** soft-key will cycle through all the available details.

---

**NOTE** The detail displayed by default is pre-programmed and can be modified to suit your preferences. Ask your system Administrator for more information.

---

---

## **MAKING OUTSIDE CALLS**

---

Outside calls may be placed by accessing an outside line (or outside line group) or by using the Least Cost Routing (LCR) feature.

Wherever this Guide instructs you to access an outside line, you may:

- Press an outside line or outside line group button.
- Dial an outside line code or outside line group code.
- Dial the LCR code (usually **[9]**).
- Press the LCR button.
- Dial directly (if programmed to do so).

### ***To place an outside call***

1. Obtain an outside line.
2. Dial the desired number.  
See also [\*\*ABBREVIATED DIALING\*\*](#).

## **TO REDIAL THE LAST OUTSIDE NUMBER YOU DIALED**

Press **[REDIAL]**.

---

## **CORRECTING DIALING MISTAKES (Delete)**

---

You can correct digits you entered in a dial sequence before these are dialed out.

The Delete feature works when programming Speed Dial numbers or Account Codes, and when dialing on outside lines defined as working in en-block (Send) mode. Numbers dialed on these lines are sent out manually after dialing is finished.

---

## **DISCONNECTING CALLS**

---

If you want to disconnect an ongoing, intrusion or page call, or are not interested in answering a ringing one, you can do so at the touch of a softkey.

While in conversation, or when a call is ringing, press the **X** softkey.

Ringing calls you drop are transferred to the Call Forward No Answer (CFNA) number, if one has been programmed at your extension. If no CFNA number has been programmed, the caller continues hearing the ringback tone, and you stop hearing the ring, but you can retrieve the call by pressing the softkey associated with it, on the right side of the display.

---

## **AUTOMATIC REDIAL**

---

If you dial an outside number and hear busy tone, you can have the system dial the number several times, at defined intervals.

### ***When you hear an external busy tone***

- Press an **[ARD]** button.

When the called party answers:

- Press **[SPKR]** or lift the handset.

If the dialed number rings, or if the system makes the maximum number of dialing attempts, the Automatic redial is deactivated.

### ***To temporarily deactivate or reactivate ARD***

Press the **[ARD]** button again.

---

**NOTE** Several Automatic redials may be activated simultaneously by using more than one **[ARD]** button.

---

## WAITING FOR AN AVAILABLE OUTSIDE LINE (Trunk Queue)

When you try to select an outside line and hear busy tone:

1. Press **{TK QUE}**.  
When an outside line becomes available, the system rings your extension. Then:
2. Press **[SPKR]** or lift the handset.
3. Listen for outside dial tone and dial the desired number.

### ***To cancel trunk queue***

- Press **{CNCL TKQUE}**.

---

## HOLD

---

Ongoing calls are automatically placed on hold whenever you answer another ringing call.

There are two types of hold:

- ***Exclusive hold:*** the call can be retrieved only from your extension.
- ***Inclusive hold:*** the call can also be retrieved by other sets with a button for that DN.

You cannot transfer a call that is on hold.

## TO PICK UP A CALL FROM HOLD

- Press the icon  next to the call on hold. If you were connected to another call when performing this action, that call will be placed on hold automatically.

## MANUAL HOLD

When you place a call on hold, you automatically receive dial tone and can make a page call or dial to another extension. If you do not receive dial tone this means no DN is available.

### ***To place a call on exclusive hold manually***

- Press **[HOLD]** once.  
The indicator flashes green on your set and lights steady red on other sets with a button for that line. The hold icon  appears next to the number of the line that is on hold.

### ***To place a call on inclusive hold manually***

- Press **[HOLD]** twice.  
The LED flashes green on all sets that have a button for that line. If these have a display, they also show the hold icon  next to the number of the line on hold.

---

## **NOTE**

Depending on the programming of your extension, the operation of Inclusive and Exclusive Hold may be reverted, that is, the first press of **[HOLD]** may activate Inclusive Hold, and the second press, Exclusive Hold. When a call is placed on hold automatically, it is on hold as defined by default.

---

---

## TRANSFERRING CALLS

---

You can transfer a call to another extension:

1. Press **[TRANSFER]**.  
The transfer icon  appears next to the line number.
2. Dial the number of the extension to which you wish to transfer the call.
3. Announce the call when the other party answers and then hang-up.

