EXECUTONE

Integrated Digital System

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Operation Guide

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Preface

This operation guide for the EXECUTONE IDS has been prepared in conjunction with software version 5.52 for the 228 port configuration. Each feature is described with the preferred method of operation, it does not imply that this is the only way to operate the feature. Some features may have short-cut methods depending on system programming and advances in software design.

With the following exceptions, this guide can be used with the 108 port configuration using the 108 port CPU:

Any feature related to Automatic Call Distribution (ACD).

Dial By Name

The Digital Voice Announcer

Do Not Disturb Override Key

Alternate Dialing

Silent Monitor & Remote Silent Monitor

Unsupervised Conference Key

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EXECUTONE Integrated Digital System
Operation

INTRODUCTION

This section contains information regarding the station operation of the system. The information presented is an expanded version of the *Station User Guide* with information that may be of interest to the system programmer. This section also includes information on features not listed in the *Station User Guide*. This section describes the operation of all features available in the system. Not every feature is available with every configuration of the system.

The dial access codes listed in this section are for the standard numbering plan. If *Flexible Numbering* is being used, it must be noted that the leading digit for the dial codes on your system, especially extension numbers, may be different than the ones used in this section.

HOW TO USE THIS SECTION

The features described in this section are arranged in alphabetical order. Each description consists of:

TITLE The name of the feature to be described.

DESCRIPTION A brief outline of the feature.

TELEPHONE Which telephones the feature can be used with.

PROGRAMMING Lists any system programming required to make the feature work. Also listed is any other programming that may effect the operation of the feature.

HOW TO Describes how to make the feature operate. The operation of the feature is broken down into **ACTION**, **RESULTS**, and **COMMENTS**.

THE TELEPHONES

The system can be used with either a 6-key telephone, 17-key telephone, a 28-key telephone, or a 29-key Display telephone. A Single Line (2500-type) telephone may also be used when connected to an OPXI or OPX port card.

The display telephone has 20 programmable feature keys and the standard six "fixed" keys as well as three "soft" keys whose use is flexible, dependent upon what feature or function is being used.

The 28-key telephone has 22 programmable feature keys, and six "fixed" keys.

The 17-key telephone has 11 programmable feature keys, and six "fixed" keys.

The 6-key telephone has six "fixed" keys.

Programmable keys may be changed to suit the user's feature requirements, while "fixed" keys always remain as their assigned function. The feature keys can be programmed to suit your specific business needs.

A description of the "fixed" keys, whose function may *not* be changed, follows:

HOLD Places your current call on Hold.

TR/CON Places your current call on Hold while it awaits Transfer, Orbit, or Conferencing functions.

PROG Used in a specified sequence in order to enable programming of different features. The [PROG] key LED will time out after approximately six seconds.

NOTE: If the [PROG] key LED goes out before you have entered the necessary information, you have waited too long, and the programming period has timed out. Programming will have to be initiated again.

VOLUME UP/ DOWN Adjusts the volume to comfortable levels. The volume adjustments apply to the function to which you are currently connected. To increase speaker volume press VOLUME ▲ key. To decrease speaker volume press VOLUME ▼ key. The volume can be set, and placed in memory, for the following seven functions:

1. Handset on Outside call.
2. Handset on Internal call.
3. Hands Free on Outside call.
4. Hands Free on an Internal call.
5. Page volume.
6. Ringing volume of internal calls.
7. Ringing volume of outside line calls.
8. Background Music volume.

The **28-key** telephone, and the **display** telephone have the following additional key:

HF Hands Free – Allows you to converse with another party on *Internal and External* calls without having to lift the handset.

The **17-key** telephone has the following additional key:

VA Voice Announce – Allows you to converse with another party on *Internal* calls without having to lift the handset. Hands Free conversations with Outside parties are not possible with this telephone set.

The **6-key** telephone has the following additional key:

OUT Outside line – This key is used to select a line for outside line calls.

STATION OPERATION

The following pages describe the operation of features available to the station users.

ACCOUNT CODES

DESCRIPTION: Account Codes are used in conjunction with Station Message Detail Recording (SMDR) to provide a means of entering a number (that is meaningful to the user) from 1 to 10 digits long to an individual call record. Account Codes can also be used if the *Call Accounting Reports Option* is being used.

Account Codes can be used with *Toll Restriction* to force station users to enter an account code when dialing particular telephone numbers, e.g., long distance numbers (see *Forced Account Codes*). When forcing a station user to enter an account code, the system can be programmed to check the account code (up to 8 digits long) against a table of valid account codes before the call is allowed to be placed. Or, if desired, the system can be programmed such that an account code (up to 10 digits) must be entered, but not a particular account code. It is important to note that a Single Line telephone can only enter an account code on an outgoing trunk call before dialing the phone number.

An [ACCOUNT CODE] key is used to enter an account number into SMDR call records. Account numbers help the System Supervisor keep track of the purpose of individual telephone calls in order to minimize costs. Up to TEN digits may be entered as an account code, and it may be entered at any time during the conversation.

Only one account code is reported per outside line call. The last account code entered is reported on the *SMDR* and *Call Accounting* reports.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: An [ACCOUNT CODE] key (key code 813) is required on a 17-key and 28-key telephone. DO NOT program an [ACCOUNT CODE] key on a display telephone. An [ACCOUNT CODE] key is not required on a 6-key telephone or Single Line telephone.

Station Day/Night Class and Forced Account on the *Station Programming* screen, *Account Codes* programming screen, and Toll Restriction all must be programmed when using *Forced Account Codes*.

Affected by: See *Placing Outside Line Calls*. When the *Alternate Dialing* option on the *System Options* programming screen is programmed Y (yes), Single Line telephones cannot enter *Account Codes*.

(Continued on the next page.)

ACCOUNT CODES

How To: Use Account Codes With The **17-key** And **28-key** Telephones.

ACTION	RESULT	COMMENT
1. While an External call is in progress, press the [ACCOUNT CODE] key.	The [ACCOUNT CODE] key LED will light.	The account code may be entered at any time after dialing. However, it must be entered before disconnecting from the call.
2. Enter the ACCOUNT CODE (up to 10 digits).		
3. Press the [ACCOUNT CODE] key.	The [ACCOUNT CODE] key LED will go out.	If the account code is the maximum 10 digits, the LED will automatically go out, and the code will be entered.

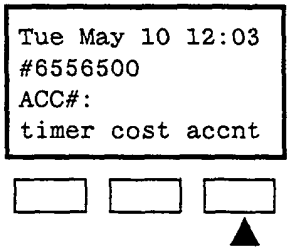
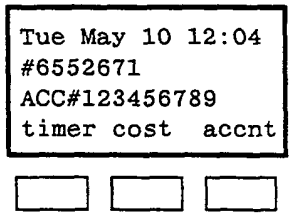
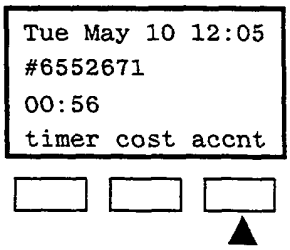
How To: Use Account Codes With A **6-key** Telephone.

