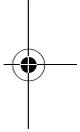
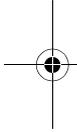


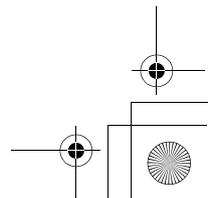
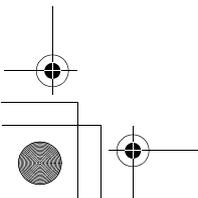
Single Line Telephone USER GUIDE

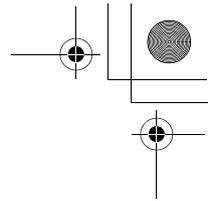
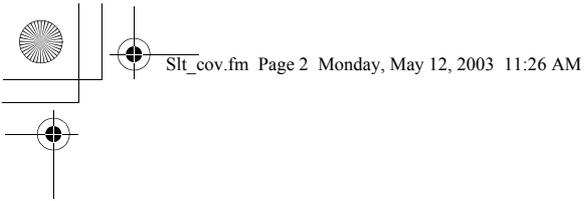


the art of communication

76-110-1706/H

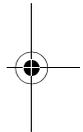
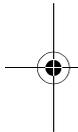
Issue 1



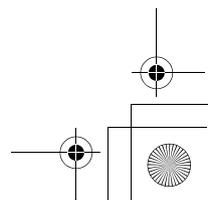
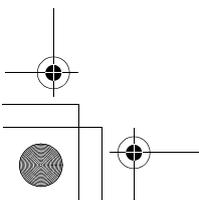


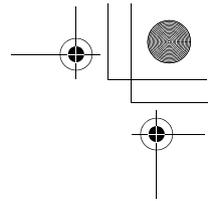
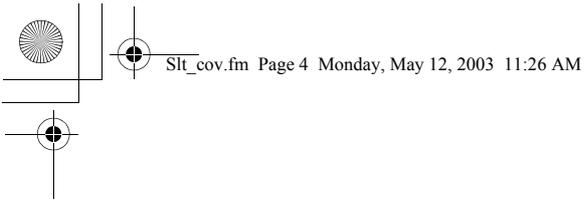
76-110-1706/H, Issue 1

Single Line Telephone **USER GUIDE**



**Telrad Connegy, Inc.,
Woodbury, New York**

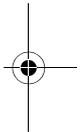
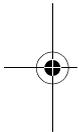




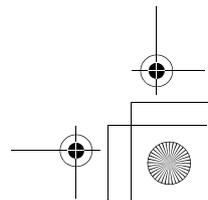
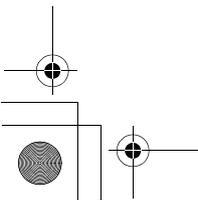
NOTICE

This publication refers to single line telephones connected to Telrad Connegy's UNITE system, Release e2e-1, as of May, 2003.

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

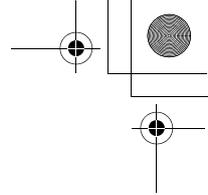
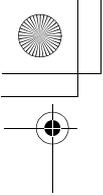


© 2003 Telrad Connegy, Inc.,
Woodbury, New York



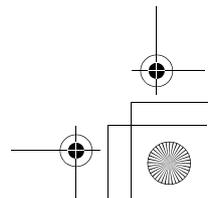
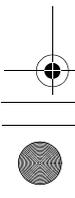
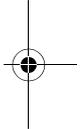
CONTENTS

ABOUT THIS GUIDE	1
TO PERFORM A HOOKFLASH	1
INTERNAL CALLS	2
TO PLACE A NON-RINGING CALL	2
TO PLACE A RINGING CALL	2
IF THE EXTENSION YOU CALLED IS BUSY (Callback)	2
BARGE INTO A CONVERSATION	3
PAGE CALLS	3
OUTSIDE CALLS	4
TO ANSWER A SECOND INCOMING CALL (Flip Flop) 4 WAITING FOR AN AVAILABLE OUTSIDE LINE (Trunk Queue)	5
HOLD	5
TRANSFERRING CALLS	6
CONFERENCE CALLS	7
PICKUP	8
MESSAGES	8
SENDING MESSAGES	8
RECEIVING MESSAGES	9
DELETING ALL MESSAGES	9
FORWARDING CALLS	9
PROGRAMMING CALL FORWARDING	10
CANCELING CALL FORWARDING PROGRAMMING	11
CANCELING CALL FORWARD TO ME	12
SPEED DIAL	13
TO SPEED DIAL AN OUTSIDE NUMBER	13
TO PROGRAM A SPEED DIAL BIN NUMBER	13
ALARM	13
TO SET THE ALARM TIME	14



CONTENTS (continued)

TELEPHONE LOCK 14
 TO LOCK YOUR TELEPHONE 14
 TO UNLOCK YOUR TELEPHONE 15
ADVANCED FEATURES 15
TO CIRCUMVENT EXTENSION
RESTRICTIONS (Traveling Class Of Service) 16
FEATURE CODES 17
 Feature codes 18
 System messages 20



ABOUT THIS GUIDE

This Guide will help you use your telephone to access some of the many features of your Telrad Connegy telephone system.

