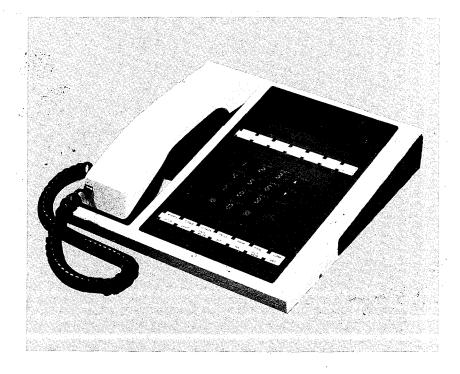
ULTRACOM DEX



- NEUG.027



TIE/communications, Inc. 8 Progress Drive, Shelton, CT 06484

Part No. 01310MBU 02 Issue 2-0 February 1987 Printed in U.S.A. 002085440 MULTIBUTTON FEATURE HANDBOOK

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CONFERENCE WITH UP TO SEVEN Establish call • Press CONF. • Establish OTHER PARTIES next call • Press CONF. **DIRECT STATION SELECTION (DSS)** PROGRAM A KEY Lift handset • Press INT. • Dial # • Press FOR DSS desired key (1-6, 8-13) • Dial extension number • Hang up PLACE INTERCOM Lift handset • Press INT. • Press key for CALL desired extension PAGING MAKE A PAGE Lift handset • Press INT. • Dial Page code (1-8) • Dial * • Make announcement • Hang up SPEED DIAL PROGRAM IN Do not lift handset • (Optional) Press out-MEMORY going Line key • Press OUT/MEM • Dial # • Dial three-digit storage code or press storage key (1-14) • Dial number • Press H.F. PLACE SPEED DIAL Lift handset • Press OUT/MEM • Dial CALL three-digit code or press key (1-14) PARK (General) PARK A CALL Press TRF. • Dial two-digit Park code • Dial 1 * to page person and announce Park code • Hang up ANSWER PARKED Lift handset at any phone • Press PARK • CALL Dial announced Park code (At Single Line and Four Button phones, there is no Park key; just dial the Park code.)

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INTERCOM CALLS	
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RECEIVE ANNOUNCED INTERCOM CALL	Lift handset when announced • Wait for person transferring call to hang up • Hang up (your phone rings) • Lift handset
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Volume Controls

Your telephone has three separate volume adjustments: Background Music, Handset and Handsfree. The Background Music adjustment also adjusts incoming ringing and paged announcements.

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To adjust the volume of Background Music and the other above mentioned features:

 Press VOL ▲ or VOL ▼ while feature is active or telephone is idle.

To adjust the Handset volume while the phone is idle:

- 1. Lift handset.
- 2. Press VOL ▲ or VOL ▼ key.

You may also press VOL ▲ or VOL ▼ while on a handset call.

When you hang up, the volume level for outside calls reverts to a mid-range value. The volume level for intercom calls, however, stays at the set value until you change it.

To adjust the Handsfree (speaker) volume while the phone is idle:

- 1. Press H.F. key.
- 2. Press VOL ▲ or VOL ▼ key.

You may also press VOL ▲ or VOL ▼ while on a Handsfree call.

When you hang up, the volume level for outside calls, reverts to a mid-range value. The volume level for intercom calls, however, stays at the set value until you change it.

The volume level setting for the previous Handsfree Intercom call determines the volume of your incoming voice announcements.

✓ Split

While on a call, you can answer a second call and alternate (Split) between the two. You can repeatedly Split between intercom and/or outside calls.

To answer a call while already on the phone:

An incoming call signals you with a beep.

1. Press SPLIT to answer the second call.

The initial call is automatically put

on Hold.

To alternate between two calls:

1. Press SPLIT.

Voice Prompts

Your system provides synthesized voice messages to aid you while using certain features; they play automatically at the appropriate time. All Voice Prompts are shown in italics in this handbook. You can also **request** that the system tell you the time and your extension number.

To hear the time:

• Do not lift handset.

1. Dial 1.

You hear, The Time Is ...

To hear your extension number:

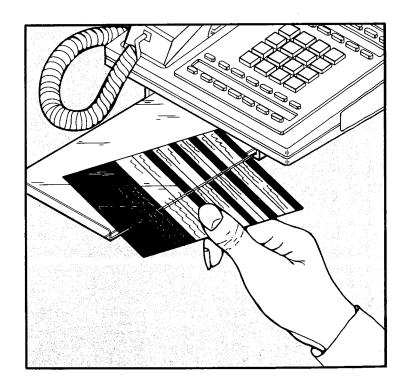
• Do not lift handset.

1. Dial 2.

You hear, This Is Station...

GETTING STARTED

A QUICK REFERENCE card is attached to the inside back cover to help you quickly get started in using your phone. The card conveniently fits in the directory tray underneath your phone—a handy reference to the Basics and some timesaving Features.



Speed Dial (continued)

Linking Speed Dial Numbers

Systemwide and Extension Speed Dial numbers can be linked together in any combination so they automatically dial out one after the other. For example, a systemwide Speed Dial code storing one number can be linked to an Extension Speed Dial key storing another.