ACTION	RESULT	COMMENT
1. While a call is in progress, press the [PROG] key.	The [PROG] key will light.	The account code may be entered at any time after dialing, but must be entered before disconnecting from the call.
2. Press the [#] key.		
3. Enter the ACCOUNT CODE (up to 10 digits).		
4. Press the [PROG] key.	The [PROG] key LED will go out.	If the account code is the maximum 10 digits, the LED will automatically go out, and code will be entered.

(Continued on the next page.)

ACCOUNT CODES

How To: Use Account Codes With A **Display Phone.**

ACTION	DISPLAY	RESULT/COMMENT
1. While an external call is in progress, press the [accnt] "soft" key.		The account code may be entered at any time after dialing, but must be entered before disconnecting from the call.
2. Enter the ACCOUNT CODE (up to 10 digits).		If the maximum of 10 digits is entered, the account code is entered automatically. Skip the next step.
3. Press the [accnt] "soft" key.		The account code is entered.

(Continued on the next page.)

ACCOUNT CODES

How To: Use Account Codes With A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial the desired outside line access code [9] [1] through [9] [0] or [9] [*] for LCR.	A second dial tone is heard.	
3. Before dialing the telephone number, dial [*].		
4. Dial the ACCOUNT CODE number up to ten digits.		
5. When the account code has been entered, dial another [*].	The account code is entered.	
6. Continue dialing the desired telephone number.		

NOTE: All account codes must be entered BEFORE dialing the outside number on Single Line phones.

ADD ON CONFERENCE

DESCRIPTION: The Add On Conference feature provides the station user with the ability to converse with up to seven other parties on the same call. Two of these parties may be outside line calls. The station that creates the conference, controls the outside line calls. The Add On Conference feature is available on the digital 17-key telephone, 28-key telephone, and display telephone. For the first call, the user has the option of making an intercom or outside line call.

Feature Can Be Used With: 17-key, 28-key, and Display Phones.

PROGRAMMING

Required: An [ADD ON] key (key code 806) is required on the desired stations.

Affected by: *Conference Gain On* on the *System Options* programming screen. See also *Placing Outside Line Calls*.

How To: Use The [ADD ON] Key.

ACTION	RESULT	COMMENT
1. Place the first call.	Call is connected.	The first call may be either an internal or outside line call. A maximum of two outside line calls can be made part of the conference. The user notifies the other party of the conference.
2. Press the [ADD ON] key.	Add On Conference is activated. Internal dial tone is heard.	
3. Place your next call.	Call is connected.	
4. Press the [ADD ON] key again.	The call is added to the conference.	The parties involved in the conference cannot speak to each other yet.
5. Continue from step 4 until all desired parties have been added to the conference.		
6. Press the [ADD ON] key again to add yourself.	The conference is established.	

ADD ON CONFERENCE

How To: Add Another Party To The Conference After The Conference Is Established.

ACTION	RESULT	COMMENT

NOTE: If the original conference is comprised of only yourself and two outside line parties, another party cannot be added to the conference. If the ADD ON key is pressed after this type of conference is established, the two outside parties will be disconnected.

From the extension that initiated the ADD ON conference:

1.	Press the [ADD ON] key.	Internal dial tone is heard.	The extension is removed from the conference.
2.	Dial the desired other party.	Call is connected.	The user notifies the other party of the conference.
3.	Press the [ADD ON] key.		
4.	Continue from step 2 until all desired parties have been added to the conference.		
5.	Press the [ADD ON] key again to add yourself.		

ANSWERING AN INCOMING INTERNAL CALL

DESCRIPTION: When one station calls another, one of two things can happen depending on how the called station is programmed. The *Hands Free Receive* option on the *Station Programming* screen determines what happens at the called station.

The called station can ring when called, or Voice Announce can be used. When the Hands Free Receive option is programmed Y (yes), internal calls to the extension are Voice Announced. When the Hands Free Receive option is programmed N (no), internal calls ring the extension.

The 28-key, 17-key, and Display telephones can be used with *Voice Announce*. The 6-key and Single Line telephones ring when called regardless of the programming of *Hands Free Receive*.

If an extension is programmed to receive internal calls via *Voice Announce*, the calling station can force the extension to ring by dialing a [1] before the extension number.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: None.

Optional: An [ICM] key (key code 818) can be programmed which gives an LED indication of an internal call. The key can also be used when placing internal calls on hold, or transferring internal calls.

How To: Answer An Internal Call Ringing Your Extension.

ACTION	RESULT	COMMENT
1. Upon hearing the phone ring, lift the handset.	The call is connected.	The call can also be answered Hands Free with the 28-key, 17-key, and Display telephones. Press the [HF] key ([V/A] key on 17-key telephones) to answer the call.

When an outside call is announced (or screened), you must hang up before the call will be transferred and ring at your extension.

(Continued on the next page.)

ANSWERING AN INCOMING INTERNAL CALL

How To: Answer A Voice Announced Call.

ACTION	RESULT	COMMENT
With a 17-key, 28-key, or Display telephone:		
1. When double tone is heard, speak into the Hands Free microphone, or lift the handset.	When the station is called, the [HF] key ([V/A] key on 17-key phone) LED blinks, and the speaker and microphone are activated.	The two extensions are connected.

ANSWERING AN INCOMING TRUNK CALL

DESCRIPTION: Incoming calls can be routed to a station in a number of ways. Outside lines can be programmed to ring directly to an extension, outside line calls can be transferred to the extension by the operator, or another extension, calls can be transferred to a hunt group of which the station is a member, or the call can be transferred by the *Automated Attendant* feature. Incoming calls from DID lines ring the extension directly. Incoming calls via tie lines ring the extension directly.

With the exception of Single Line telephones, these outside lines are accessed by stations using the programmed feature keys.

When the system routes an incoming call to an extension, the system first looks for a [DIRECT APPEARANCE] key of the ringing line. If a direct appearance is not found, the system looks to place the call on a [CALL COVERAGE], [TRUNK GROUP] key, or a [UNI] key in that order. An [LCR] key is considered a [TRUNK GROUP] key for incoming calls. If a direct appearance is not found, an incoming call will appear on the first physically available [TRUNK GROUP] key beginning at the top left key. The call will ring on that key regardless of which trunk group the feature key is programmed for.

The system can be made to route calls to the [TRUNK GROUP] key which is programmed for the trunk group the incoming line is in with the use of the *Group In* feature. Extensions which are programmed for *Group In* Y (yes) must have a [TRUNK GROUP] key for each trunk group that the station will receive calls from.

The *Auto Answer* feature eliminates the need to press the feature key the call is ringing on. If the telephone is ringing, when the handset is lifted, the call is answered.

If the station is busy when the system routes an incoming call to the extension, the station user will hear a camp-on tone.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on extensions which are to receive outside line calls. Extensions which are connected to Single Line telephones or 6-key telephones MUST have *Auto Answer* programmed Y (yes). The extension used with the Integrated Operator's Terminal MUST also have *Auto Answer* programmed Y (yes).

Affected By: *Day and Night Ring, Group In, Camp-on Timer, Auto Answer,* and *Busy on DID* on the *Station Programming* screen.

(Continued on the next page.)

ANSWERING AN INCOMING TRUNK CALL

How To: Answer An Incoming Call With *Auto Answer* **YES.**

	ACTION	RESULT	COMMENT
1.	When the phone rings, lift the handset.	The call is connected. The [OUTSIDE LINE] key LED lights.	If the telephone is a 28-key, or Display telephone, the call can also be answered Hands Free. When the phone rings, press the [HF] key.