### ***To retrieve a transferred call***

If you have not yet hung up and the other party has not yet answered the transferred call, you may retrieve the transferred call. To do so, press the softkey next to the  call indicator.

---

## CONFERENCE CALLS

---

A total of eight parties, any of which may be on outside lines, can participate in a conference.

### ***To establish a conference***

1. Make the first call.
2. Press **{CONFERENCE}**.
3. Make the next call.

After the call is answered:

4. Press **{JOIN}** to complete the three-way conference. While in a conference, the display shows *SPLT*, the line, and the number of the parties to the conference.

### ***To add a new party to a conference***

1. Press **[CONFERENCE]**.
2. Make the next call.
3. Press **[CONFERENCE]** again.

### ***To drop the last party to join the conference***

Press **X**.

### ***To remove a party from the conference***

1. Press the **{SPLT}** softkey on the left side of the screen, next to the indicator of the party you want to remove from the conference.
2. Press **X**.
3. Press **{CONF RET}** to return to the conference.

### ***To consult privately with a conference member***

- Press the **{SPLT}** softkey of the required party.

### ***To return to the conference call together with the conference member***

- Press **{JOIN}**.  
You are connected again with all conference members.

### ***To exit a conference***

- Press **☒** or hang up.  
The remaining parties are still connected as long as there is a system extension in the conference.

---

## PICKUP

---

You can answer a call that is ringing or on hold at another extension, without leaving your desk.

### *To pick up a call at another extension*

1. Press **[PICK UP]**.
2. Dial the number of the extension at which the call is ringing or on hold.

### *To pick up a call ringing in your pickup group*

- Press a Memory button programmed with Group Pick Up.  
or
  1. Press **[PICK UP]**.
  2. Press **{ALL}**.

See [ABBREVIATED DIALING](#) for instructions on how to program Memory buttons.

---

## MESSAGES

---

If after dialing an extension, there is no answer or you hear busy tone, you can send a basic text message or a message from a defined list, which appears on the display.

When you send a basic text message, display telephones show "CALL" followed by your extension name or number (e.g. "CALL STEVE").

When you send a predefined text message, display telephones show the text of the message, followed by your extension name or number e.g. ("GONE OUT STEVE").

## SENDING MESSAGES

### ***To send a basic text message***

After dialing an extension:

1. Press  or **[MSG]**.
2. Hang up.  
The message is sent.

### ***To select and send a predefined message***

You can select a message from a predefined list (see a [list of system messages](#) at the end of this guide).

After dialing an internal number:

- Press  or **[MSG]**.  
The first five of the available messages are displayed.

### ***To view more messages***

- Press .

### ***To select a message***

- Press the softkey adjacent to the desired message.  
If the message includes asterisks (\*), you may edit the message using the dialpad. Enter digits on the dialpad; they appear on the screen in place of the asterisks.

### ***To send the message to the called extension***

- Press **{SEND MSG}**.

### ***To cancel the message process***

You may cancel the message process at any time:

- Press **[FLASH]**.

## **RECEIVING MESSAGES**

The system informs you, through the display, of up to six messages waiting for you. When messages have been left at your extension, your **[MSG]** indicator lights and you hear broken dial tone when you lift the handset or press **[SPKR]**.

### ***To read your messages***

- Press  or **[MSG]**.  
All your messages are displayed.

### ***To call the message sender***

- Press the softkey to the left of the message.

### ***To delete a message***

- Press the softkey to the right of the message you wish to delete.

### ***Deleting all messages***

To delete all messages left at your telephone

1. Press **{CANCEL}**.
2. Press  or **[MSG]**.
3. Hang up.

---

## DO NOT DISTURB (DND)

---

If you do not want calls to ring at your telephone, temporarily, you can activate the DND feature.

The DND icon  appears on the second line. The DND indicator lights steady red, and no calls ring at your telephone. Internal callers hear busy tone and see your DND message, if programmed. If your set is programmed for DND call forwarding or for CallForward, calls are forwarded.

### ***To place your telephone in Do Not Disturb mode***

Press **[DND]**.

### ***To cancel DND mode***

- Press **[DND]**.

The DND indicator goes off, the icon disappears, and calls ring at your set.

## DND MESSAGES

You can select a predefined message that appears on the display of telephones that call your extension, while it is in DND mode. You can also ask the System Administrator to program additional messages.

