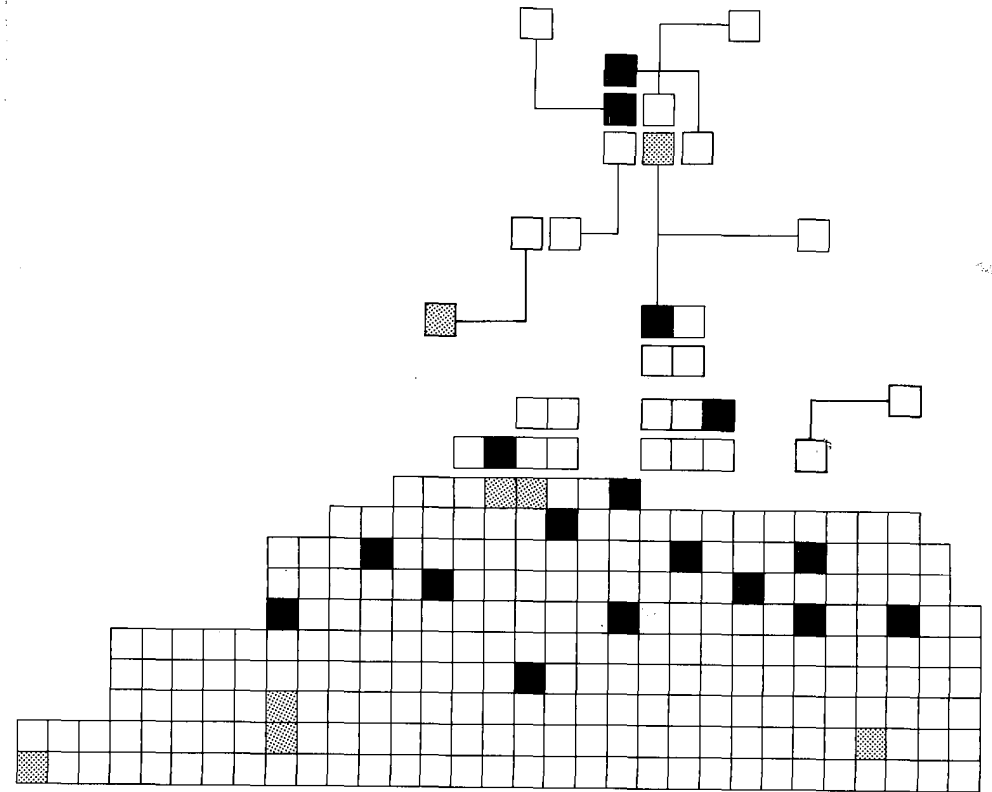




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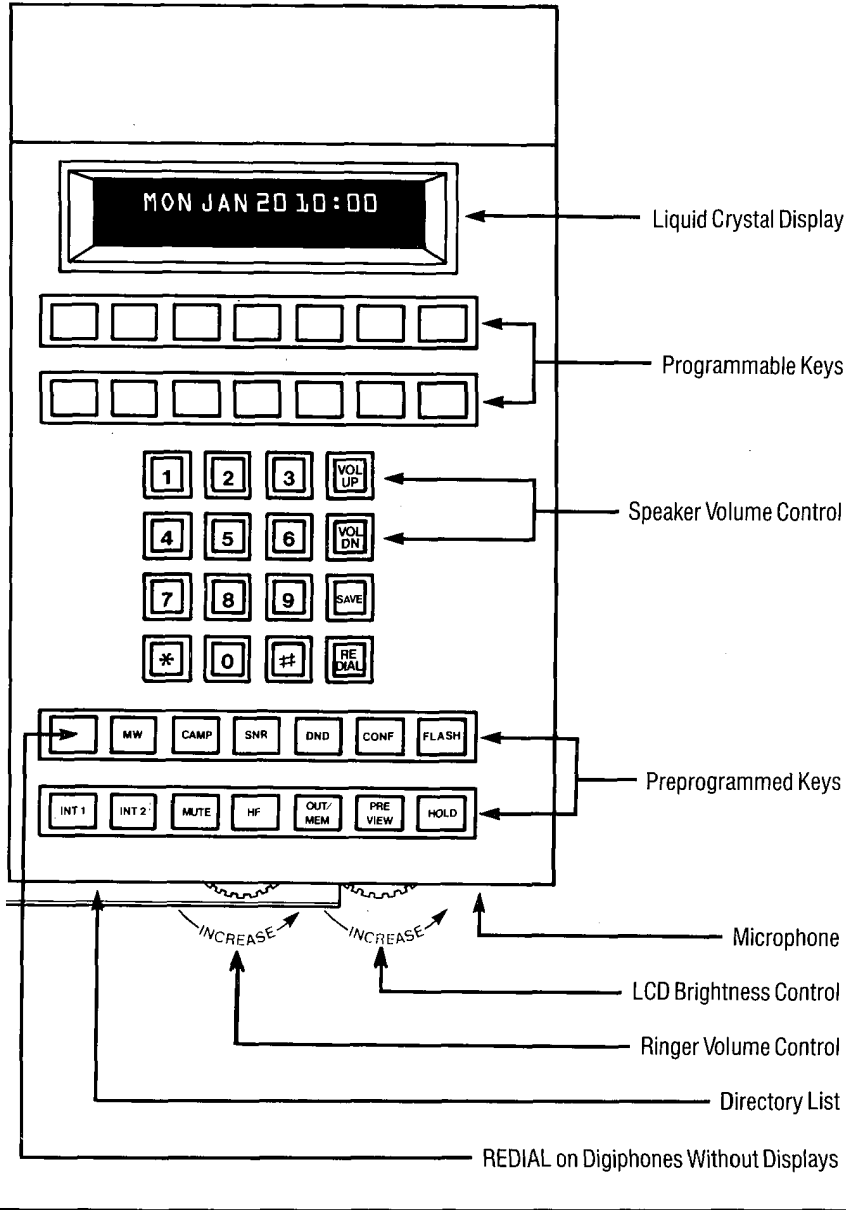


**TIE**® 28 BUTTON  
DIGIPHONE USER'S GUIDE

### 28-BUTTON DIGIPHONE



For Digiphones without display, the "LCD Brightness Control" is used to adjust the handsfree speaker volume.



# Quick Reference Card (cont'd)

Account Code . . . . .	* Account Code *
Cancel . . . . .	#
Authorization Code . . . . .	##, Password
Barge In . . . . .	*
Code Call - Answer . . . . .	*51
Code Call - Originate . . . . .	51
Data Privacy . . . . .	#
Department Features	
Call Answer . . . . .	13
Call Control . . . . .	*153, Dept. Number
Call Control - Release . . . . .	#153, Dept. Number
Night Service - On . . . . .	#13, Dept. Number
Night Service - Off . . . . .	*13, Dept. Number
Dictation Access . . . . .	52
Message Waiting	
Set . . . . .	153, Station Number
Cancel . . . . .	154, Station Number
Night Answer . . . . .	*0
Paging Features	
All Zones . . . . .	50
Zone . . . . .	56-59
Page Answer . . . . .	*50
Attendant Page - Answer . . . . .	Announced Digits
Uniform Call Distribution	
Exit Group . . . . .	*192
Rejoin . . . . .	#192

Do you receive calls on the INT 1 and INT 2 keys? If so, follow the instructions for Prime Line Operation located in the Basics section of this guide.

Do you receive calls on LINE keys? If so, follow the instructions for Multi-Line Operation located in the Basics section of this guide.

**CAUTION**

Connecting other types of telephones or communications equipment to a Digiphone walljack can damage the system.