To link Speed Dial numbers:

- 1. Press OUT/MEM.
- Press the storage key (1-14) or dial the three-digit storage code for the first number; let the number dial out,
- 3. Press TRF.
- 4. Press the storage key (1-14) or dial the three-digit storage code for the next number.
- 5. Lift handset to talk.

You can link any number of them.

H.F. and OUT/MEM keys light and you hear dial tone.

Skip this step when linking a key (1-14) to another key (1-14). Repeat steps 3-4 to link more numbers.

This step is optional if you have the Handsfree feature for outside calls—you can just speak toward the phone.

Speed Dial (continued)

B. To call any Speed Dial number:

1. Press OUT/MEM.

H.F. and OUT/MEM keys light and you hear dial tone.

Dial three-digit code storing desired number. If the stored number is a long one that overflowed to the next storage location, you need only access the first.

OR

Press storage key (1-14) storing desired number.

If you access an overflow storage location, or one that does not have a number stored with it, you hear, *Vacant Number*.

You may be able to manually dial more digits after a Speed Dial number dials out.

3. Lift handset to talk.

This step is optional if you have the Handsfree feature for outside calls—that is, you can just speak toward the phone.

INTRODUCTION

Your Multibutton telephone is part of a sophisticated electronic telephone system that will save you time and help you communicate more efficiently. For example, the **Handsfree** and **Monitor** features allow you to use your phone without lifting the handset, leaving both hands free to work while on a call: you simply press the H.F. key instead of lifting the handset. (See the Features section of this handbook for details.) In addition, your system may have **Automatic Route Selection (ARS)** to help efficiently manage your company's communication needs. Some ARS set-ups require that you dial special codes when you place a call. Check with your communications manager for details.

The Display

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If your phone is equipped with a display window, messages appear automatically on the phone's screen to supply helpful information while using certain features. (See Display Messages in the Features section.)

Help From the Voice Prompts

In addition to a variety of features, your system provides Voice Prompts (voice synthesized messages) to help you while using certain features. They give you information such as *Circuit Is Busy, You Have a Message*, etc. and play automatically at the appropriate times. (All Voice Prompts are shown in italics in this handbook.)

Help From the Attendant

The attendant (telephone operator) in your system can answer questions you may have about your phone. You can reach your attendant by pressing the INT. key, then dialing 0.

BASICS

Outside Calls

To answer an Outside Call:

You hear two short rings, then a pause (repeated).

- 1. Lift handset.
- 2. Press flashing Line key.

To place an Outside Call:

- 1. Lift handset.
- 2. Press Line kev.

3. Dial telephone number.

Depending on programming, you may be able to access a line by pressing INT., then dialing a twodigit code for a line group or a three-digit code for a specific line. See the attendant for the codes.

You may be restricted from placing certain calls. If you dial a restricted call, you hear, Your Call Cannot Go Through, Please Call The Operator or fast busy tone.

If your system has ARS that requires special codes, then you must enter an Authorization and/or Account Code after dialing. To enter either code when you hear extended ringing: Dial #, the code, #. When both codes are required, enter the Account code first. You hear extended ringing again. Repeat the steps using the Authorization code.

Speed Dial

- ☐ Extension Speed Dial allows you to store outside telephone numbers in your phone's memory so you can call them by simply dialing a three-digit code or by pressing one of the keys (1-14) on your phone. You can store as many as 20 numbers at your extension for your personal use. (See A below and B on the next page.)
- $\hfill \square$ System Speed Dial gives you three-digit access to telephone numbers stored in system memory (i.e., a central memory location). These numbers are available to everyone in the system. The attendant can supply a directory of these systemwide Speed Dial numbers. (See B on the next page.)
- You can link Speed Dial numbers.

A. To store a Speed Dial number at your extension:

- Do not lift handset.
- 1. Press an outgoing Line key.

with the number OUT/MEM and H.F. light. You

- 2. Press OUT/MEM.
- 3. Dial #.
- 4. Dial a three-digit storage code LLL to LIL.

Your attendant can tell you the codes. Keys (1-14) correspond to the first 14 storage codes.

hear dial tone.

This step is optional. It stores a line

OR

Press a storage key (1-14).

5. Dial number to be stored, up to 27 digits.

Pauses, entered by pressing #. count as digits. For more information on pauses, see the attendant.

Any number longer than 16 digits automatically overflows to the next storage location. If so, you cannot program that overflow location separately.

6. Press H.F.

H.F. and OUT/MEM extinguish.

Private Line

You have a private outside line which is both incoming and outgoing. The Private Line may be reserved exclusively for your use, or the line may be reserved for you and a few co-workers. Key 6 gives you access to your Private Line, and outside calls are placed and answered on this line as they are on any other line. You can put a call on your Private Line on Hold and you can transfer a call on your Private Line to another extension (see the Basics section).

Your communications manager can tell you the telephone number people must use to call you on your Private Line and whether you share the line with others.

✓ Save

You can Save an outside telephone number (up to 16 digits) in your phone's memory for one-touch dialing at a later time. You can place and receive calls in the meantime; they have no affect on the saved number. A saved number is retained in memory until a new one is saved in its place.

To Save a number:

1. Place outside call.

The call can be saved regardless of whether it was answered, unanswered or busy.

2. Press SAVE key anytime before hanging up.

To call a saved number:

Press SAVE.

H.F. key lights and you hear the call dialing out over the speaker.