### ***To program a DND message***

1. Press .

2. Press **{DND MSG}**.

The first five of the available messages are displayed (see the [DND Messages table](#), at the end of this guide for a complete list of available messages).

### ***To view more DND messages***

- Press .

### ***To select a DND message***

1. Press the softkey adjacent to the desired message.  
If the message includes asterisks (\*), you can edit the message by pressing the desired digits on the dialpad.  
The numbers you dial appear in the message in place of the asterisks.
2. Press **{SAVE}**.
3. Hang up.

### ***To cancel your DND message***

1. Press **{CANCEL}**.
2. Press .
3. Press **{DND MSG}**.

---

**NOTE** If the **[DND]** button flashes red, this indicates that unconditional **Call Forward {ALWAYS}** is active. You can deactivate it by pressing the **[DND]** button.

---

---

## **FORWARDING CALLS**

---

You can program your telephone set to forward your calls to another extension.

## TO PROGRAM CALL FORWARDING

1. Press **{CALL FWD}**.
2. Press **{CALL FWD}**, **{BUSY}**, or **{NOANS}**, depending on whether you want to forward calls unconditionally (that is, always), only when your set is busy, or only calls that are not answered.
3. Press **{ALL}**, **{INT}**, or **{EXT}**, depending on whether you want to forward all calls, only internal calls, or only external calls.
4. Enter the new destination for Call Forwarding.
5. Exit by pressing **✎**.

### ***To cancel call forwarding***

- Follow the procedure in steps 1 to 4 above, then press **X** before pressing **✎**.

### ***Extensions with multiple DN's***

If your set has several DN buttons, and you want to program Call Forwarding for a specific DN, press the desired DN button before following the above procedure.

You can program call forwarding for all of your DN's at once. Press **{FWD DNS}** (this softkey only appears on authorized sets).

If more than one set with a button for the same DN is authorized to forward calls for that DN, the last programming performed overrides the previous.

---

### **NOTE**

Instead of dialing the extension number, you may press a button programmed with a telephone number (or press **[SPEED DIAL]** and a Speed Dial memory bin number). Calls are

forwarded to the contents of the button or Speed Dial bin. If you change the contents of the Speed Dial bin, calls are forwarded to the new destination. This does not apply to the Memory buttons.

---

## CANCELING CALL FORWARD TO ME

If another set has programmed your telephone set as its forwarding destination and you do not wish to be disturbed by those calls, you can cancel your status as a call forwarding destination.

### *To cancel Call Forward to Me*

1. Press **{CANCEL}**.
2. Press **{FLW TO ME}**.
3. Press **{ALL}** to cancel all Call Forward to me from all sets  
or  
Dial the number of the extension from which you no longer want calls forwarded to your set.

---

## ABBREVIATED DIALING

---

This section describes several ways of abbreviating dialing. The Redial function is described under [Outside Calls](#), above.

## MEMORY BUTTONS

Memory buttons are used for one-press dialing of extension numbers and feature codes, as well as for indicating the state of other extensions.

### *To dial with a Memory button*

- Press the programmed button.

### *To program a Memory button*

1. Press .
2. Press the Memory button to be programmed.
3. Dial the desired extension number or private network DN (up to four digits)  
or  
Press **[FEATURE]** and then dial the desired feature code.  
(See the [Feature Codes table](#) at the end of this guide).
4. Press  to save and exit.

## SPEED DIAL

Speed dial shortens the procedure of dialing outside numbers by using speed dial buttons and speed dial memories (called “bins”).

### *To speed dial an outside number*

- Press the appropriate Speed Dial button,  
or  
Press **[SPEED DIAL]** and dial the desired speed dial bin code (three digits).

### *To program a speed dial bin code or speed dial button*

1. Press .

2. Do one of the following:  
Press **{SPEED DIAL}** and dial a speed dial bin code (three digits; e.g. 003),  
or  
Press the Speed Dial button to be programmed.
3. Dial an outside line code followed by the number you want to store. (See also [CORRECTING DIALING MISTAKES](#), above).

---

**NOTE** While dialing, you may press **{DELETE}** to erase the last digit you entered.

---

4. Press ✓ to save the number and exit,  
or  
Press **{SEND}** to enter the number immediately into memory and continue programming (you may, for example, press **{NAME}** afterwards, to program a name for the speed dial bin.
5. Hang up.