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# Quick Reference Card

Version 2

FEATURE	OPERATION
Answer Second Call . . . . .	Press Flashing INT key or LINE key
Reconnect First Call . . . . .	Press Winking INT key or LINE key
Call Forwarding	
All Calls . . . . .	Station from, to, *
Busy . . . . .	Station from, to, *1
Busy/No Answer . . . . .	Station from, to, *2
Cancel . . . . .	Station from, to, *
Stored Call Forwarding - Off . . . . .	#191
Stored Call Forwarding - On . . . . .	*191
Call Pickup . . . . .	18
Camp-on - Off Hook . . . . .	#
Camp-on - On Hook . . . . .	##
Conference Call . . . . .	Make Call, *
Conference Split	
Speak to 1st party . . . . .	11
Speak to 2nd party . . . . .	13
Re-establish Conference . . . . .	*
Directed Call Pickup . . . . .	*, Station Number
Do Not Disturb . . . . .	*193
Cancel . . . . .	#193
Hold . . . . .	Press HOLD key, Hang up
Reconnect . . . . .	Press winking INT or LINE Key
Saved Number Redial - Save Number . . . . .	**
Saved Number Redial - Call Number . . . . .	**
Speed Dialing Features	
Emergency . . . . .	695 - 699
Individual Speed . . . . .	800 - 809
System Speed . . . . .	400-499/600-694/810-899
Transfer . . . . .	Make a Call, Hang up



Code Call - Answer . . . . .	*51
Code Call - Originate . . . . .	51
Data Privacy . . . . .	#
Department Features	
Call Answer . . . . .	3
Call Control . . . . .	*53, Dept. Number
Call Control - Release . . . . .	#53, Dept. Number
Night Service - On . . . . .	#3, Dept. Number
Night Service - Off . . . . .	*3, Dept. Number
Dictation Access . . . . .	52
Message Waiting	
Set . . . . .	553, Station Number
Cancel . . . . .	554, Station Number
Night Answer . . . . .	*8
Paging Features	
All Zones . . . . .	50
Zone . . . . .	56-59
Page Answer . . . . .	*50
Attendant Page - Answer . . . . .	Announced Digits
Uniform Call Distribution	
Exit Group . . . . .	*92
Rejoin . . . . .	#92

instructions on how to use these features.

Some features require dialing a short code. These codes vary depending on the version of software the system is using. Codes enclosed in parenthesis apply to systems with Version 1 software, while those without parenthesis apply to systems with Version 2 software. Again, your system manager will tell you which codes you should use.

For your convenience, Quick Reference Cards (one for each version of software) are located at the back of this guide.

## CONTROLS

### Ringer Volume

Turn the left thumbwheel located on the front edge of the Digiphone counterclockwise to increase the loudness of the ringer or clockwise to decrease it.

### Speakerphone Volume

Non-Display Digiphone: Turn the right thumbwheel located on the front edge of Digiphone counterclockwise to increase, or clockwise to decrease the volume.

Display Digiphone: Press the VOL UP key to increase or the VOL DN key to decrease the volume.

### Display Brightness

Turn the right thumbwheel located on the front edge of the Digiphone counterclockwise to increase the brightness of the display or clockwise to decrease it.

**Answering Calls**

**Prime Line Operation**

Internal calls are signaled by single-burst ringing. Outside calls are signaled by double-burst ringing.

To Answer a Call:

1. Lift the handset.
  - The INT 1 key changes from flashing to steadily lit.
2. Speak to the calling party.

**ANSWERING A SECOND CALL/  
AUTOMATIC HOLD**

To Answer A Second Call:

1. Press the flashing INT 2 key.
  - The first call is automatically placed on hold.
2. Speak to the calling party.

To take the first call off hold, press the winking INT 1 key.

**ANSWERING CALLS  
TO A DSS KEY**

DSS keys (Direct Station Selection) allow you to answer calls directed to another internal station.

To Answer A Call to a DSS key:

1. Lift the handset.
2. Press the flashing DSS key.
  - The DSS key becomes dark.
3. Speak to the calling party.

**Multi-Line Operation**

To Answer a Call:

1. Lift the handset.
2. Press the flashing LINE key.
3. Speak to the calling party.

**ANSWERING MULTIPLE CALLS/  
AUTOMATIC HOLD**

To Answer Multiple Calls:

1. Press the flashing LINE key.
  - The first call is automatically placed on hold.
2. Speak to the calling party.

To take the first call off hold, press the winking key associated with the call on hold.

