

STANDARD LINE TELEPHONE USER GUIDE



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ANSWERING CALLS

INTERNAL CALLS

Receive ringing at station

- Lift handset
- Converse
- Replace handset to disconnect

EXTERNAL CALLS

Receive ringing at station

- Lift handset
- Converse
- Replace handset to disconnect

SELECTED TRUNK ANSWER

- Lift handset
- Dial access code (set by the system administrator)
- Dial trunk number
- Converse
- Replace handset to disconnect

PAGE ANSWER

Receive page

- Lift handset
- Dial # followed by
 - 68 for Internal Page
 - 69 for External Page
- Converse

PLACING CALLS

INTERNAL CALLS

- Lift handset
 - Dial station number
 - Voice announce after tone
 - Replace handset to disconnect
- OR
- Press additional digit to force ring

EXTERNAL CALLS

Trunk Group Access

- Lift handset
- Dial trunk group access code (example...9)
- Dial telephone number
- Converse
- Replace handset to disconnect

Selected Trunk Access

- Lift handset
- Dial selected trunk access code (set by the system administrator)
- Dial trunk number
- Dial telephone number
- Converse
- Replace handset to disconnect

Forced Account Code Dialing

- Lift handset
- Dial access code (set by the system administrator)
- Dial account code
- Press #
- Dial the trunk access code
- Dial telephone number
- Converse
- Replace handset to disconnect

LAST NUMBER REDIAL

- Lift handset
- Dial # + 7
- Wait for system to complete dialing
- Converse
- Replace handset to disconnect

SPEED DIAL

- Lift handset
- Dial speed dial access code (example...6)
- Dial 4-digit speed dial code (0000-4999 for system or 9000-9499 for station)
- Converse
- Replace handset to disconnect

BUSY QUEUE

Set

Receive busy signal while calling a station or accessing a telephone line

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Dial # + 1
- Replace handset
- Wait for ringing indication

Once Station or Line is available

Receive ringing indication

- Lift handset
- Wait for called station to answer OR – Dial telephone if placing a call
- Converse
- Replace handset to disconnect

Cancel

- Lift handset
- Dial # + 1

CALL IN PROGRESS FEATURES

HOLDING CALLS

Exclusive Hold

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial # + #
- Replace handset

Retrieve Held Call

- Lift handset
- Dial # + #
- Converse
- Replace handset to disconnect

TRANSFERRING CALLS

Screened Transfer

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial station number
- Announce call
- Replace handset to release

Unscreened Transfer

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial station number
- Replace handset to release

Transfer Via Page

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial # + 6
- Dial page zone (00-32)
- Announce call over page
- Wait for page answer
- Replace handset to release

Trunk-to-Trunk Transfer (Transfer to Outside Line)

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial trunk group access code (example...9)
- Dial telephone number
- Announce call
- Replace handset to release

CONFERENCING CALLS

Initiating a new conference call

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial station number OR – Dial trunk group access code (example 9)
- Dial telephone number
- Announce call
- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Dial * + 2
- Converse
- Replace handset to release

PARKING CALLS

Call Park

Set

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial * + 6
- Replace handset

Retrieve

From any station

- Lift handset
- Dial * + 6
- Converse

Group Park

Set

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial access code (set by system administrator)
- Dial orbit number (01-16)
- Replace handset

Retrieve

From any station in group

- Lift handset
- Dial access code (set by system administrator)
- Dial orbit number (01-16)
- Converse

Direct Group Park

Set

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial access code (set by system administrator)
- Dial group number (01-32)
- Dial orbit number (01-16)
- Replace handset

Retrieve

From any station in group

- Lift handset
- Dial access code (set by system administrator)
- Dial group number (01-32)
- Dial orbit number (01-16)
- Converse

CALL FORWARDING

Direct Forwarding

Set

- Lift handset
- Dial # + 91 for Direct Forwarding
- Dial 0 for Day forward / 1 for Night forward
- Dial station number
- Listen for confirmation tone
- Replace handset

Cancel

- Lift handset
- Dial # + 90
- Dial 0 to cancel Day or 1 to cancel Night
- Listen for confirmation tone
- Replace handset