You may enter pauses where needed in a speed dial sequence by pressing the pause icon **||**. Also, you may press **{TONE DIAL}** to add a signaling tone, or if programming a number to be dialed on Centrex lines, you can press **{FLASH SIG}** to enter a signaling digit.

---

**NOTE** If you hear an error tone, you are probably out of speed dial memories. Ask your System Administrator to increase the amount of memories allocated to you.

---

## PHONE BOOK

The Phone Book enables you to associate names to speed dial numbers, and use the names for searching through the stored numbers.

You can use the Phone Book feature to dial a number from your private Phone Book list (which you program), or from one of the ten Phone Book lists your System Administrator may have programmed.

The Phone Book entries are stored in speed dial bins in alphabetical order. Phone Book entries stand for speed dial bins with names associated. If you change the number stored in that speed dial bin by pressing , **{SPEED DIAL}**, and the number of that speed dial bin, you also change the number for the Phone Book entry.

You can use the Phone Book feature to dial a number only when your telephone set is in idle state. You can make entries into the Phone Book when the telephone is idle or during a conversation, by programming a speed dial bin with the number and name.

### **General key functions**

Use the **[LO HI]** button to scroll through the menu of lists and through the entries in the Phone Book lists.

Press **{Prev}** to return to the previous display.

Press  to exit the Phone Book feature.

Press **{SAVE&EXIT}** to save your programming and exit from the Phone Book feature.

Press **{DELETE SYM}** to delete the last character(s) or digit(s) you entered.

## ***To dial a number from the Phone Book***

(from idle state only)

1. Press **[]** when the telephone is idle.
2. Press **{PRIVATE}** or the softkey to the left of the system Phone Book list you want to access. If the system Phone Book list you want to access is not shown, use the **[LO HI]** button to scroll to the desired list.
3. Press **{SHOW LIST}**.
4. Use the **[LO HI]** button to scroll through the list until the name appears on the display.
5. Press the softkey on the left side of the appropriate name, under **{DIAL}**.  
The Phone Book feature automatically dials the number for the first name in the displayed list.

If you want to see details of the entry before dialing the number, press the softkey on the right side of the appropriate name, under **{DETAILS}**, and the first name in the list appears. The display shows the name for the entry, the number of the speed dial bin (e.g. 003), where the entry is stored, and the telephone number for the entry.

You can then press **{DIAL}** to dial the number, **{UPDATE}** to change the name or number for the entry, or **{REMOVE}** to remove the entry from the Phone Book.

## ***Entering text with the keypad***

You enter text in the telephone memory using the keypad. The following Table lists the keys you can press

## Phone Book dialing equivalents

dialpad number	Press the dialpad button the following number of times rapidly				
	one	two	three	four	five
1	1	_	"space"	/	
2	A	B	C	2	
3	D	E	F	3	
4	G	H	I	4	
5	J	K	L	5	
6	M	N	O	6	
7	P	Q	R	S	7
8	T	U	V	8	
9	W	X	Y	Z	9
0	0				

As shown in the above table, you press the dialpad button once for the first letter appearing on it, twice for the second letter appearing on it, and three times for the third letter appearing on it. With each press of the button, the corresponding character appears on the display. If you want to enter two characters from the same button on the dialpad, for example D followed by E, wait two seconds between characters (until you see the cursor "\_" at the next position), or press **{Next}** to move the cursor to the next character.

Enter "Z" by pressing **[9]** four times.

Enter "Q" by pressing **[7]** two times.

Enter an underline by pressing **[1]** twice.

Enter a slash ("/") by pressing **[1]** four times.

### ***To program your private Phone Book list***

For each entry in your private Phone Book list, you enter both a name and a telephone number.

1. Press **■** when the telephone is idle.
2. Press **{PRIVATE}**.
3. Press **{ADD NEW}**.
4. Enter the characters in the name (up to 16) by using the dialpad.  
To move the cursor to the next position, press **{Next}** or wait until the cursor moves automatically.  
The table at the end of this section shows the dialpad equivalents of each character.
5. Press **{NUMBER}**.
6. Enter up to 16 digits for the telephone number.
7. Press **{Save}** to save and continue programming numbers, or skip to next step.  
The previous display returns so that you can make the next entry, in the next available speed dial bin.
8. Press **{SAVE&EXIT}** when you have finished programming.