**FEATURE**

**OPERATION**

Answer Second Call . . . . .	Press Flashing INT key or LINE key
Reconnect First Call . . . . .	Press Winking INT key or LINE key
Call Forwarding	
All Calls . . . . .	Station from, to, *
Busy . . . . .	Station from, to, *1
Busy/No Answer . . . . .	Station from, to, *2
Cancel . . . . .	Station from, to, *
Stored Call Forwarding - Off . . . . .	#91
Stored Call Forwarding - On . . . . .	*91
Call Pickup . . . . .	*1
Camp-on - Off Hook . . . . .	#
Camp-on - On Hook . . . . .	##
Conference Call . . . . .	Make Call, *
Conference Split	
Speak to 1st party . . . . .	1
Speak to 2st party . . . . .	3
Re-establish Conference . . . . .	*
Directed Call Pickup . . . . .	*, Station Number
Do Not Disturb . . . . .	*93
Cancel . . . . .	#93
Hold . . . . .	Press HOLD key, Hang up
Reconnect . . . . .	Press winking INT or LINE Key
Saved Number Redial - Save Number . . . . .	**
Saved Number Redial - Call Number . . . . .	**
Speed Dialing Features	
Emergency . . . . .	555
Individual Speed . . . . .	800 - 809
System Speed . . . . .	810 - 899
Transfer . . . . .	.Make a Call, Hang up



# NOTES

## Hold

### Prime Line Operation

Calls placed on hold can be retrieved from any station.

To Put a Call on Hold:

1. Press the red HOLD key.
  - The key associated with the call on hold winks.
  - An idle INT 1 or INT 2 key becomes steadily lit.
2. Hang up.

To Take a Call Off Hold From Your Own Digiphone:

1. Lift the handset.
2. Press the winking key associated with the call on hold.
3. Speak to the previously held party.

To Take the Call Off Hold From Another Station:

1. Lift the handset.
2. Dial # followed by your station number.
3. Speak to the previously held party.

If the call on hold is not retrieved within a certain time, the party on hold will recall your telephone.

### Multi-Line Operation

The red HOLD allows individual calls to be placed on hold.

To Put a Call on Hold:

1. Press the red HOLD key.
  - The key associated with the call on hold winks.
2. Hang up.

To Take a Call Off Hold:

1. Lift the handset.
2. Press the winking key associated with the call on hold.
3. Speak to the previously held party.

If the call on hold is not retrieved within a certain time, the party on hold will recall your telephone.

## Making Calls

### Prime Line Operation

#### INTERNAL CALLS

To Make an Internal Call:

1. Lift the handset.
2. Dial the station number, or use the appropriate DSS key.

#### OUTSIDE CALLS

To Make an Outside Call:

1. Lift the handset.
2. Dial 9.
3. Listen for dial tone.
4. Dial the telephone number.

When long distance calls are made a number of tones associated with the Least Cost Routing feature may be heard. For an explanation of these tones see the Camp-on feature.

#### MAKING A SECOND CALL/ AUTOMATIC HOLD

To Make a Second, Independent Call:

1. Press an idle INT key.
  - The first call has been automatically put on hold.
2. Dial the number of the second party, or use the appropriate DSS key.

To take the first call off hold press the winking INT 1 or INT 2 key.

#### NOTE

If both INT keys are busy further calls cannot be made or answered.

### Multi-Line Operation

#### INTERNAL CALLS

To Make an Internal Call:

1. Lift the handset.
2. Dial the station number, or use the appropriate DSS key.

#### OUTSIDE CALLS

To Make an Outside Call:

1. Lift the handset.
2. Dial 9.
3. Listen for dial tone.
4. Dial the telephone number.

When long distance calls are made a number of tones associated with the Least Cost Routing feature may be heard. For an explanation of these tones see the Camp-on feature.