How To: Answer An Incoming Call With *Auto Answer* **NO.**

	ACTION	RESULT	COMMENT
1.	When the phone rings, lift the handset.	Internal dial tone is heard.	
2.	Press the [OUTSIDE LINE] key whose LED is blinking.	The call is connected. The [OUTSIDE LINE] key LED lights.	If the telephone is a 28-key, or Display telephone, the call can also be answered Hands Free. When the phone rings, press the [OUTSIDE LINE] key.

Note: If the system programmer has programmed the extension for Direct Appearance of outside lines, the LED next to an [OUTSIDE LINE] key will blink anytime that line rings the system. The call may be picked up on such a key even if the extension is not programmed to ring, by pressing the key.

How To: Answer A Camped-on Call.

	ACTION	RESULT	COMMENT
1.	While on a call, after hearing the camp-on tone, press the [HOLD] key.	The LED of key the call is on blinks rapidly.	
2.	Press and hold down the switch-hook.	The camped-on call rings.	
3.	Release the switch-hook.	The call is connected.	If *Auto Answer* is programmed No, press the key the new call is ringing on. See also *SPLIT KEY*.

When an outside call is announced (or screened), you must hang up before the call will be transferred and ring at your extension.

AUTO PICKUP

DESCRIPTION: *Auto Pickup* is a system feature that effects the use of the [DSS] keys. With this feature active, [DSS] keys can be used to pickup a call on a ringing extension by pressing the [DSS] key, rather than dialing

plus the extension number. This feature is enabled on a system wide basis.

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: The *Enable Auto Pickup* option on the *System Options* menu must be programmed Y (yes). A [DSS] key for the ringing station is also required.

At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the extensions.

How To: Use Auto Pickup.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Press the [DSS] key for the ringing extension.	The call is connected.	

AUTO TRANSFER

DESCRIPTION: *Auto Transfer* is a call processing feature. If an extension which is placed in the *Auto Transfer* mode has a [DSS] (Direct Station Select) key programmed for the extension to which a call is to be transferred, an outside call can be transferred by pressing the assigned [DSS] key. There is no need to press the [TR/CON] key to transfer the call.

Feature Can Be Used With: 17-key, 28-key, and Display Phones.

PROGRAMMING

Required: A [DSS] key for each desired extension must be programmed. The key code for a [DSS] key is the extension number of the desired station with a sub-code of zero.

Affected By: *Transfer Recall Timer* in the *Timers* area of the *Station Programming* screen.

How To: Activate Auto Transfer.

ACTION	RESULT	COMMENT
1. Without lifting the handset, press the [TR/CON] key.	The [TR/CON] key LED lights.	*Auto Transfer* is activated.

How To: Deactivate Auto Transfer.

ACTION	RESULT	COMMENT
1. With *Auto Transfer* active, without lifting the handset, press the [TR/CON] key.	The [TR/CON] key LED goes out.	*Auto Transfer* is deactivated.

(Continued on the next page.)

AUTO TRANSFER

How To: Use Auto Transfer.

ACTION	RESULT	COMMENT
After Auto Transfer has been activated,		
1. While on an outside line call, press the desired [DSS] key.	The outside line call is placed on hold, and the desired extension is called.	Inform the called party of the outside line call. If the called party does not wish to accept the call, skip the next step, and press the [OUTSIDE LINE] key the waiting call is on to return to the caller.
2. Hang up the phone.	The call is transferred.	

If the called extension is busy, the call is camped-on automatically. If the camped-on call is not answered by the called party within the *TRANSFER RECALL* timer, the call recalls to the extension that originated the transfer.

BACKGROUND MUSIC

DESCRIPTION: If music is connected to the system, it is available at the 6-key, 17-key, 28-key, and Display telephones. Any extension user can listen to music through the built-in speaker. The music is turned off temporarily when the extension rings, a paged message is broadcast, the user lifts the handset, or activates the Hands Free mode. The music resumes automatically when the extension becomes idle. Dialing [*] on the dial pad turns the music on or off.

A music source must be connected to the system for this feature to work.

Feature Can Be Used With: 6-key, 17-key, 28-key, And Display Telephones.

PROGRAMMING

Required: *BGM Music Source* on the *System Programming* screen must be programmed for the music source.

Affected By: Pages, Incoming Calls, DND, and In/Out.

How To: Activate Background Music.

ACTION	RESULT	COMMENT
1. Without lifting the handset, press [*] on the dial pad.	Background music is activated.	Music is heard from the Hands Free speaker.
2. Adjust the volume to a comfortable level by pressing the Volume ▲ and ▼ keys.		Music will be interrupted if the user lifts the handset, or if a paged message is broadcast.

How To: Deactivate Background Music.

ACTION	RESULT	COMMENT
1. Without lifting the handset, and while Background music is activated, press [*] on the dial pad.	Background music is deactivated.	Background music is deactivated.

BACKGROUND MUSIC OVER EXTERNAL PAGE

DESCRIPTION: Should a System Manager choose to have Background music continually heard throughout his office, a radio, tuner, or tape player may be connected to the main control unit. Music will be heard through External speakers, and interrupted briefly for pages or incoming phone calls.

Feature Can Be Used By: The Operator only.

PROGRAMMING

Required: *BGM Music Source* on the *System Programming* screen must be programmed for the music source.

Affected By: Pages, and Ringing over the External Page.

How To: Activate Background Music Over The External Page.

	ACTION	RESULT	COMMENT
1.	At the Operator station, lift the handset, and press the [RLS] key.	Internal dial tone is heard.	
2.	Dial [8] [3] + desired external zone [0] [1] thru [1] [6] on the dial pad.	Music is activated over external page.	The zone number depends on your particular system, and can range from 01 through 16.

How To: Deactivate Background Music Over The External Page.

	ACTION	RESULT	COMMENT
1.	At the Operator Station, while music is activated, lift the handset, and press the [RLS] key.	Internal dial tone is heard.	
2.	Dial [8] [3] + desired external zone [0] [1] thru [1] [6] on the dial pad.	Music over external page is deactivated.	

BAD LINE KEY

DESCRIPTION: The system has a number of built-in tools to aid in trouble-shooting problems that may arise. A method available to the technician is the [BAD LINE] key. The [BAD LINE] key is a useful method that can determine a bad trunk. Any extension can be programmed with the [BAD LINE] key. The user can be instructed to press the key whenever a problem (such as a noisy line) is detected. Each time this key is pressed, it increments a counter for each line. This counter can be seen on the *F, G, and H reports*. These reports are found in the *Reports Menu*.

The column the technician must be sensitive to is labeled *B. CALS*, which indicates the number of times the [BAD LINE] key has been pressed for each trunk. Once identified, the trunk can then be tested, and appropriate corrective action can be taken.

In the *LCR Report*, the technician is not looking for the number of times the [BAD LINE] key has been pressed for each trunk, but is looking at the B. CALS column for information on each *Service*.

Feature Can Be Used With: 17-Key, 28-Key, and Display Telephones.

PROGRAMMING

Required: A [BAD LINE] key (key code 819) must be programmed for each desired extension.