2. Lift handset to talk.

This step is optional if you have the Handsfree feature for outside calls—in other words, you can simply speak toward the phone.

Intercom Calls

The Intercom allows you to call the other extension users including the attendant (s). When you place an Intercom Call, you may hear two short tones instead of ringing—it depends on the type of phone you are calling. After the tones sound, you can speak; your voice is heard over the other extension's speaker. To ensure that a call rings (instead of being broadcast), you must dial 1 before the extension number. (See A and B below.)

When a co-worker places an Intercom Call to you:

- ☐ The H.F. key lights and your co-worker's voice is broadcast over your speaker. (See D on the next page.)
- ☐ The INT. key flashes and your phone rings. (See C, E, and F on the next page.)

A. To place an Intercom Call:

Also see Direct Station Selection.

- 1. Lift handset.
- 2. Press INT. key.
- 3. Dial extension number.
- Hear dial tone.
- Your attendant can tell you the available extension numbers.

B. To place an Intercom Call to your assigned attendant:

1. Lift handset.

- 2. Press INT.
- Dial 0.

An Intercom Call to the attendant always rings; no need to first dial 1.

To reach another attendant, you must dial the appropriate code (01-04). Your attendant can tell you the codes.

SERUMER

PARK

Intercom Calls (continued)

C. To answer an intercom Call that rings:

You hear one short ring, then a pause (repeated).

1. Lift handset.

D. To answer an Intercom Call that is broadcast over your speaker:

1. Do *not* press the H.F. key; simply speak toward the phone.

Your phone's microphone picks up your voice. Make sure the microphone is not blocked (see page vi). Also see Microphone Mute in the Features section.

OR

Lift handset for privacy.

E. To force incoming Intercom Calls to ring your phone instead of being broadcast:

- 1. Lift handset.
- 2. Press INT.
- 3. Dial #.
- 4. Dial 521.
- 5. Hang up.

F. To cancel the forced ringing (enabled above) so Intercom Calls are broadcast again:

- 1. Lift handset.
- 2. Press INT.
- 3. Dial #.
- 4. Dial 520.
- 5. Hang up.

Park (continued)

B. To use General Park:

1. Press TRF. 2. Dial a two-digit Park code L I I to I I I.

You hear dial tone.

Ask your attendant for the codes

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You should hear dial tone again as confirmation that the call is parked. If instead you hear, Circuit Is Busy, that code is being used. Press flashing HOLD key to take the call off Hold, then repeat steps 1-2 using a different code.

Also see Paging.

extension.

3. Dial 1 * to page person; announce the Park code.

4. Hang up.

If not picked up, a parked call rerings your extension. If a re-ringing outside call is not answered. it diverts to the other Multibutton extensions that ring on that line.

You can pick up the call from any

To pick up a parked call when a two-digit Park code is announced:

1. Lift handset. 2. Press PARK.

have a PARK key).

Dial announced Park code.

If answering from an Electronic Single Line or Four Button phone. skip step 2 (these phones do not

Park

When you must transfer a call (intercom or outside) to someone you can not readily locate, use Park. Park puts the call in a special holding state (called an Orbit) so you can page the person, who can then pick up the call from any extension. There are two types of Park:

- Personal Park puts a call in Orbit at a co-worker's extension after you have tried to transfer the call to that extension (screened) and did not receive an answer. (See A below.)
- General Park immediately puts a call into one of ten systemwide Orbits so you can page. (See B on next page.)

A. To use Personal Park:

1. After trying to transfer the call, press PARK.

This parks (holds) the call and automatically activates Paging to all extensions.

2. Page the person and announce extension number.

3. Hang up.

If not picked up, a parked call rerings your extension. If not answered, a re-ringing outside call diverts to other Multibutton extensions that receive ringing on that line.

To pick up a parked call when your extension number is announced:

You can pick up the call from any extension.

Lift handset.

2. Press PARK.

If answering from an Electronic Single Line or Four Button phone, you must dial * instead of step 2 (these phones do not have a PARK key).

3. Dial announced extension number.

⊮ Hold

You can put both intercom and outside calls on Hold.

To put a call on Hold:

1. Press HOLD.

Line key flashes if it's an outside call; HOLD key flashes if it's an intercom call.

Hang up only if on an outside call; do not hang up after putting an

intercom call on Hold.

So it is not forgotten, an outside call on Hold re-rings your extension after a time. If not answered, this call diverts to other Multibutton extensions that receive ringing on that line. (A re-ringing call on a Private Line does not divert.)

To return to an outside call on Hold:

- 1. Lift handset.
- 2. Press flashing Line key.

To return to an intercom call on Hold:

1. Press flashing HOLD key.

To pick up a call placed on Hold at another extension:

- 1. Lift handset.
- 2. Press PK.UP.
- 3. Dial the extension where the call is on Hold.

Transfer

You can Transfer both intercom and outside calls to other extensions in your system.

To Transfer a call to another extension:

Also see Direct Station Selection.

1. Press TRF.

Call is automatically put on Hold.

2. Dial extension number.

If you wish, you can wait for the person to answer and screen (announce) the call before hanging up in step 3.

3. Hang up.

If a person asks to receive the Transfer over their speaker, press TRF. key again before hanging

up.