### ***To delete an entry from your private Phone Book***

1. Access the screen with the entry you want to delete.
2. Press the softkey to the right of the entry, under **{DETAILS}**.
3. Press **{REMOVE}**.

### ***To revise an entry in your private Phone Book***

1. Access the screen with the entry you want to revise.

2. Press the softkey to the right of the entry, under ***{DETAILS}***.
3. Press ***{UPDATE}***.
4. Enter the correct characters for the name.
5. Press ***{SAVE&EXIT}*** to save the change and exit the Phone Book menu, or press ***{NUMBER}*** if you want to change the number.
6. Enter the correct number.
7. Press ***{SAVE&EXIT}***.

### ***Warning signal***

You hear a three-beep warning tone if:

- You try to access a Phone Book list that you are not authorized to use;
- You try to save a name without entering a number for it;
- You try to add a new name to your private list when you have no available speed dial bins; or
- You try to access a list that has no names defined.

### ***Caller ID***

If you receive a private call made from a telephone number that appears in your Phone Book, and if your system supports Caller ID, the name programmed for that number in the Phone Book appears on your telephone display, instead of the number.

---

## BROWSING THROUGH HISTORY (Call Log)

---

Your telephone enables you to view details of your external call history. Information about up to 90 calls (30 for each of the categories: Outgoing, Incoming and Missed calls) is stored and can be displayed and dialed back.

To access the Call Log press the **{CALL LOG}** softkey (usually the second softkey from bottom left). Note that if new calls are still unanswered, the softkey displayed is **{NEW CALLS}**.

An asterisk (\*) next to a category name indicates there are new calls of that category.

---

**NOTE** Only incoming calls with Caller ID will be displayed under **{INCOMING}** or **{MISSED}**.

---

The display shows **{INCOMING}**, **{OUTGOING}**, **{MISSED}**. Pressing each of these will display details of a call:

On the top left of the display are shown the ordinal number in the list, caller ID, time and date of the call. The following softkeys appear on the left side of the display:

**{DETAIL}** Swaps between the date and time of call and the name of the caller, if available.

**{CALL}** Enables you to call back the calling party.

**{PREVIOUS}** Displays the previous number in the Call Log list.

**{NEXT}** Displays the next number in the Call Log list.

**{BACK}** Returns to the Call Log main menu.

---

**NOTE** It is also possible to navigate through the calls in the list using the **[LO HI]** button.

---

In addition, on the right side of the display the following softkeys appear:

**{DELETE}** Deletes the currently displayed call from the list.

**{DELETE ALL}** Deletes the entire list in the present category.

---

**NOTE** It is also possible to delete a call using the **[#]** button.

---

---

## ALARM

---

Your telephone can sound an alarm ring at a programmed time.

### *To program an alarm time*

1. Press .
2. Press the time icon .
3. Dial the four-digit alarm time (HH:MM) using the 24 hour format (e.g. 1530 for 3:30 pm).
4. Hang up.

The alarm icon  appears on the second line.

### ***To cancel the alarm setting***

Before the alarm rings:

1. Press **{CANCEL}**.
2. Press **{TIME ALARM}**.

### ***To stop the alarm ring***

- Press X.

---

## **TELEPHONE LOCK**

---

You can prevent people from making outside calls from your telephone.

### ***To lock your telephone***

1. Dial the Lock feature code.  
The display shows *ENTER CODE*:
2. Dial your Executive Credit Code (see your System Administrator for a valid code).
3. Hang up.  
The telephone lock dialing restrictions are in effect. The **[LOCK]** button, if defined, lights up.

### ***To unlock your telephone***

- Repeat the above procedure.

---

## NOTE PAD

---

You can save a number of up to 16 digits during an external call.

1. Press .
2. Press **{SPEED DIAL}**.
3. Dial an available speed dial memory code (three digits) or press an available Speed Dial button.
4. Enter up to 16 digits.
5. Press .

To dial the number saved, dial the Speed Dial memory code, or press the Speed Dial button you used to save the number (see [ABBREVIATED DIALING](#)).

---

## LOGGING IN AS A DIFFERENT EXTENSION (VIRTUAL DN)

---

The Virtual DN feature enables you to invest an extension with the properties of a different one, including a different directory number (DN), button map and telephone type. Once you log in, the station is seen by the system as a different extension altogether.