Affected By: None.

How To: Use The [BAD LINE] Key.

ACTION	RESULT	COMMENT
1. If a problem is encountered while on an outside line (such as a noisy line), press the [BAD LINE] key.	The B. CALS column of the F, G, and H reports is incremented by one for the line.	The total number of bad line calls will be reflected in the B. CALS column of the reports (F,G, and H) listed above.

BARGE IN KEY

DESCRIPTION: This feature allows an authorized station user to enter into an existing conversation of one of the system's extensions.

The *Barge In* feature has a related feature called *Barge Tone*. The short tone alerts the persons conversing that someone has "barged" into their conversation. This tone can be prevented on a per station basis.

The *Block Barge In* option on the *Station Programming* screen can be used to prevent an extension from being barged into.

> *NOTE: The use of this feature may be prohibited in some states. Check state and local laws before using this feature.*

In order to barge into a station, the calling extension must receive a **busy** signal before using the barge in feature. If any feature is active on the called station to prevent receiving a **busy** signal, the station cannot be barged into. For example, if a station has *Call Forward All Calls* active for internal calls, that station cannot be barged into. If the called station is in *Do Not Disturb* mode, that stations calls cannot be barged into. If the called station is a Display phone with *Auto 2nd Path* active, the station cannot be barged into.

Feature Can Be Used With: 17-key, 28-key and Display Telephones.

PROGRAMMING

Required: A [BARGE IN] key (key code 816) is required on the authorized station.

Affected By: *Block Barge In* and *Block Barge Tone* on the *Station Programming* screen effect the station you are barging into, not the station you are barging from.

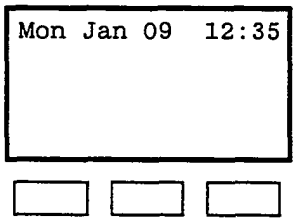
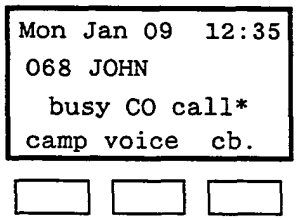
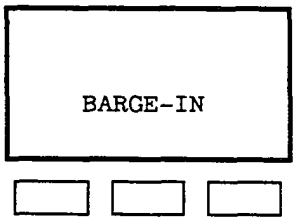
How To: Use The [BARGE IN] Key On The **17-key** And **28-key** Telephones.

	ACTION	RESULT	COMMENT
1.	Lift the handset.		
2.	Dial the desired extension number.	A busy signal is heard.	
3.	After obtaining a busy signal, press the [BARGE IN] key.	The station user will hear a warning tone that barge in has been activated.	

(Continued on the next page.)

BARGE IN KEY

How To: Use The [BARGE IN] Key On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset.		
2. Dial the desired extension number.		A busy signal is heard.
3. After obtaining a busy signal, press the [BARGE IN] key.		The station user will hear a warning tone that barge in has been activated.

CALL AN EXTENSION

DESCRIPTION: Any extension in the system can be called by another extension. The system can be programmed such that when a 17–key, 28–key, or Display phone is called the call is voice announced. That is, the hands free speaker and microphone on the called extension are activated and the called party can respond without lifting the handset. This option is called *HF Receive* and is programmed on a per station basis.

Any telephone in the system can be programmed to ring when called rather than using the voice announce. The 6–key and Single Line telephones always ring when called regardless of the *HF Receive* option.

If an extension is programmed to receive internal calls via *Voice Announce*, the calling station can force the extension to ring by dialing a before the extension number.

When several systems are connected together with a tie line network, *Transparent Intercom Dialing* allows a station user to call, or transfer to, any extension in the network using a 4–digit extension number. The station user does not need to know tie line access codes, or anything else about the network. With *Transparent Intercom Dialing,* the same procedure is used to call an extension as in a single system.

Stations can also be called if the *Directory* name of the desired person is known. This feature is called *Dial By Name*.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: None.

Optional: An [ICM] key (key code 818) can be programmed which gives an LED indication of an internal call. The key can also be used when placing internal calls on hold, or transferring internal calls.

Affected By: The *HF Receive* option on the called extension.

CALL AN EXTENSION

How To: Make An Internal Call (Voice Announce).

	ACTION	RESULT	COMMENT
1.	Lift the handset.	Internal dial tone is heard.	The 17-key, 28-key, and Display telephones can also place internal calls hands free. Press the [HF] key or [V/A] key on the 17-key.
2.	Dial the desired extension number.	A double tone is heard by you and the other extension.	A double tone is heard if the called extension is programmed to receive Voice Announced calls. Otherwise the called extension will ring.

How To: Make An Internal Call (Ring The Called Extension).

	ACTION	RESULT	COMMENT
1.	Lift the handset.	Internal dial tone is heard.	The 17-key, 28-key, and Display telephones can also place internal calls hands free. Press the [HF] key or [V/A] key on the 17-key.
2.	Dial [1] plus the desired extension number.	The called extension will ring. Ring back tone is heard.	

CALL THE OPERATOR

DESCRIPTION: Should the station user wish to call the system Operator from his extension, or any other extension in the system, he can do so using two methods. The method used depends on convenience and how the system is programmed. The system can also have more than one position designated as the operator.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: None.

Affected By: The *Intercom Dialing* programming screen in the *Digit Translation Table*. The number of operators in the system.

How To: Call The Operator From Another Extension In The System.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [0] on the dial pad.	The station user is connected to the Operator station.	

How To: Call The Operator When There Is More Than One Operator.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [0] + number of desired Operator station, [1] thru [4].	The station user is connected to the desired operator station.	[0] + [1] = Operator 1 [0] + [2] = Operator 2 [0] + [3] = Operator 3 [0] + [4] = Operator 4

(Continued on the next page.)

CALL THE OPERATOR

How To: Call The Operator Using An Extension Number.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial the Operator's extension number.	The user is connected to the Operator station.	When the system is new, the Operator station defaults to 3001. It may be programmed to be any desired extension in the system.

CALL VMS FROM A STATION

DESCRIPTION: If you are away from your extension, you may still call the VMS and check your messages.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: None.

Affected By: The *Forwarding and VMS Plans* programming screen, and the *Intercom Dialing* programming screen on the *Digit Translation Tables* menu.

How To: Call VMS.

	ACTION	RESULT	COMMENT
1.	Lift the handset.	Internal Dial tone is heard.	
2.	Dial [4] + the VMS hunt group number, usually [3] [6].	The VMS system answers, and prompts you for your mailbox number.	The VMS hunt group is usually 36, but can be any hunt group from 1 through 36.
3.	Follow the VMS voice prompts to check your messages.		

CALL BACK

DESCRIPTION: When a user places a call to a busy extension, the *Call Back* feature can be used to provide an audio (ringing) and visual (blinking LED indication) when the called extension is idle.

Feature Can Be Used With: All Phones

PROGRAMMING

Required: A [CALL BACK] key (key code 807) is needed on the 17-key and 28-key telephone. Do not program a [CALL BACK] key on a Display phone. A key is not needed on a 6-key or Single Line telephone.

Affected By: See Placing Calls.

How To: Use Call Back With The 17-key and 28-key Telephones.