An unscreened Transfer that is not answered re-rings your phone after a time. If not answered, a re-ringing outside call diverts to other Multibutton extensions that receive ringing on that line.

To return to the first call (after you announce it) because your co-worker does not wish to accept the Transfer, does not answer, or is busy:

1. Press the flashing Line key to return to an outside call.

OR

Press the flashing HOLD key to return to an intercom call.

NOTE: If you dial a busy extension, you can hang up instead of returning to the first call. This automatically sends a short tone to the receiving extension to indicate that a call is waiting to be answered.

Paging

You can make a paged announcement from your telephone to:

- ☐ All extensions in your system that are programmed to receive Paging (see A below)
- ☐ A selected group of extensions (see B below)

A. To page all extensions:

Some systems may have speakers in the ceilings or walls that will also receive this page.

- 1. Lift handset.
- 2. Press INT.
- 3. Dial 1.
- 4. Dial *.
- 5. Make announcement.
- 6. Hang up.

B. To page a selected group of extensions:

In some systems, you can also page a selected group of ceiling/wall speakers.

- 1. Lift handset
- 2. Press INT.
- 3. Dial single-digit page code

 _____ to ____ for desired
 extension group.

See the attendant for information on the extension groupings and page codes.

- 4. Dial *.
- 5. Make announcement.
- 6. Hang up.

NOTE: In either procedure above, you may be able to use the PAGE key to make a page instead of steps 2-4. Ask your communications manager.

Off-Hours Ringing (Night Service)

- ☐ When the attendant is not on duty (usually after normal business hours), ringing for incoming outside calls will be transferred to your extension and/or others. (See A and B below.)
- ☐ When the attendant is off duty (usually after normal business hours), ringing for incoming outside calls will be transferred to the paging system, and you can answer these calls from your phone. (See C below.)

If you place a call to the attendant during off-hours, you hear, *The Number You Have Dialed Is Not In Service*.

A. To answer an outside call that rings your phone during off-hours:

Lift handset.

2. Press flashing incoming Line key (1-6).

B. To answer an off-hours call you hear ringing at another extension:

- Lift handset.
- 2. Press PK.UP.

PK.UP. lights.

Dial number of ringing extension.

C. To answer an off-hours call you hear ringing over the paging system:

- Lift handset.
- 2. Press PK.UP.

PK.UP. lights.

- 3. Dial *.
- Dial 0.

You may need to dial a three-digit code instead (ask your communications manager.)

Transfer (continued)

To receive a screened Transfer after you have already picked up the handset to say yes to the Transfer:

 If receiving an intercom call, wait for the person who is transferring the call to hang up, then hang up your handset. As soon as you hang up, the transferred call comes through.

OR

If receiving an outside call, press the flashing Line key.

To receive a screened Transfer when a co-worker announces it over your phone's speaker and you respond without lifting the handset:

See NOTE.

 Wait for the person who is transferring the call to hang up; your phone will ring.

Lift handset to receive transferred intercom call.

OR

Lift the handset, then press the flashing Line key to receive transferred outside call.

NOTE: If your phone has the Handsfree feature, you can request that the call be transferred to the speaker of your phone instead of waiting for the call to ring (step 1). This way you do not have to touch the phone to receive the transferred call (as outlined in step 2). Only the attendant or a co-worker who has a Multibutton phone can Transfer the call to your speaker.

FEATURES

Account Code

Your system automatically records information about outside calls, including extension number, line number, start time and duration of the call, and the number dialed. For accounting purposes, your company may ask you to assign an Account Code to your outside calls to identify a customer or client you talk to. You can enter the Account Code anytime during an incoming or outgoing call. Your attendant can tell you the available Account Codes.

To assign an Account Code as you place a call:

This procedure does not apply to systems with ARS. See Outside Calls in the Basics section

- 1. Lift handset.
- Place outside call.

You must do step 3 within six seconds after the last digit is

dialed.

- 3. Dial #.
- 4. Dial Account Code.

Up to 10 digits.

To assign an Account Code to a call in progress:

1. Press HOLD.

Line key flashes. You must do step 2 within six seconds.

- 2. Dial #.
- 3. Dial Account Code.

4. Dial #.

5. Press flashing Line key to return to call.

Up to 10 digits.

Monitor

Monitor allows you to place a call without lifting the handset—a key is pressed instead. When the call goes through, you must lift the handset to talk. Monitor also allows you to replace the handset while on Hold (or while listening to a recording), leaving both hands free. You can listen to the call over your phone's speaker, but likewise, must lift the handset to talk.

the control of the co

Your phone is set up for Monitor on:

- ☐ All calls: intercom and outside
- ☐ Outside calls only (see Handsfree feature for intercom calls)

To place a call using Monitor:

1. Press H.F. instead of lifting the handset.

H.F. lights.

2. Place call in normal way.

You hear dial tone, dialing, ringing and the other person answer-all

over your phone's speaker.

3. Lift handset to talk.

H.F. extinguishes.

To use Monitor during a call:

1. Press H.F.

H.F. lights.

2. Replace handset.

To cancel Monitor:

1. Lift handset to continue call.

OR

In either case, H.F. key

extinguishes.

Press H.F. to disconnect call.