### ***To log in as a Virtual DN***

1. Press **[FEATURE]** and dial the Virtual DN code (your Sys-

tem Administrator will tell you what is the feature code defined in your system for the Virtual DN feature, or press a button programmed with this code, if one has been defined;

2. Enter the new station number;
3. Enter the executive credit code (ECC) associated with the new station.

Upon entering the ECC, the station is reset; once reactivated, it behaves as the newly defined extension.

### ***To return the station to its original DN***

1. Press **[FEATURE]**.
2. Dial the logout code (ask your System Administrator for the logout code programmed in your system).

---

## **TO BYPASS EXTENSION RESTRICTIONS**

---

### **TRAVELING CLASS OF SERVICE**

You can dial an outside number from a toll-restricted telephone by temporarily assigning it your own extension's Class of Service (COS) or a system-wide (Global) COS accessible only to privileged users.

1. Press **[TC]** (if defined) or dial the Travel COS (Class of Service) access code.  
The display shows *ENTER NO:*

2. Dial your extension number - to apply your extension's COS,  
or  
Press **[\*]** for a Global COS.  
The display shows *ENTER CODE*:
3. Dial your ECC authorization code or a Global COS code.  
The **[TC]** indicator (if defined) lights.  
The Travel COS feature is active for a defined period.
4. Access an outside line and place a call.

## **ACCESSING SPECIAL SERVICES (CENTREX OR PBX)**

You may be able to access special services provided by a CENTREX or PBX exchange.

### ***To access services while connected to an outside line***

- Press **{FLASH-SIG}** or **[FEATURE] + [FLASH]**.

---

## **ADVANCED FEATURES**

---

This section lists some advanced features which you can activate from your telephone. Details concerning the operation of these features can be found in the UNITE System's Operating Instructions manual.

- Account code (voluntary, reminder, verified, forced);
- Background music;
- Call record;

- Call screening;
- Camp on;
- Confirmed transfer;
- Dial attendant;
- DISA;
- Executive Credit Code (ECC) programming;
- Executive intercom;
- External Call Forward;
- Hot line;
- Meet me conference;
- Last hold;
- Page transfer;
- System speed dial;
- Trunk patch - Retrieve trunk patch.

---

## FEATURE CODES

---

Features can be activated by pressing the **[FEATURE]** button and then dialing a feature access code.

The default feature codes (see next page) reflect the feature initials, using the letters on the dialpad buttons.

For example:

### **To access Barge In**

- Press **[FEATURE]** followed by the dialpad buttons corresponding to the letters BI (Barge In).  
That is,

<b>FEATURE</b>	<b>2</b>	<b>4</b>
	<b>ABC</b>	<b>GHI</b>

The feature codes in your system may have been changed. If so, enter the updated feature access codes in the "Access method" column of the Feature codes table.

## Feature codes

Feature name	Abbreviation	Access method
ACCOUNT CODE	AT	[FEATURE][2][8]
ACD LOGIN (1)	-	-
ACD LOGOUT (1)	-	-
ALL/GROUP	-	[*]
ATTENDANT	-	[0]
BACKGROUND MUSIC 1	BM	[FEATURE][2][6]
BACKGROUND MUSIC 2-4 (1) (3)	-	-
BARGE IN	BI	[FEATURE][2][4]
CALL ACCOUNT MONITOR (1)	-	-
CALLBACK/QUEUE	CB	[FEATURE][2][2]
CALL FORWARD-ALWAYS	FL	[FEATURE][3][5]
CALL FORWARD-BUSY	FB	[FEATURE][3][2]
CALL FORWARD-NO ANSWER	FN	[FEATURE][3][6]
CANCEL	-	[#]
CLIR (1)(2)	-	-
CONFERENCE LOOP 1-10 (1)	-	-
DIRECTORY 1 THROUGH 9 (1)	-	-
DIRECTORY 10 (HELP) (1)	-	-
DROP (from conference) (1)	-	-
END OF DIALING/SEND	-	[FEATURE][#]
EXECUTIVE CREDIT CODE	EX	[FEATURE][3][9]
FEATURE	-	[7]
FLASH SIGNAL(1)	FS	[FEATURE][3][7]
FLIP FLOP	FF	[FEATURE][3][3]
GROUP PICKUP (1)	-	-
INTRUSION	-	[6]
LAST HOLD	LH	[FEATURE][5][4]
LEAST COST ROUTING (1)	-	-
LOCK (1)	-	-

(1) Access method not assigned by default.