	ACTION	RESULT	COMMENT
1.	Upon reaching a busy extension, press the [CALL BACK] key.	The [CALL BACK] key LED flickers momentarily.	Press while busy tone is heard.
2.	Replace the handset, or press the [HF] key.		Press the [HF] key to deactivate speakerphone if applicable. Wait for Call Back.

When the other party is idle, [CALL BACK] key LED will blink, and the phone will ring.

3.	Lift the handset, or press the [HF] key.	Internal dial tone is heard.	
4.	Press the blinking [CALL BACK] key.	Extension on which the CALL BACK was left rings.	Before pressing, LED should be flashing. Call Back is completed.

If the user wishes to cancel a Call Back, he can press the [CALL BACK] key without lifting the handset (or without pressing Hands Free) while the phone is ringing. A Call Back will automatically be canceled if the extension does not respond to the ring back in 30 seconds.

(Continued on the next page.)

CALL BACK

How To: Use Call Back With The **Display** Phone.

ACTION	DISPLAY	RESULT/COMMENT
1. Upon reaching a busy extension, press the [cb.] "soft" key.	Thu May 05 12:18 004 JONES *busy ICM call* camp voice cb.	Press while busy tone is heard.
2. Replace the handset, or press the [HF] key.	Call back on * 004 JONES *busy ICM call* camp voice cb.	Press the [HF] key to deactivate the speakerphone if applicable.
3. Wait for call.	Callback->ext 004 JONES	When other party is idle, phone will ring.
4. Lift the handset, or press [HF] key.	Callback->ext 004 004 JONES *intercom ring*	Extension on which the Call Back was left begins to ring. Call Back is completed.

(Continued on the next page.)

CALL BACK

How To: Use Call Back With A **6-key** And A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset and dial the desired extension.	A busy signal is heard.	
2. Dial [4] while the busy signal is present.		
3. Replace the handset.	When the called extension becomes idle, your phone will ring.	
4. Lift the handset.	The called extension begins to ring.	

CALL FORWARD

DESCRIPTION: The *Call Forward* feature provides the user with the ability to forward (re-route) all Incoming calls to another extension. If a user is to spend time at another desk or office, all calls may be forwarded to another telephone extension.

A phone can be forwarded to different destinations for Forward on Busy, Forward No Answer, and Forward All Calls.

A phone can have separate Call Forward Plans for when the system is in the DAY mode and for when the system is in the NIGHT mode.

Different destinations can be programmed based on whether the call being forwarded is an internal or outside line call.

An intercom call can be forwarded to a hunt group as well as another extension or Voice Message System.

An outside line call can be forwarded to a hunt group, an ACD group, a system speed dial number, an extension, or Voice Message System.

In order to accomplish these features, the *Forwarding and VMS Plans* programming screen has been created. This screen provides the programming for Call Forward as well as retaining the programming for VMS. See the *Forwarding and VMS Plans* section of this manual for programming information.

The station user can activate *Call Forward All Calls*, and change the **destination** of *Call Forward All Calls*. The destinations for *Call Forward No Answer* and *Call Forward Busy* are programmed on the *Forwarding and VMS Plans* programming screen, and are not under the user's control.

If an extension has *Call Forward No Answer* active when the [DND] key (or [IN/OUT] key) is pressed, the *DND (or In/Out) feature* takes precedence. Calls **will not** forward.

If an extension has *Call Forward All Calls* or *Call Forward Busy* active when the [DND] key (or [IN/OUT] key) is pressed, the *Call Forward feature* takes precedence. Calls **will** forward.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: Either the *Forwarding and VMS Plans* programming screen must be programmed, or the extension must have a [CALL FORWARD] key on the 17-key, 28-key, and Display Phone.

Optional: A [CALL FORWARD] key on the 17-key, 28-key, and Display Phone.

Affected By: The *Forwarding and VMS Plans* programming screen. The *Night Forward On* option on the *System Options* programming screen. If an extension is using Call Forward to a System Speed Dial number, the maximum length of the conversation is governed by *Divert Limit* on the *System Programming* screen.

Call Forward is also affected by DND, and In/Out.

(Continued on the next page.)

CALL FORWARD

How To: Use The [CALL FORWARD] Key.

ACTION	RESULT	COMMENT
1. Press the [CALL FORWARD] key.	The LED next to the [CALL FORWARD] key will blink. Call forwarding is completed.	When your extension is forwarded *All Calls*, the only extension in your system which may call your phone, is the one to which your phone is forwarded.

How To: Cancel Call Forward.

ACTION	RESULT	COMMENT
1. Press the [CALL FORWARD] key.	Call forwarding is canceled.	

How To: Change The Extension That Receives The Calls – **DAY** Mode.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Dial tone is heard in handset or speaker. If the [HF] key is used, the [HF] key LED will light.	
2. Press the [CALL FORWARD] key.		
3. Dial the extension number to which you wish to forward your calls.	Confirmation tone is heard. The LED next to the [CALL FORWARD] key will blink.	Notify the party to which you have forwarded your calls to.
4. Replace the handset, or press the [HF] key.	Call forwarding completed.	When your extension is forwarded *All Calls*, the only extension in your System which may call your phone, is the one to which your phone is forwarded.

(Continued on the next page.)

CALL FORWARD

How To: Change The Extension That Receives The Calls – **NIGHT** Mode.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Dial tone is heard in the handset, or speaker. If the [HF] key is used, the [HF] key LED will light.	
2. Press the [CALL FORWARD] key.		
3. Dial [5] plus the extension number to which you wish to forward your calls.	Confirmation tone is heard. The LED next to the [CALL FORWARD] key will blink.	Notify the party to which you have forwarded your calls.
4. Replace the handset, or press the [HF] key.	Call forwarding completed.	When your extension is forwarded *All Calls*, the only extension in your system which may call your phone, is the one to which your phone is forwarded.

How To: Call Forward On The **6-key** And **Single Line** Telephone – **DAY** mode.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [7] + [#] + [1] + the extension number to which you want to forward your phone.	Confirmation tone is heard. Your extension is forwarded and will ring at the desired location.	
3. Replace the handset.		

(Continued on the next page.)

CALL FORWARD

How To: Activate Call Forward To A Preprogrammed Extension With A Dial Code – **DAY** Mode.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Dial tone is heard in handset or speaker. If the [HF] key is used, the [HF] key LED will light.	
2. Dial [7] + [*] + [7].	Confirmation tone is heard. Call forwarding completed.	When your extension is forwarded *All Calls*, the only extension in your system which may call your phone, is the one to which your phone is forwarded.

How To: Activate Call Forward To A Preprogrammed Extension With A Dial Code – **NIGHT** Mode.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Dial tone is heard in handset or speaker. If the [HF] key is used, the [HF] key LED will light.	
2. Dial [7] + [*] + [8].	Confirmation tone is heard. Call forwarding completed.	When your extension is forwarded *All Calls*, the only extension in your system which may call your phone, is the one to which your phone is forwarded.

(Continued on the next page.)

CALL FORWARD

How To: Deactivate Call Forward With A Dial Code - **DAY** Mode.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Dial tone is heard in handset or speaker. If the [HF] key is used, the [HF] key LED will light.	
2. Dial [7] + [*] + [*].	Call forwarding is canceled.	