Microphone Cutoff/Mute

You can turn off the microphone in your phone in two instances: during a Handsfree call or while your phone is not in use.

- When you turn the microphone off during a Handsfree call, the
 person on the line cannot hear anything being said in the vicinity of
 your phone, lending privacy to any conversation you may have in
 your office at the time. (You can still hear the person on the line.)
- If you turn the microphone off while your phone is not in use, this
 prevents an intercom caller, whose voice is broadcast over your
 speaker, from overhearing anything being said in the vicinity of your
 phone at the moment the call comes through.

You must turn the microphone back on to talk.

To turn the microphone off:

1. Press DND./MUTE.

DND./MUTE flashes.

To turn the microphone back on:

1. Press DND./MUTE twice if your phone is idle.

OR

In either case, DND./MUTE extinguishes.

Press DND./MUTE once if on a call.

Background Music

You can receive Background Music over your phone's speaker. It is interrupted when a call comes in, when you lift the handset, or when a page occurs. The music can be turned on or off only when your phone is not in use.

To turn Background Music on or off:

- Do not lift handset.
- 1. Press HOLD.

To regulate the volume of the music:

- Do *not* lift handset
- Press VOL ▲ to increase volume.

OR

2. Press VOL ▼ to decrease volume.

Call Forwarding

Call Forwarding allows you to reroute your incoming calls so they ring at another extension. You can select which types of calls are forwarded from the three choices below:

- Any call that you do not answer after a certain number of rings (the number of rings is preset during installation)
- (2) Any call that tries your extension and receives a busy signal **and** any call that is not answered after a certain number of rings
- (3) All calls—only the extension to which you have forwarded your calls can reach your extension

If you call an extension that has activated Call Forwarding, you may hear, *Please Hold On, Your Call Is Being Rerouted*.

To forward your calls to another extension:

- 1. Lift handset.
- 2. Press C.FWD.

3. Dial extension to receive forwarded calls.

 Dial the code (1, 2, or 3) that is next to the desired option above.

5. Hang up.

C.FWD flashes.

For example, dial 2 for the second option. (C.FWD lights steadily.)

At regular intervals you hear, Your Calls Have Been Forwarded

To cancel Call Forwarding:

- 1. Lift handset.
- 2. Press C.FWD.
- 3. Hang up.

C.FWD extinguishes.

Message Waiting (continued)

To call the person who left a Message Waiting indication at your phone:

- 1. Lift handset.
- 2. Press flashing M.WAIT.

This automatically places an intercom call to the person who left the message.

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If M.WAIT continues flashing, you have more than one message. Repeat the steps to answer each message.

Display phone users with more than one message can choose the order in which they are answered. This is done by displaying the extension number (name) of the message you wish to respond to before making the call.

To cancel a Message Waiting indication without calling the person back:

- 1. Lift handset.
- 2. Press INT.
- 3. Dial #.
- 4. Dial *.
- 5. Hang up.

This procedure cancels all Message Waiting indications that were left at your phone. When you call an extension and get a busy signal or no answer, you can leave a Message Waiting indication at that phone requesting a return call. You can use your phone in the meantime and you can leave Message Waiting indications at more than one extension.

When someone leaves you a message, the M.WAIT key at your phone flashes and you periodically hear, *You Have A Message*. You can either call the person back or cancel the message. If you have a Display phone, you can press a key to display the extension number (or name) of the person who sent you the message before responding to it.

To leave a Message Waiting:

- 1. Place intercom call (busy or no answer).
- 2. Press M.WAIT.
- 3. Hang up.

The message recipient can choose not to place a return call and cancel the indication.

To cancel a Message Waiting you have left at an extension:

- 1. Place intercom call to extension where you left the message.
- 2. Hang up (quickly).

To display the extension number (or name) of the person who left you a message:

- Do not lift handset.
- 1. Press flashing M.WAIT.

You may have more than one message; repeat the steps to preview any others.

Call Pickup

Call Pickup enables you to answer your co-workers' calls from your own phone. You can answer a call ringing at a co-worker's extension as long as you know the extension number.

To answer a call you hear ringing at another extension:

- Lift handset.
- 2. Press PK.UP.
- 3. Dial the number of the ringing extension.

If the PK.UP. key on your phone is flashing, you can just press that key to answer the call (see Group Call Pickup).

PK.UP. lights.

Call Waiting

While you are on a call, a signal tone (beep) will sound during your conversation when a second call is waiting to be answered. A flashing key may accompany the beep depending on the type of call that is waiting.

Call Waiting Signal:

Type of Call:

Beep/Flashing Line key Beep/No flashing key Outside Call (see A below)
Intercom Call (see B on next page)

NOTE: If you hear several short beeps during your conversation, it means that someone from a specially programmed extension will soon break into your conversation to deliver an urgent message.

 Call Waiting lets you send a signal to a busy extension to indicate you are trying to get through, and then wait on the line for a reply. (See C on next page.)

A. To answer an outside Call Waiting signal:

You can choose not to answer the signal if it is inconvenient to do

1. Press flashing Line key.

Initial call is terminated and you are connected to the waiting caller.

OR

Press SPLIT.

Initial call is put on Hold and you are connected to the waiting caller. To alternate between the two calls, use the Split feature.