You may access most of the system features by dialing access codes. If your telephone is pulse dialing, you are not able to use features which require the **[*]** and **[#]** buttons.

The Feature codes table, at the end of this guide, lists the default access codes. If any of the codes have been changed, your System Administrator can assist you in updating the Feature codes table.

NOTE Before performing any operation, described in this guide, you must first lift the handset.

TO PERFORM A HOOKFLASH

- Press momentarily on the hookswitch, or press the hook-flash or signaling button (if your telephone has one).

INTERNAL CALLS

TO PLACE A NON-RINGING CALL

1. Lift the handset.
2. Dial the extension number.

TO PLACE A RINGING CALL

1. Lift the handset.
2. Dial the Tone access code **[1]**.
3. 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. Perform a hookflash.
2. Dial the Feature code (**[7]**).
3. Dial the Callback/Queue access code (**[2][2]**).
4. Hang up.

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

5. Lift the handset.
You hear the called extension ringing.

To cancel Callback (tone dialing telephone only)

1. Dial the Cancel code (**[#]**).
2. Dial the Feature code (**[7]**).
3. Dial the Callback access code (**[2][2]**).

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:

1. Perform a hookflash.
2. Dial the Feature code ([7]).
3. Dial the Barge In access code ([2][4]).
A warning tone is heard by all parties, depending on system programming.

PAGE CALLS

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

1. Lift the handset.
2. Dial the Page zone access code.
After the double tone burst:
3. 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. Dial the Feature access code **[7]**.
3. Dial the Meet Me Page access code **[[6][6]]**.
4. Dial the Page zone access code.

OUTSIDE CALLS

Outside calls may be placed by accessing an outside line (or group) or by using the Least Cost Routing (LCR) feature. When the instructions tell you to access an outside line, you may:

- Dial an outside line access code or outside line group access code.
- Dial the LCR access code (usually **[9]**).

To place an outside call

1. Access an outside line.
2. Dial the required number.

To redial the last outside number you dialed (Redial)

1. Dial the Feature code **[[7]]**.
2. Dial the Redial access code **[[7][5]]**.

TO ANSWER A SECOND INCOMING CALL (Flip Flop)

When you hear a call waiting tone during your conversation:

1. Perform a hookflash.
2. Dial the Feature code **[[7]]**.
3. Dial the Flip Flop access code **[[3][3]]**.

You are now connected to the second caller and the first

call is placed on hold. Repeat steps 1-3 (above) to return to the party currently on hold.

NOTE If the first call is internal, it is disconnected (not placed on hold).

WAITING FOR AN AVAILABLE OUTSIDE LINE (Trunk Queue)

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

1. Perform a hookflash.
2. Dial the Feature code (**[7]**).
3. Dial the Callback/Queue access code (**[2][2]**).
4. Hang up.

When an outside line becomes available, the system rings your extension. Then:

5. Lift the handset.
6. Listen for outside dial tone, and dial the desired number.

To cancel Trunk Queue

- Press **[#]** and repeat steps 2 through 4, above.

HOLD

To place a call on hold

1. Perform a hookflash.
2. Dial the Feature access code (**[7]**).
3. Dial the Last Hold access code (**[5][4]**).

***To return to the call on hold
If you have not yet hung up:***

NOTE The following procedure may not be operable on your telephone set, depending upon system configuration.

- Perform a hookflash again.

If you have already hung up:

1. Lift the handset.
2. Dial the Feature access code (**[7]**).
3. Dial the Last Hold access code (**[5][4]**).

For details of the Hold feature, see your System Administrator.

You cannot put an internal call on hold. You can only answer a second incoming call if the first call was an outside call.

You can ask the System Administrator to program your telephone so that you do not receive any indication of a second incoming call.