#### MAKING A SECOND CALL/ AUTOMATIC HOLD

To Make a Second, Independent Call:

1. Press an idle INT key.
  - The first call has been automatically put on hold.
2. Dial the number of the second party, or use the appropriate DSS key.

To take the first call off hold press the winking INT 1 or INT 2 key.

#### NOTE

If both INT keys are busy further calls cannot be made or answered.

The REDIAL key may be used to insert pauses that may be required when keying certain telephone numbers. Each operation of the REDIAL key counts as a digit.

To Make a Call Using the Digiphone Speed Dialing feature While the Digiphone is Idle:

1. Lift the handset.

Either

- 2A. If the number has been programmed using the Direct Speed dialing feature press the key programmed with the required number.

Or

- 2B. If the number has been programmed using the OUT MEM Speed Dialing feature press the OUT MEM key.

- The INT 1 key becomes dark.

- 3B. Press the key programmed with the speed dialing number.

- The INT 1 key becomes steadily lit.

4. Wait for the called party to answer.



## EXTERNAL CALL FORWARD

If allowed by local programming you may Call Forward your calls to an outside telephone number that is included in your Individual Speed Dialing list.

1. Lift the handset.
2. Dial your station number.
3. Dial an Individual Speed Dialing Code 800-809.
4. Dial \* (for all calls), \*1 (for Busy), or \*2 (Busy/No Answer).
5. Hang up.

To Cancel External Call Forward:

1. Lift the handset.
2. Dial your station number twice.
3. Dial \*.
4. Hang up.

## Speed Dialing

### SYSTEM SPEED DIALING

All station users have access to a common pool of 285 Speed Dialing Codes. Each code is assigned a specific telephone number by local programming. To make a call using the System Speed Dialing feature dial a three digit speed dialing code from 400 to 499, 600 to 694 or 810 to 899 (810 to 899)–the digit "9" is not required.

### DIGIPHONE SPEED DIALING

Each key in the top three rows can be assigned frequently called telephone numbers up to 16 digits long. Two types of Digiphone Speed Dialing are provided:

OUT MEM Speed Dialing: OUT MEM Speed Dialing requires pressing two keys to make a call–the OUT MEM key plus the key programmed with the speed dialing number. This feature can be used to programmed a number to a key that already has a feature programmed to it.

Direct Speed Dialing: Direct Speed Dialing requires pressing one key to make a call–the key programmed with the speed dialing number. This feature cannot, however, be used to program a number to a key that already has a feature programmed to it.

To Program a Speed Dialing Number:

1. Press the SAVE key.
2. Press the key that is to be programmed with a speed dialing number.

Either

4A. Dial 703--OUT MEM Speed Dialing.

Or

- 4B. Dial 373--Direct Speed Dialing.
5. Dial 9 followed by the telephone number.
6. Press the SAVE key.
7. Lift, then replace the handset.

## Transfer

### Prime Line Operation

To Transfer a Call to Another Station or Outside Party:

1. While connected, dial the number of the second party, or use the appropriate DSS key.
2. Hang up, or wait for an answer then hang up.

To return to the first party, press FLASH and dial 11 (1).

If the transferred call is not answered it will recall your telephone.

### CALL TRANSFER TO A BUSY STATION

To Transfer a Call to a Busy Internal Station:

1. Listen for busy signal.
2. Dial #.
  - Ringing followed immediately by a burst of tone is heard in the receiver.
3. Hang up to transfer the call.

If the second party remains busy after a period of time, the transferred party will recall your telephone.

### Multi-line Operation

To Transfer a Call to Another Station or Outside Party:

1. While connected, dial the number of the second party, or use the appropriate DSS key.
2. Hang up, or wait for the second party to answer then hang up.

To return to the first party, press FLASH and dial 11 (1).

If the transferred call is not answered it will recall your telephone.