Line Queuing

When you try to place an outside call and hear the Voice Prompt, *All Lines Are Busy; For Automatic Callback, Press Callback Key,* you can press a key, and Line Queuing will call you back as soon as a line is available.

To use Line Queuing:

- 1. Listen to the entire voice prompt, then wait for busy tone.
- 2. Press C.BACK.
- 3. Hang up.

You hear dial tone as confirmation.

To answer when Line Queuing rings your phone:

Lift handset.

C.BACK key flashes and you hear a long ring (repeated).

You have dial tone on an outside line and can place your call.

If you activate Line Queuing when using Speed Dial, Last Number Redial, or Save, your call dials out automatically.

Last Number Redial

Your phone automatically stores in memory the last outside call you placed (up to 24 digits long) so you can redial it with a single touch. The telephone number is stored regardless of whether the call was answered, unanswered or whether it encountered a busy signal.

To place a call using Last Number Redial:

1. Press REDIAL.

H.F. key lights and you hear the call dialing out over the speaker.

2. Lift handset to talk.

This step is optional if you have the Handsfree feature for outside calls—in other words, to converse, you can simply speak toward the phone.

If you wish, you can lift the handset before pressing REDIAL.

Call Waiting (continued)

B. To answer an intercom Call Waiting signal:

You can choose not to answer the signal if it is inconvenient to do

SO

1. Hang up.

2. When phone rings, lift handset.

Initial call is terminated.

You are connected to the waiting

caller.

OR

1. Press SPLIT.

Initial call is put on Hold and you are connected to the waiting

caller.

To alternate between the two calls, use the Split feature.

C. To send a Call Waiting signal to a busy extension:

- 1. Place intercom call (hear busy tone).
- 2. Dial 2 to send signal.

3. Do *not* hang up; wait for a reply.

Busy tone stops.

When you call a busy extension, rather than hang up and retry the call, you can use Callback. As soon as the busy extension and your extension become free, Callback alerts you by ringing your phone. When you answer the Callback ring, you are automatically connected to the previously busy extension. You can use your phone in the meantime and you can leave Callback commands at as many different telephones as you wish.

If someone leaves you a Callback while you are on the phone, your C.BACK key flashes fast. If you would like to know who called, you must hang up and wait for the call to come through. When it does, your C.BACK key goes out.

To activate Callback:

1. Place intercom call (hear busy tone).

2. Press C.BACK.

3. Hang up.

You hear dial tone as

confirmation.

To answer the Callback ring:

You hear one long ring, then a pause (repeated); C.BACK key flashes slowly. You must answer within 15 seconds or the Callback

cancels.

1. Lift handset.

You are connected to the previously busy extension.

To cancel a Callback before it rings your phone:

- 1. Place intercom call to extension where you left the Callback (hear busy tone).
- 2. Dial *.
- 3. Hang up.

Hotline (continued)

To transfer a call to your Hotline partner:

1. Press H.L.

Call is automatically put on Hold.

2. Announce the call.

If your partner does not wish to take the call, press flashing Line key to return to the call (flashing HOLD key if an intercom call), If your partner wants the call transferred to the speaker, press H.L. again before hanging up. To transfer the call unannounced.

simply skip Step 2.

3. Hang up.

To receive a transferred call from your Hotline partner:

1. Receive it as you would any transferred call.

See Transfer in Basics section.

To answer a call that is intended for your partner extension:

Your H.L. key flashes.

1. Lift handset.

2. Press flashing H.L. kev.

H.L. key extinguishes.

To control the ringing for calls that flash your H.L. kev:

Lift handset.

2. Press INT, kev.

You hear dial tone.

515/525: No ring

3. Dial #.

4. —For key 7, dial 515,

516, or 517.

516/526: Delayed ring

-For key 14, dial 525.

517/527: Immediate ring

526. or 527.

5. Hang up.

Hotline

Hotline is a special connection between your extension and another—your partner extension. With a single touch, Hotline lets you place an intercom call to your partner, transfer a call to your partner, or answer a call that is ringing at your partner's extension. One or two Hotline partnerships may have been programmed for you (ask your communications manager). Keys 7 and 14 are the Hotline (H.L.) keys.

A Hotline key shows the status of your partner's extension as follows:

H.L. Key Indication:	Status of Partner Extension:	
Unlit	Idle (not in use)	
Slow flash	A call is ringing or waiting to be answered there.	
Fast wink	In Do Not Disturb (DND)	
Steadily lit	Busy	

In addition, you can enable, disable, or delay ringing at your extension for calls that show a slow flash (see above) on your H.L. key. The ringing can be controlled separately for each H.L. key.

To call your Hotline Partner:

1. Lift handset.	This step is optional if you have Handsfree for intercom calls.
2. Press H.L.	Your call goes through even if your partner is in DND. If your partner is busy, your call may go through if the extension is a dual channel phone. Otherwise, you can use Call Waiting, Callback or Barge In when your partner is busy.

Conference

Conference allows you to establish a multiple-party telephone conversation from your phone: you and up to seven other people can jointly converse. As the initiator of the Conference, you can hang up without terminating the Conference as long as at least one inside party (extension user) is remaining.

NOTE: If your system has Tandem Trunking, you can establish a Conference with two outside parties, then hang up, leaving the outside parties connected (see your communications manager for more information).