How To: Deactivate Call Forward With A Dial Code - **NIGHT** Mode.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Dial tone is heard in handset or speaker. If the [HF] key is used, the [HF] key LED will light.	
2. Dial [7] + [*] + [9].	Call forwarding is canceled.	

CALL FORWARD TO ACD KEY

DESCRIPTION: The Call Forwarding feature provides the user the ability to forward (re-route) a station to an ACD group. Any outside line ringing, or transferred to a station, can be directed to an ACD group with the use of this key. The specific ACD group (01-15) is designated with the sub-code of the key.

Feature Can Be Used With: 17-key, 28-key, and Display telephones.

PROGRAMMING

Required: A [CALL FORWARD TO ACD] key (key code 835) is required for each desired station. The specific ACD group (1-15) is designated with the sub-code of the key. At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

Affected By: See Call Forward.

How To: Call Forward To ACD.

ACTION	RESULT	COMMENT
1. Press the [CALL FORWARD TO ACD] key.	The [CALL FORWARD TO ACD] key LED blinks. The extensions outside line calls will be forwarded to the designated ACD group.	

How To: Cancel Call Forward To ACD.

ACTION	RESULT	COMMENT
1. Press the [CALL FORWARD TO ACD] key.	The [CALL FORWARD TO ACD] key LED goes out. Call Forward to ACD is turned off.	

CALL FORWARD TO VOICE MESSAGE SYSTEM

DESCRIPTION: The user can forward his phone to the Voice Message System (INFOSTAR™/VX) so that callers may leave a message when he is not available to answer his calls.

A phone can have separate *Call Forward* Plans for when the system is in the DAY mode and for when the system is in the NIGHT mode.

Both intercom calls and outside line calls can be forwarded to VMS.

In order to accomplish these features, the *Forwarding and VMS Plans* programming screen has been created. This screen provides the programming for Call Forward to VMS. See the *Forwarding and VMS Plans* section of this manual for programming information.

The station user can activate *Call Forward All Calls to VMS. Call Forward No Answer* and *Call Forward Busy to VMS* are programmed on the *Forwarding and VMS Plans* programming screen, and are not under the user's control.

If an extension has *Call Forward No Answer* active when the [DND] key (or [IN/OUT] key) is pressed, the *DND (or In/Out) feature* takes precedence. Calls **will not** forward.

If an extension has *Call Forward All Calls* and *Call Forward Busy* active when the [DND] key (or [IN/OUT] key) is pressed, the *Call Forward feature* takes precedence. Calls **will** forward.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: None.

Optional: A [CALL FORWARD] key (key code 809) can be programmed on the 17-key, 28-key, and Display phones. If the *Forwarding and VMS Plans* programming screen has been programmed to *Call Forward All Calls to VMS*, the extension can be forwarded by pressing the [CALL FORWARD] key.

Affected By: The *Forwarding and VMS Plans* programming screen. The *Night Forward On* option on the *System Options* programming screen.

Call Forward to VMS is also affected by DND, and In/Out. The Call Forward Busy timer is ignored, and a call forwards immediately if an extension is in DND or OUT.

(Continued on the next page.)

CALL FORWARD TO VMS

How To: Call Forward To VMS - **DAY** mode.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [7] + [*] + [3]	Four short beeps are heard to confirm the entry of forwarding code.	

The [MAIL] key on the user's phone will light when the first message is left in VMS. The [MAIL] key LED will go out when the last message is heard from VMS.

How To: Call Forward To VMS - **NIGHT** mode.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [7] + [*] + [5]	Four short beeps are heard to confirm the entry of forwarding code.	

The [MAIL] key on the user's phone will light when the first message is left in VMS. The [MAIL] key LED will go out when the last message is heard from VMS.

(Continued on the next page.)

CALL FORWARD TO VMS

How To: Cancel The Call Forward To VMS - **DAY** mode.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [7] + [*] + [*]	Call forwarding is canceled. If provided, the [CALL FORWARD] key LED will go out.	

How To: Cancel The Call Forward To VMS - **NIGHT** mode.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [7] + [*] + [9]	Call forwarding is canceled. If provided, the [CALL FORWARD] key LED will go out.	

CALL MONITOR

DESCRIPTION: The Call Monitor feature allows a station user's conversation to be heard by other individuals in the same room (while on an internal or external call using the handset.)

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: The *Enable HF Monitor* option on the *System Options* programming screen must be programmed to Y (yes). This enables the use of this feature for the entire system.

How To: Use Call Monitor.

ACTION	RESULT	COMMENT
1. While on an internal or external call using the handset, press the [HF] key (the [V/A] key on the 17-key phone).	After a brief delay, your current conversation can be heard through the hands free speaker. The [HF] key LED lights ([V/A] key for 17-key phone.) Individuals near your extension can hear you and the party with whom you are speaking.	Remain on the handset. Volume control adjustments made while the Call Monitor feature is activated affect both the handset receiver and the speaker.

How To: Turn Off Call Monitor.

ACTION	RESULT	COMMENT
1. With the Call Monitor Feature activated, press the [HF] key ([V/A] key on the 17-key phone).	Your call can no longer be heard through the hands free speaker.	

CALL PICKUP

DESCRIPTION: This feature allows a station user to answer calls which are ringing at another extension in the system.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions to answer outside line calls.

How To: Answer A Call Ringing At Another Station.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [2] plus the 4-digit extension number of the ringing phone.	The call is connected.	The call is taken off hold, and has been answered at your extension.

CALL TRANSFER TO AN ACD GROUP

DESCRIPTION: If a system is equipped with Automatic Call Distribution, any station user can transfer an outside line call to any one of the ACD groups (01–15).

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

How To: Transfer To ACD.

ACTION	RESULT	COMMENT
1. While on an outside line call, press the [TR/CON] key.	The [OUTSIDE LINE] key LED blinks slowly for external call. Call is put on hold automatically.	
2. Dial [4] [7] plus the desired ACD Group number (01–15).	Confirmation tone (4 short beeps) is heard. The call is transferred to the ACD group.	

How To: Transfer A Call To ACD With A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. While on current call, flash (momentarily press and release) the switch-hook.	Internal dial tone is heard.	
2. Dial #.		
3. Dial [4] [7] plus the desired ACD group number (01–15).	The call is transferred to the ACD group.	

CALL TRANSFER TO AN EXTENSION

DESCRIPTION: This feature allows an Internal or External call to be answered at one extension, and then transferred to another extension user. The [SERIAL] key can be used if the calling party is to be transferred to more than one party.

If a call is transferred to a busy extension, the call is automatically camped-on as soon as the extension transferring the call hangs up.

The *Dial By Name* feature can be used to transfer a call to an extension.

Note: A Single Line telephone cannot transfer an Internal call.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the extensions.

Optional: *Auto Transfer* can be activated by the station.

Affected By: DND, In/Out, HF Receive, and Call Forward at the called extension.

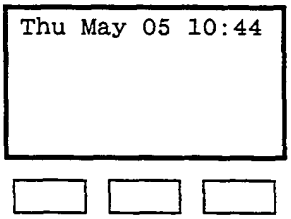
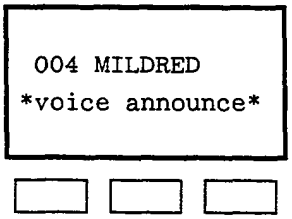
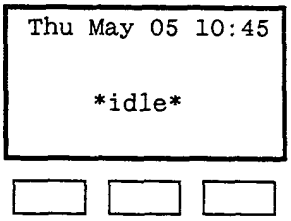
How To: Transfer A Call To Another Extension On A **17-key** And **28-key** Telephone.