### CALL TRANSFER TO A BUSY STATION

To Transfer a Call to a Busy Internal Station:

1. Listen for busy signal.
2. Dial #.
  - Ringing followed immediately by a burst of tone is heard in the receiver.
3. Hang up to transfer the call.

If the second party remains busy after a period of time, the transferred party will recall your telephone.

## FEATURES

### Handsfree Speakerphone Operation

The Digiphone is equipped with a handsfree speakerphone that can be used in place of the handset. Any step that requires the handset to be lifted can also be performed with the handset in its cradle by pressing and releasing the HF key. If the Digiphone is being used handsfree, a "Hang up" step can be performed by pressing and releasing the steadily lit HF key.

To Switch to the Speakerphone While on a Call Using the Handset:

1. Press the HF key.
  - The HF key becomes steadily lit.
2. Replace the handset.
3. Continue the call.

To Switch to the Handset While on a Call Using the Speakerphone:

1. Lift the handset.
  - The HF key becomes dark.
2. Continue the call.

### Mute

The MUTE key is used to disconnect the ringer to prevent incoming calls from ringing the Digiphone or to disconnect the microphone to provide privacy during a handsfree call.

To Disconnect the Ringer While the Digiphone is Idle or While on a Call Using the Handset:

1. Press the MUTE key.
  - The MUTE key winks.

To reconnect the ringer press the winking MUTE key.

To Disconnect the Microphone While on a Call Using the Speakerphone:

1. Press the MUTE key.
  - The MUTE key becomes steadily lit.

To reconnect the microphone press the steadily lit MUTE key.

## Call Forward

Call Forwarding redirects all calls to another station. Three Call Forward options are available:

- a. Call Forward - All Calls
- b. Call Forward - Busy
- c. Call Forward - Busy/No Answer

To Activate Call Forward Using the Keypad:

1. Lift the handset.
2. Dial your station number.
3. Dial the station number to receive your calls.
4. Dial \* (for all calls), \*1 (for Busy), or \*2 (Busy/No Answer).
5. Hang up.

To Cancel Call Forward:

1. Lift the handset.
2. Dial your station number twice.
3. Dial \*.
4. Hang up.

### STORED CALL FORWARDING

Call Forwarding that has been activated using the keypad, may be temporarily canceled then reinstated.

To Temporarily Cancel Call Forwarding:

1. Lift the handset.
2. Dial #191 (#91).
3. Hang up.

To Reinstate Call Forwarding:

1. Lift the handset.
2. Dial \*191 (\*91).
3. Hang up.

To Activate Call Forward Using the C.FWD Key:

1. Lift the handset.
2. Press the LINE key or INT key to be forwarded.
3. Press the appropriate C.FWD key.
4. Hang up.

To Cancel Call Forward Using the C.FWD key:

1. Lift the handset.
2. Press the LINE key or INT key in Call Forward.
3. Press the appropriate C.FWD key.

To move back and forth between the calls dial 11 (1) and 13 (3) to alternately put and take a call on and off hold.

To Re-establish a Conference Call:

1. Press the CONF key.
2. Speak to the connected parties.

## DISCONNECTING A CONFERENCE CALL

To Disconnect a Conference Call:

Either

1A. Split the conference and hang up on each party individually.

Or

1B. Hang up. (The other two parties remain connected.)

## Flash

When a busy signal is encountered or when a telephone number or feature code has been miskeyed press the FLASH key to return dial tone.

## Directed Call Pickup

Calls to any ringing station can be answered from the Digiphone.

To Answer a Ringing Station While the Digiphone is Idle:

1. Lift the handset.
2. Dial \* followed by the number of the ringing station.
3. Speak to the calling party.

A ringing station can also be answered while on another call by selecting an idle line then keying \* and the number of the ringing station.

## Emergency Dialing

Telephone numbers associated with emergency services such as the local police or fire department can be automatically dialed by operating a single key.