To establish a Conference:

Establish a call (intercom or outside).

2. Press CONF. Call is automatically put on Hold.

An outgoing outside call will move to an idle incoming Line key. You can place another outside call on that same outgoing Line key.

3. Establish next call. If you hear a busy signal or no

answer, or if the person does not wish to join the Conference, press and release the hookswitch, then press CONF. to return to the previously established call.

4. Press CONF. Conference is established. CONF.

key lights steadily.

To add more parties, repeat steps 2-4. If you hear, *Circuit Is Busy*, you cannot add more parties—return to the established call as detailed in the step 3 comment.

To join a Conference when invited:

1. Wait on the line. You will be automatically

connected.

Date and Time

When your Display phone is not in use, the display window shows the day, date and time. You can reset this calendar/clock from your phone. When you use the procedures below, the calendar/clock is automatically reset throughout the system.

To reset the date:

- 1. Lift handset.
- 2. Press INT.
- 3. Dial #.

4. Dial 9.

5. Dial the month.

Two digits: Jan. = 01,

Feb. = 02, etc.

6. Dial the date.

Two digits: 01-31

7. Dial the year.

Two digits: 1986 = 86

8. Hang up.

To reset the time:

- 1. Lift handset.
- 2. Press INT.
- Dial #.
 Dial 8.
- 5. Dial the hour.

Two digits, using the 24 hour clock: 8 A.M. = 08; 1 P.M. = 13.

6. Dial the minutes.

Two digits: 00-59
Two digits: 00-59

7. Dial the seconds.

8. Hang up.

Handsfree

Handsfree allows you to place and answer calls that ring without lifting the handset. For any instruction that says, "Lift handset", you can press the H.F. key instead. Any time Handsfree is activated, the H.F. key lights. To talk on a Handsfree call, simply speak toward the phone; your phone's microphone picks up your voice (make sure the microphone is not blocked — see page vi). Also see Microphone Mute.

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Your phone is set up for Handsfree operation on:

☐ All calls: intercom and outside

☐ Intercom calls only (see Monitor feature for outside calls)

To place a call Handsfree:

- 1. Press H.F. key.
- Place call.

To answer a call that rings using Handsfree:

1. Press H.F. instead of lifting the handset.

This answers an intercom

call.

You must press the flashing Line key to answer an outside call.

To hang up a Handsfree call (handset is already on-hook):

1. Press H.F.

To change to the handset during a Handsfree call:

1. Lift handset.

To change to Handsfree during a handset call:

- 1. Press H.F.
- 2. Hang up.

Group Call Pickup (continued)

To disable ringing at your extension for calls directed to the other extensions in your Pickup Group:

- 1. Lift handset.
- 2. Press INT.
- 3. Dial #.
- 4. Dial 510.
- 5. Hang up.

□ Group Ring

During installation, the extensions in your system were arranged into Ring Groups and each group was assigned a three-digit access code. For example, all the extensions in your sales department might be in Ring Group 508. When you dial a Ring Group access code, all extensions in that group ring. You can also transfer a call to a Ring Group.

The attendant can tell you the Ring Group assignments.

To call a Ring Group:

- 1. Lift handset.
- Press INT.
- 3. Dial three-digit code for desired Ring Group.

To transfer a call to a Ring Group:

Press TRF.

Call is automatically put on Hold.

2. Dial three-digit code for desired Ring Group.

3. Hang up.

The transferred call rings all extensions in the group.

Direct Station Selection

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Keys 1-6 and 8-13 normally provide access to outside lines. When used with the INT. key, these 12 keys convert into keys that provide direct access to other extensions (stations)—Direct Station Selection (DSS) keys. You can program the keys to access the extensions you most frequently call. (The keys may have been programmed during installation; you can, however, re-program them.)

When you lift the handset and press INT., the DSS keys show the status of the extensions they are programmed to access. If a DSS key is steadily lit, the extension is busy; if flashing, in the Do Not Disturb Mode; if unlit, not in use.

To program a key for Direct Station Selection:

- Lift handset.
- 2. Press INT.
- 3. Dial #.
- 4. Press DSS key (1-6, 8-13).
- 5. Dial the extension number this key should access.

Hear dial tone. To program more than one key at a time, repeat steps 3-5.

Do not program more than one key to access the same extension.

6. Hang up.

To call an extension using a DSS key:

- 1. Lift handset.
- 2. Press INT. key.
- 3. Press DSS key for desired extension.

This places a normal intercom call to the extension.

Direct Station Selection (continued)

To transfer a call using a DSS key:

1. Press TRF.

Call is put on Hold. The DSS keys show the status of the extensions.

2. Press DSS key for a desired extension.

See Transfer in the Basics section for instructions on how to screen a call and other related details.

3. Hang up.

Display Messages

Messages automatically appear on your phone's display to give you helpful information while you use your phone. When the phone is not in use, the date and time are displayed. Please note that names may be programmed to display instead of extension numbers or line numbers. For example, instead of CALL FROM 301 displaying as your phone rings, only your co-worker's name appears. Or, WATS may display instead of the associated line number.