TRANSFERRING CALLS

You can transfer an outside call to another extension:

1. Perform a hookflash.
2. Dial the extension number.

When the called party answers:

3. Hang up or wait for the called party to answer and then hang up.

You may announce the call before hanging up. If there is no

answer, or the required person is not interested in receiving the call, you can return to the outside caller by performing a hookflash.

CONFERENCE CALLS

A total of eight parties, including one outside line, can participate in a conference.

1. Make the first call (external).
2. Perform a hookflash.
3. Dial **([7] [5] [4])**.
4. Make the next call.

After the call is answered:

5. Perform a hookflash again.

Repeat steps 2 through 4 to add up to five more internal parties to the conference.

PICKUP

You can answer a call at another extension within your group, without leaving your desk.

To pick up a call on hold or ringing at another extension

1. Dial the Feature code ([7]).
2. Dial the Pick Up access code ([7][8]).
3. Do one of the following:
 - Dial [*] to pick up ringing calls (from tone dialing telephones only),
or
 - Dial the number of the extension or outside line that is ringing or on hold.

MESSAGES

If, after dialing an extension, there is no answer or you hear busy tone, you can leave a message.

SENDING MESSAGES

To send a basic message

1. Perform a hookflash.
2. Dial the Feature code ([7]).

3. Dial the Message access code **[6][3]**.
4. Hang up.

RECEIVING MESSAGES

You know that you have received a message if you hear a broken dial tone after lifting your handset.

To call the message sender

1. Dial the Feature code **[7]**.
2. Dial the Message access code **[6][3]**.
The system calls the extension that left you a message.

DELETING ALL MESSAGES

To delete all the messages left at your telephone (tone dialing telephone only)

1. Dial the Cancel access code **[#]**.
2. Dial the Feature access code **[7]**.
3. Dial the Message access code **[6][3]**.
4. Hang up.

FORWARDING CALLS

You may have your calls forwarded to another destination, either inside or outside the system, provided you have authorization to do so. You use the Speed Dial function to forward calls to an external destination, as explained in the operating instructions below.

There are three types of call forwarding:

- Call Forward - forwards all your calls.
- Call Forward Busy - forwards calls arriving at your telephone when it is busy.
- Call Forward No Answer - forwards calls that are not answered.

You also have three choices of which of your calls to forward to another extension:

- All of your calls - both internal and external;
- Only external calls - people calling from outside your organization;
- Only internal calls - people calling from inside your organization.

PROGRAMMING CALL FORWARDING

1. Pick up the handset to obtain dial tone.
2. Dial the Feature code **[7]**.
3. Dial the code that designates in which situation you want your calls forwarded:

In order to program	Dial
Call forward - always	[F][L] or [3][5]
Call forward busy	[F][B] or [3][2]
Call forward no answer	[F][N] or [3][6]

The letters above refer to letters on the telephone dialpad. For example, **[L]** refers to the button that contains the letter L - **[JKL]**.

4. Dial the code that designates which of your calls you want forwarded:

In order to program	Dial
Forward all calls	[A] or [2]
Forward external calls only	[E] or [3]
Forward internal calls only	[I] or [4]

5. Enter the new destination to which you want your calls forwarded.

Instead of dialing the extension number, you may also dial the Feature code **[7]**, the Speed Dial code **[7][3]**, and a three digit Speed Dial bin number. This is the method for forwarding calls to an external destination.

Calls are forwarded to the contents of that Speed Dial bin number. If you later change the contents of that Speed Dial bin number, calls are forwarded to the new destination.

6. Hang up;
if you have programmed Call Forward Always, you hear a broken dial tone, confirming that Call Forward is active.

CANCELING CALL FORWARDING PROGRAMMING

1. Press the Cancel code -- **[#]**.
2. Dial the Feature code **[7]** and dial the code that designates what type of Call forwarding you want to cancel:

In order to cancel	Dial
Call Forward always	[F][L] or [3][5]
Call forward busy	[F][B] or [3][2]
Call forward no answer	[F][N] or [3][6]

3. Dial the code that designates which of your calls are currently forwarded and for which you want to cancel the call forwarding programming:

In order to program	Dial
All calls	[A] or [2]
External calls	[E] or [3]
Internal calls	[I] or [4]

4. Hang up.

CANCELING CALL FORWARD TO ME

If another station 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 the cancel code **[#]**.
2. Press the Feature code **[7]**.
3. Press the Call Forward code **[3][5]**.
4. Press **[8]**.
5. Dial the extension number whose calls you no longer want forwarded to your station
or
Press **[*]** if you wish to cancel all Call Forward to me, from all stations.