(2) Only available on ISDN PRI calls.

(3) In the UNITE 400 up to eight; in the UNITE 1000 up to 24.

Not all of the above features are available on every type of telephone set.

## Feature codes (Continued)

Feature name	Abbreviation	Access method
MEET ME CONFERENCE 1-5 (1)	-	-
MEET ME PAGE	MM	[FEATURE][6][6]
MESSAGE	ME	[FEATURE][6][3]
NIGHT SERVICE (1)	-	-
PAGE - INTERNAL 1 through 8	11 through 18	[FEATURE][4][1] through [4][8]
PAGE - EXTERNAL 1 through 8 (1)	X1 through X8	-
PHONE BOOK (private list)	-	[FEATURE][7][1]
PHONE BOOK (system lists 1 to 9)	-	[FEATURE] [7][2][0] to [7][2][8]
PICKUP	PU	[FEATURE][7][8]
PROGRAM	PM	[FEATURE][7][6]
REDIAL	RL	[FEATURE][7][5]
SAVE/REPEAT	SR	[FEATURE][7][7]
SPEED DIAL	SD	[FEATURE][7][3]
TIME ALARM	TA	[FEATURE][8][2]
TONE	-	[1]
TONE DIAL (DTMF) (1)	-	-
TRAVEL COS (1)	-	-
TRUNK PATCH	TP	[FEATURE][8][7]
TRUNK SPEED DIAL (1)	-	-
VOICE MESSAGE (1)	-	-

(1) Access method not assigned by default.

(2) Only available on ISDN PRI calls.

(3) In the UNITE 400 up to eight; in the UNITE 1000 up to 24.

Not all of the above features are available on every type of telephone set.

## DND messages

Message number	Default message	Updated message
01	BE BACK SOON	
02	BE BACK AT * * : * * (1)	
03	BE BACK ON * * - * * (1)	
04	OUT UNTIL * * : * * (1)	
05	OUT FOR THE DAY	
06	OUT OF OFFICE	
07	OUT OF TOWN	
08	OUT ON A CALL	
09	OUT FOR LUNCH	
10	ON VACATION	
11	ON A TRIP	
12	ON BREAK	
13	AWAY FROM DESK	
14	GONE HOME	
15	BUSY UNTIL * * : * * (1)	
16	CALL * * * * * (1)	
17	CALL ME AT * * * * * (1)	
18	CALL LATER	
19	CALL TOMORROW	
20	DO NOT DISTURB	
21	IN A MEETING	
22	IN CONFERENCE	
23	WITH A CLIENT	
24	WITH A GUEST	
25	WITH A PATIENT	
26	UNAVAILABLE	
27	LEAVE MSG AT * * * (1)	
28	TAKE MSG AT * * * * (1)	
29		
30		

(1) When editing messages, enter digits in place of the asterisks.

## System messages

Message number	Default message	Updated message
01	CALL_ (Basic message)	
02	CALL * * * * * (1)	
03	CALL HOME	
04	CALL ME	
05	GONE OUT	
06	READ MAIL	
07	VOICE MAIL	
08	CALL BOSS	
09	TAKE MSGS	
10	GONE HOME	
11	JOB DONE	
12	IN TROUBLE	
13	CLIENT	
14	BRING WORK	
15	ANY NEWS?	
16	REPORT DUE	
17	COME HERE	
18	MEET. NOW	
19	MEMO READY	
20	TYPE LETTR	
21	WELL DONE	
22 (2)		
23		
24		
25		
25		
27		
28		
29		
30		

(1) When editing messages, enter digits in place of the asterisks.

(2) Messages 22 to 30 are customer-definable.

## Your speed dial codes

Name	Number	Code
		001
		002
		003
		004
		005
		006
		007
		008
		009
		010

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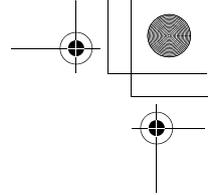
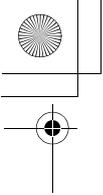
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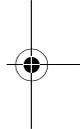
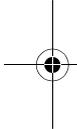








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