To Make an Emergency Call From an Idle Digiphone:

1. Lift the handset.
2. Press the EMER key or dial a number from 695 to 699 (555).

## Preview

The PREVIEW key can be used in conjunction with a LINE key or DSS key to display the number of a calling party or to display a speed dialing number that has been programmed to a key.

To Display the Number of a Calling Party:

1. Press the PREVIEW key.
2. Press and hold the flashing LINE key or DSS key.

(The number of the calling party will remain displayed until the key is released.)

To Display A Speed Dialing Number:

1. Press the SAVE key.
2. Press a key.
3. Press the PREVIEW key four times.

(Other data will be seen before the speed dialing number is displayed.)

## Last Number Redial

The last telephone number, extension number, or feature code that was keyed from the Digiphone can be automatically redialed by going off hook and pressing and releasing the REDIAL key.

## Message Waiting

A flashing M.WAIT key indicates that a message has been left with the Message Center. To retrieve your messages, call your designated Message Center.

If the Digiphone has been designated as the Message Center, message waiting notification can be provided for a station user through the use of the SET MW and CLEAR MW keys. Refer to the Message Waiting Feature Card for more information.

## Camp-on

When a busy station has been reached or when the most economical route that could be used to complete an outgoing call is busy, the Camp-on feature can be used to recall the Digiphone when the busy station or least cost route becomes free. The following tones or combination of tones indicate when the least cost route is busy:

**REORDER TONE:** A fast busy signal means that the call cannot be completed unless a camp-on to the least cost route is performed.

**WARNING TONE:** A single burst of tone followed by three bursts of tone means that a more costly route will be used to complete the call unless a camp on to the least cost route is performed.

To Perform an Off-Hook Camp-On:

1. Listen for busy signal, reorder tone or warning tone.
2. Press the CAMP-ON key once.
  - The CAMP-ON key winks.
  - Ringing followed immediately by a burst of tone is heard in the receiver.
3. Wait for the called party to answer.

If a busy signal is heard after the call has been placed on the least cost route the called party is busy. Hang up and try again later.

To Perform an On-Hook Camp-on:

1. Press the CAMP ON key twice to perform an on-hook camp-on.
2. Dial ##.
  - The CAMP-ON key winks.
  - Three bursts of tone are heard in the receiver.
3. Hang up.
  - The INT 1 or INT 2 key associated with the camp-on remains steadily lit.

When the busy station or least cost route becomes free, the Digiphone rings:

1. Lift the handset.
2. Wait for the called party to answer.

To cancel an on-hook camp-on, lift the handset then press the steadily lit INT 1 or INT 2 key associated with the camp-on.

## Saved Number Redial

Saved Number Redial is an optional feature that allows the number of a just dialed and still active outside call to be saved for future redialing. Saving a number replaces any previously saved number.

To Save a Number While Hearing Ringing or Busy Signal, or While Speaking to The Called Party.

1. Press the SNR key.

To Call a Saved Number:

1. Lift the handset.
2. Press the SNR key.

## Do Not Disturb

The Do Not Disturb feature prevents incoming calls from ringing the Digiphone and diverts them to the attendant or to a predetermined destination such as a secretary or message answerer. Outgoing calls can still be made while the Do Not Disturb feature is in use.

To Activate Do Not Disturb while the Digiphone is Idle:

1. Press the DND key.
  - The DND key becomes steadily lit.

To cancel Do Not Disturb press the steadily lit DND key.

## Add-on Conference

To Add a Third Party to a Call in Progress:

1. Dial the number of the second party, or use the appropriate DSS key.
2. Press the CONF key.
3. Speak to the connected parties.

To return to the first party if the second party is busy, press the FLASH key then dial 11 (1).

## SPLITTING AND RE-ESTABLISHING A CONFERENCE CALL

Splitting a conference puts one of the parties on hold allowing the conference originator to speak privately with the other party.

To Split a Conference Call:

Either

- 1A. Dial 11 (1) to speak to the first party--the second party is automatically put on hold.

Or

- 1B. Dial 13 (3) to speak to the second party--the first party is automatically put on hold.