SPEED DIAL

Speed dial shortens the procedure of dialing outside numbers by using speed dial bin numbers.

TO SPEED DIAL AN OUTSIDE NUMBER

1. Dial the Feature code (**[7]**).
2. Dial the Speed Dial access code (**[7][3]**).
3. Dial the number of the speed dial bin that contains the required number.

TO PROGRAM A SPEED DIAL BIN NUMBER

1. Dial the Feature code (**[7]**).
2. Dial the Program access code (**[7][6]**).
3. Dial a speed dial bin number (see your system administrator for a list of legal bin numbers), for example 053.
4. Dial an outside line access code followed by the number you want to store (all digits 0-9, *, # are legal entries).
5. Hang up.

ALARM

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

TO SET THE ALARM TIME

1. Dial the Feature code (**[7]**).
2. Dial the Time Alarm access code (**[8][2]**).
3. Dial the four-digit alarm time (HH:MM) using the 24 hour format (e.g. 1530 for 3:30 pm).
4. Hang up.

To cancel the alarm setting (tone dialing telephone only)

1. Dial the Cancel code (**[#]**).
2. Dial the Feature code (**[7]**).
3. Dial the Time Alarm access code (**[8][2]**).
4. Listen for dial tone for confirmation and hang up.

To stop the alarm ring

- Lift and replace the handset.

TELEPHONE LOCK

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

TO LOCK YOUR TELEPHONE

1. Dial the Lock access code.
2. Dial your Executive Credit Code (see your system administrator).

The telephone lock dialing restrictions are in effect.

TO UNLOCK YOUR TELEPHONE

- Repeat the above procedure.

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, forced);
- Answering a second incoming call;
- Camp on;
- Conference loop;
- Confirmed transfer;
- 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;
- Pick up;
- System speed dial;
- Trunk patch - Retrieve trunk patch.

TO CIRCUMVENT EXTENSION RESTRICTIONS (Traveling Class Of Service)

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

NOTE Global COS can only be accessed by tone dialing telephones.

To circumvent extension restrictions

1. Dial the Travel COS (Class Of Service) access code.
2. Dial your extension number - to apply your extension's COS,
or Press **[*]** for a Global COS.
3. Dial your ECC authorization code or a Global COS code.
The Travel Class of Service feature is active, for a predefined period.

FEATURE CODES

Features can be activated by dialing the Feature code (**[7]**) 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, when activating Speed Dial, press the Feature code button (**[7]**) and the dialpad buttons corresponding to the letters SD (Speed Dial).

That is,

7
PRS

7
PRS

3
DEF

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. Consult your System Administrator for updated information on feature codes in your system.

Feature codes

Feature name	Abbreviation	Access method
ACCOUNT CODE	AT	[FEAT][2][8]
ACD LOGIN (1)	-	-
ACD LOGOUT (1)	-	-
ALL/GROUP	-	[*]
ATTENDANT	-	[0]
BACKGROUND MUSIC 1	BM	[FEAT][2][6]
BACKGROUND MUSIC 2-4(1) or 2-8(3)	-	-
BARGE IN	BI	[FEAT][2][4]
CALL ACCOUNT MONITOR (1)	-	-
CALLBACK/QUEUE	CB	[FEAT][2][2]
CALL FORWARD-ALWAYS	FL	[FEAT][3][5]
CALL FORWARD-BUSY	FB	[FEAT][3][2]
CALL FORWARD-NO ANSWER	FN	[FEAT][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	-	[FEAT][#]
EXECUTIVE CREDIT CODE	EX	[FEAT][3][9]
FEATURE	-	[7]
FLASH SIGNAL(1)	FS	[FEAT][3][7]
FLIP FLOP	FF	[FEAT][3][3]
GROUP PICKUP (1)	-	-
INTRUSION	-	[6]
LAST HOLD	LH	[FEAT][5][4]
LEAST COST ROUTING (1)	-	-
LOCK (1)	-	-
MEET ME CONFERENCE 1-5 (1)	-	-

(1) Access method not assigned by default.

(2) Only available on ISDN PRI calls.

(3) Available in UNiTE 400

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

Feature codes (Continued)

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

(1) Access method not assigned by default.

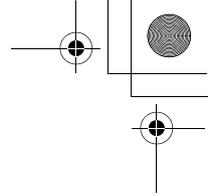
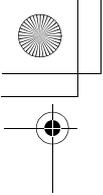
(2) Only available on ISDN PRI calls.

(3) Available in UNITE 400

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

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	



76-110-1706/H, Issue 1

Printed in Israel