ACTION	RESULT	COMMENT
1. While on current call, press the [TR/CON] key.	The [OUTSIDE LINE] key LED blinks slowly for External calls.	Call is put on hold automatically.
2. Dial the desired extension number.	Both the transferring and receiving extension will hear a double tone, and are connected to each other.	
3. Call may be announced, or, if busy, or no answer, you may reconnect to External call by pressing [OUTSIDE LINE] key, or to the Internal call by pressing [TR/CON].		If it is not desired to inform called extension of call, (screen the call), replace the handset after dialing the receiving extension number.
4. Replace the handset.	Call transfer is completed.	If transferred call is not answered in set Transfer Recall Time, Outside call returns to transferring extension.

(Continued on the next page.)

CALL TRANSFER TO AN EXTENSION

How To: Transfer A Call To Another Extension On A **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. While on current call, press the [TR/CON] key.		The [OUTSIDE LINE] key blinks slowly for External calls. The call is put on hold automatically.
2. Dial the desired extension number.		Both the transferring, and receiving extension will hear a double tone, and are connected to each other.
3. Call may be announced, or, if busy, or no answer, you may reconnect to External call by pressing the [OUTSIDE LINE] key, or to the Internal call by pressing [TR/CON].		If it is not desired to inform called extension of call, (screen the call), replace the handset after dialing the receiving extension number.
4. Replace the handset.		Call transfer is completed. If transferred call is not answered in set Transfer Recall Time, Outside call returns to transferring extension.

(Continued on the next page.)

CALL TRANSFER TO AN EXTENSION

How To: Transfer A Call To Another Extension On A **6-key** Telephone.

ACTION	RESULT	COMMENT
1. While on current call, press [TR/CON] key.	The [OUT] key LED goes out with Outside line call.	
2. Dial the desired extension number.	Both the transferring, and receiving extension will hear a double tone, and are connected to each other.	
3. Call may be announced, or, if busy, or no answer, you may reconnect to External call by pressing the [TR/CON] key.		
4. Replace the handset.	Call transfer is completed.	If transferred call is not answered in set Transfer Recall Time, Outside call returns to transferring extension.

How To: Transfer A Call To Another Extension On A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. While on current call, flash (momentarily press and release) the switch-hook.	Internal dial tone is heard.	
2. Dial [#] plus the desired extension number.	Both the transferring, and receiving extension will hear a double tone, and are connected to each other.	
3. Call may be announced, or, if busy, or no answer, you may reconnect to External call by dialing [2] plus the extension number.		
4. Replace the handset.	Call transfer is completed.	If transferred call is not answered in set Transfer Recall Time, Outside call returns to transferring extension.

CALL TRANSFER TO A HUNT GROUP

DESCRIPTION: Internal or External calls answered at one extension may be transferred to the Hunt Group within the system.

Note: A Single Line telephone cannot transfer an internal call.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

How To: Transfer To A Hunt Group.

	ACTION	RESULT	COMMENT
1.	While on current call, press the [TR/CON] key.	The [OUTSIDE LINE] key LED blinks slowly for external call. Call is put on hold automatically.	
2.	Dial [4] plus desired Hunt Group number (01–36).	Confirmation tone (4 short beeps) is heard.	Call is transferred to a Hunt Group.

How To: Transfer A Call To A Hunt Group With A **Single Line** Telephone.

	ACTION	RESULT	COMMENT
1.	While on current call, flash (momentarily press and release) the switch-hook.	Internal dial tone is heard.	
2.	Dial #.		
3.	Dial [4] plus desired Hunt Group number (01–36).	The call is transferred to the Hunt Group.	

CALL TRANSFER TO VMS

DESCRIPTION: VMS is an optional feature which provides the telephone system with an integrated voice message system. A station user can transfer an outside line call to the Voice Message System, and allow the caller to follow VMS's voice prompts to check their messages or leave messages for other users. An outside line call can also be transferred directly to a VMS mailbox.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

How To: Transfer An Outside Call To VMS.

	ACTION	RESULT	COMMENT
1.	(While connected to a call), press the [TR/CON] key.	Internal dial tone is heard.	
2.	Dial [4] + the VMS hunt group number, usually [3] [6].	Confirmation tone is heard (4 short beeps).	VMS is usually hunt group 36, but can be any group 1 through 36.

How To: Transfer An Outside Call To VMS With A Single Line Telephone.

	ACTION	RESULT	COMMENT
1.	While on current call, flash (momentarily press and release) the switch-hook.	Internal dial tone is heard.	
2.	Dial [#].		
3.	Dial [4] + the VMS hunt group number, usually [3] [6].	Confirmation tone is heard (4 short beeps).	VMS is usually hunt group 36, but can be any group 1 through 36.

(Continued on the next page.)

CALL TRANSFER TO VMS

How To: Transfer A Call To A VMS Mailbox Using Extension Number.

ACTION	RESULT	COMMENT
1. (While on an outside call), press the [TR/CON] key.	Internal Dial tone is heard.	
2. Dial [7] [6] + the telephone extension number of the person the message is to be taken for.	Confirmation tone is heard (4 short beeps).	The outside caller hears the voice announcement of the person the message is being taken for.

How To: Transfer A Call To A VMS Mailbox Using Mailbox Number.

ACTION	RESULT	COMMENT
1. (While on an outside call), press the [TR/CON] key.	Internal Dial tone is heard.	
2. Dial [7] [7] + the mailbox number of the person the message is to be taken for.	Confirmation tone is heard (4 short beeps).	The outside caller hears the voice announcement of the person the message is being taken for.

How To: Transfer A Call To A VMS Mailbox With A Single Line Telephone.

ACTION	RESULT	COMMENT
1. While on current call, flash (momentarily press and release) the switch-hook.	Internal dial tone is heard.	
2. Dial [#].		
3. Dial [7] [6] + the telephone extension number of the person the message is to be taken for. or Dial [7] [7] + the mailbox number of the person the message is to be taken for.	Confirmation tone is heard (4 short beeps).	The outside caller hears the voice announcement of the person the message is being taken for.

CAMP-ON

DESCRIPTION: When a called extension is busy, the calling station can alert the busy station that a call is waiting. This alert is a brief tone (camp-on tone) heard in the handset, or over the speaker if hands free is being used.

A display telephone has an additional feature called *Hands Free Camp-on*. When this option is set to Y (yes) on the *Station Programming* screen, the system signals that a call is waiting with a camp-on tone using the second voice path, if available. That is, if the handset of the station is being used, the camp-on tone is heard via the hands free speaker.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: None.

Affected By: Hands Free Camp-on, DND, In/Out, and Call Forward Busy at the called extension.