DISPLAY MESSAGE	MEANING
CALL FROM	Number of extension or line that is calling you. Also appears when you answer someone else's call from your phone.
CALL FROM ORBIT	Appears when you pick up a parked call using a two-digit Park code.
CALL WAITING	Someone is trying to reach you while you are on the phone.
C. BACK FROM	The Callback or Line Queuing feature is ringing your phone.
CFWD FROM	Displays extension in the Call Forwarding mode for which you are now receiving a call.
CONFERENCE CALL	You are on a Conference call you initiated.
DATE & TIME	Displayed while phone is not in use.
DIGITS	The number you are dialing always displays.

Flash

When you are on an outside call, Flash allows you to access certain PBX features (when your system is behind a PBX) or special features offered by your local telephone company. Ask your communications manager how Flash is used in your telephone system.

To Flash while on an outside call:

- Do not hang up.
- 1. Press the Line key of your call.

Group Call Pickup

Your extension is in a special group with some of your co-workers' extensions so you can easily pick up each other's calls. That is, you can answer a call ringing at another extension in the group from your phone. Your attendant can tell you which extensions are in your Pickup Group. If you desire, you can dial a special code so that your telephone will ring for calls coming into your Pickup Group that normally do not ring your phone.

To answer a call ringing at another extension in your Pickup Group (your PK.UP. key flashes):

You can answer a call ringing at an extension outside your group using the Call Pickup feature.

- 1. Lift handset.
- 2. Press flashing PK.UP.

To enable ringing at your extension for calls directed to the other extensions in your Pickup Group:

- Lift handset.
- 2. Press INT.
- 3. Dial #.
- 4. Dial 511.
- 5. Hang up.

Executive Override (Barge In)

□ Normally all calls in the system are private, so that if someone's extension is in use, no one else can get through. Executive Override, however, allows you to break into a telephone conversation at another extension to deliver an urgent message. (See the procedure below.)

CAUTION: UNAUTHORIZED MONITORING OF CALLS USING THE EXECUTIVE OVERRIDE FEATURE MAY BE INTERPRETED AS AN INVASION OF PRIVACY.

☐ For emergency reasons, your phone has been specially set up (programmed) so that other extension users can break into your telephone conversations to deliver urgent messages. You will hear several short tones during a telephone conversation to alert you that someone is about to break into your call.

To activate Executive Override:

1. Place intercom call (hear busy tone).

2. Press DND./MUTE. This sends several short alert

tones. A fast busy tone means this extension is programmed to block

Executive Override.

3. Wait four seconds. CONF. key lights and stays lit as

long as Executive Override is

active.

4. Deliver message. If one of the parties hangs up, you

remain connected to the other.

5. Hang up.

DISPLAY MESSAGE	MEANING
DO NOT DISTURB	Appears when you put your phone in the Do Not Disturb mode or when you call an extension in the Do Not Disturb mode.
FWD TO	Extension to which your call is being forwarded. Also extension to which you are forwarding your own calls (displays with voice message).
HF CIRCUIT BUSY	You called a dual channel phone that has been busied out (both channels) by the attendant.
HOLD RECALL	A call on Hold is re-ringing your extension.
MIKE MUTED	Your phone's microphone is turned off.
MSG FROM EXT	Displays extension that left a Message Waiting for you. Appears when you scroll.
NAME	Appears if extensions or outside lines are programmed to display names instead of numbers.
ORBIT IN USE	You have tried to Park a call using a two-digit Park code already in use.
ORBIT RECALL	A call you parked using a two-digit Park code is re- ringing your phone.
PARKED IN	Appears when you Park a call using a two-digit Park code.
PICK-UP FROM	Appears when you answer a call for another extension in your Pickup Group.
RING NO ANS	You have answered an outside call that has been rerouted from another extension because it was not answered there.
SET DATE	Appears when you reset the date.
SET TIME	Appears when you reset the time.
SORRY INVALID	You have tried to use an inappropriate key or code.
VACANT NUMBER	You have called a non-existent number.
XFER RECALL	A call you transferred is re-ringing your extension.

Do Not Disturb

Do Not Disturb prevents incoming calls from ringing your phone and blocks paged announcements. You can still place calls while your phone is in Do Not Disturb, and you can still answer outside calls (the ringing is blocked but the Line key still flashes). Only a call from the attendant or your Hotline partner can reach you. (Also see Hotline Feature.)

When you call an extension in the Do Not Disturb mode, you hear a fast busy signal and the voice prompt, *Please Do Not Disturb*.

To activate DND:

- Do not lift handset.
- 1. Press DND./MUTE key twice.

DND./MUTE lights.

To cancel DND:

- Do not lift handset.
- 1. Press DND./MUTE.

DND./MUTE extinguishes.

□ Dual Voice Channel

Your phone is specially set up so you can receive a voice-announced intercom call over your speaker while you are on a handset call. You can talk to either party, but the parties on the line cannot speak to each other. If you wish, you can put the handset call on Hold and talk with the speakerphone call.

To answer a voiceannounced intercom call while you are on a handset call:

H.F. key lights.

1. Speak toward the phone.

Your phone's microphone picks up your voice. The handset caller will also hear you unless you cover the

mouthpiece (or put the handset call on Hold).

To put a handset call on Hold:

1. Press HOLD.

HOLD lights.

To return to the handset call on Hold:

Press HOLD.

HOLD extinguishes.

To disconnect the speakerphone call:

Press H.F.

H.F. extinguishes.