Follow-Me Forwarding

Set

From station set where calls are to be forwarded to

- Lift handset
- Dial # + 92
- Dial 0 for Day forward or 1 for Night forward
- Dial your forwarding station number
- Listen for confirmation tone
- Replace handset

Cancel

- Lift handset
- Dial # + 99
- Dial 0 to cancel Day or 1 to cancel Night
- Listen for confirmation tone
- Replace handset

External Forwarding

Set

- Lift handset
- Dial # + 93
- Dial telephone number
- Dial # + 9
- Listen for confirmation tone
- Replace handset

Cancel

- Lift handset
- Dial # + 93
- Dial 0 to cancel
- Dial # + 9
- Listen for confirmation tone
- Replace handset

CALL PICKUP

Direct

Upon hearing ringing indication

- Lift handset
- Dial * + 3
- Dial extension number of ringing station
- Converse

Group

Upon hearing ringing indication

- Lift handset
- Dial * + 9
- Converse

Exclusive Hold

- Lift handset
- Dial * + 3
- Dial extension number of ringing station
- Converse

Hold Recall

- Lift handset
- Dial * + 3
- Dial extension number of ringing station
- Converse

Selected Trunk Hold

- Lift handset
- Dial access code (set by the system administrator)
- Dial trunk number
- Converse

ACCOUNT CODE REGISTRY

With call in progress

- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Dial # + 3
- Dial account code
- Press #
- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Converse
- Replace handset to disconnect

PAGING

Page

- Lift handset
- Dial # + 6
- Dial page zone (00-32)
- Make page announcement
- Replace handset

Answer

Receive page

- Lift handset
- Dial # followed by
 - 68 for Internal Page
 - 69 for External Page
- Converse

DO NOT DISTURB

Set

- Lift handset
- Dial * + 84
- Listen for confirmation tone
- Replace handset

Cancel

- Lift handset
- Dial ** + 84
- Listen for confirmation tone
- Replace handset

STATION/SYSTEM PREFERENCES

STATION SPEED DIAL

- Lift handset
- Dial * + 7
- Dial desired Speed Dial code (9000-9499)
- Dial telephone number
- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Listen for confirmation tone
- Repeat steps beginning with "Dial desired Speed Dial code" for additional entries
- Replace handset when finished

SYSTEM SPEED DIAL

- Lift handset
- Dial * + 8
- Dial desired Speed Dial code (0000-4990)
- Dial telephone number
- Press the Flash button (if equipped) OR – Press the hook switch momentarily
- Receive dial tone
- Listen for confirmation tone
- Repeat steps beginning with "Dial desired Speed Dial code" for additional entries
- Replace handset when finished

REFERENCE NUMBERS

Voice Mail Access

Call Voice Mail from . . .

Inside _____

Outside _____

Enter System Access Code _____

Enter User ID _____

Enter Password _____

Important Numbers

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

AGENT FEATURES

Log On

- Lift handset
- Dial ** + 85
- Dial 4 digit Agent Pin Number if required for Logon
- Listen for confirmation tone
- Replace handset

Log Off

- Lift handset
- Dial * + 85
- Listen for confirmation tone
- Replace handset

Unavailable

- Lift handset
- Dial * + 868
- Listen for confirmation tone
- Replace handset

WrapUp

- Lift handset
- Dial * + 869
- Listen for confirmation tone
- Replace handset

Available

- Lift handset
- Dial ** + 97
- Listen for confirmation tone
- Replace handset

STANDARD LINE TELEPHONE QUICK REFERENCE GUIDE

Answering Calls

Internal Lift handset / Converse
External Lift handset / Converse

Placing Calls

Internal Lift handset / Dial station number / Converse
Page Lift handset / Dial #6 / Dial two digit area code
External Lift handset / Dial 9 / Dial telephone number /
Converse
Last Number Redial Lift handset / Dial #7 / Converse

Call-in-Progress

Transfer Press FLASH / Dial station number / Announce call
/ Hang up
Holding Calls Press FLASH / Dial ##
Retrieve Held Call Press FLASH / Dial ## / Converse
Conference Press FLASH / Call desired party / Press FLASH /
Dial *2

Agent Features

Log In Lift handset / Dial **84
Log Out Lift handset / Dial *84
Unavailable Lift handset / Dial *898
Wrap Up Lift handset / Dial *899
Available Lift handset / Dial **89





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