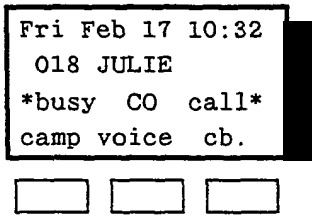
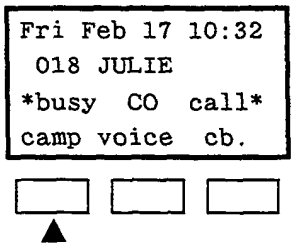
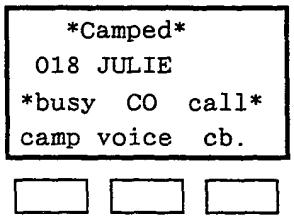
How To: Use Camp-on With The **6-key, 17-key, 28-key,** And **Single Line** Telephones.

	ACTION	RESULT	COMMENT
1.	Lift the handset, and dial the desired extension number.	Busy tone is heard.	
2.	Dial [2].	Two brief tones are heard by both the calling party, and the busy station.	
3.	Wait for the busy extension to answer the call. Do not hang up.		If the called party does not answer, the camp-on can be canceled by hanging up.

(Continued on the next page.)

CAMP-ON

How To: Use Camp-on With **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset, and dial the desired extension number.		Busy tone is heard.
2. Press the [camp] soft key.		Two brief tones are heard by both the calling party, and the busy station.
3. Wait for the busy extension to answer the call. Do not hang up.		If the called party does not answer, the camp-on can be canceled by hanging up.

CONFERENCE

DESCRIPTION: The Three-way Conference feature enables a station user to hold a conference with two other parties simultaneously. The conference may be made up of the station and two external parties, or the station, one internal, and one external party. A conference can be established whether the external calls are incoming or outgoing. With a two external party conference, when the party who established the conference hangs up, the other two parties will be disconnected. If one internal party of a two internal party conference hangs up, the remaining party is still connected to the outside call. To hold a conference with more than two parties, the 17-key, 28-key and Display telephones can use the *Add-on Conference* feature.

> *NOTE: By default, the Operator cannot make a conference call. If the user would like the Operator to be able to make conference calls, there is an option on the* System Options *programming screen to enable operator conferencing.*

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least two [OUTSIDE LINE] keys (trunk group, direct appearance for the desired line, UNI, or LCR keys) must be programmed on the desired extensions.

Affected By: See *Placing Outside Line Calls*.

How To: Make A Conference With Two External Parties Using The 17-key And 28-key Telephones.

ACTION	RESULT	COMMENT
In order to conference Hands Free, [HF], ignore step 1 and begin with step 2. [HF] conferencing can be accomplished with the 28-key and the 29-key Display Phone only.		
1. Lift the handset.	Internal dial tone is heard.	If the user is already on a call, and wishes to initiate conferencing, ignore steps 1 thru 3 and begin with step 4.
2. Press an available [OUTSIDE LINE] key.	The [OUTSIDE LINE] key LED blinks slowly. Dial tone is heard.	Before pressing an [OUTSIDE LINE] key, make certain that the LED next to that line is not lit.

(Continued on the next page.)

CONFERENCE

How To: Make A Conference With Two External Parties Using The **17-key** And **28-key** Telephones (continued).

	ACTION	RESULT	COMMENT
3.	Dial the first external number.	Dialing pulses, or tones, are heard in handset.	Wait until the call is answered before proceeding.
4.	Press the [TR/CON] key.	The [OUTSIDE LINE] key LED blinks slowly.	The first call is placed on Hold waiting for the conference to be completed.
5.	Press another available [OUTSIDE LINE] key.	The [OUTSIDE LINE] key LED blinks slowly. Dial tone is heard.	
6.	Dial the second external number.	Dialing pulses, or tones, are heard in handset.	Wait until the call is answered before pressing the [TR/CON] key.
7.	Press the [TR/CON] key.	The [TR/CON] key LED blinks. Both [OUTSIDE LINE] key LEDs are lit.	Conference is established.

How To: Drop One Call From A Two External Party Conference Using The **17-key** And **28-key** Telephones.

	ACTION	RESULT	COMMENT
1.	Press the [HOLD] key.	The [OUTSIDE LINE] key LEDs will blink.	Both external calls are placed on Hold. Both [OUTSIDE LINE] key LEDs will blink rapidly.
2.	Press the [OUTSIDE LINE] key for the line you wish to drop.	The [OUTSIDE LINE] key LED will blink slowly.	Line has been seized.
3.	Press the [OUTSIDE LINE] key for remaining call.	Connection made to remaining party. First call is dropped.	The [OUTSIDE LINE] key LED for remaining call blinks slowly. LED for dropped call goes out.

(Continued on the next page.)

CONFERENCE

How To: Establish A Conference With One External And One Internal Party Using The **17-key** And **28-key** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	With Hands Free operation, ignore step 1, and begin with step 2.
2. Press an available [OUTSIDE LINE] key.	The [OUTSIDE LINE] key LED blinks slowly. Dial tone is heard.	With Hands Free operation, [HF] key LED will light.
3. Dial external number.	Dialing pulses, or tones, are heard in the handset or speaker.	Wait until the call is answered before pressing the [TR/CON] key.
4. Press the [TR/CON] key.	The [OUTSIDE LINE] key LED begins blinking. External call is automatically put on hold. Internal dial tone is heard.	
5. Dial [1] + extension number to make the called extension ring.	The extension rings.	Wait until call is answered before pressing [TR/CON] key. The called extension must use the handset.
6. Press the [TR/CON] key.	The [TR/CON] key LED blinks. The [OUTSIDE LINE] key LED lights.	Conference is established.

(Continued on the next page.)

CONFERENCE

How To: Make A Conference With Two External Parties With The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	If the user is already on a call, and wishes to initiate conferencing, ignore steps 1 thru 3, and begin with step 4.
2. Press the [OUT] key.	The [OUT] key LED will light. External dial tone is heard.	
3. Dial first external number.		Wait until call is answered before proceeding.
4. Press the [TR/CON] key.	The [OUT] key LED will go out.	
5. Press the [OUT] key.	The [OUT] key LED will light. External dial tone is heard.	
6. Dial the second external number.		Wait until call is answered before press the [TR/CON] key.
7. Press the [TR/CON] key.	The [TR/CON] key LED blinks.	Conference is established.

How To: Drop One Call From A Two External Party Conference With The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Press the [HOLD] key.	Internal dial tone is heard.	Both external calls are placed on Hold.
2. Dial [*].	The [OUT] key LED will blink slowly. The line has been seized.	Make certain this is the party to be dropped. If not, place the call on hold, and connect to the party to be dropped.
3. Press and hold down the switch-hook.	The call is dropped.	
4. Release the switch-hook.	Internal dial tone is heard.	
5. Dial [*].	Connection made to remaining party. First call is dropped.	The [OUT] key LED blinks slowly.

(Continued on the next page.)

CONFERENCE

How To: Establish A Conference With One External Party And One Internal Party With The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	If the user is already on an external call, and wishes to initiate conferencing, ignore steps 1 thru 3, and begin with step 4.
2. Press the [OUT] key.	External dial tone is heard.	
3. Dial the desired external number.		Wait until call is answered before pressing the [TR/CON] key.
4. Press the [TR/CON] key.		
5. Dial [1] + desired extension number in order to make called extension ring.		Wait until call is answered before pressing [TR/CON] key.
6. Press the [TR/CON] key.	Conference is established.	

How To: Make A Conference With Two External Parties With A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	If the user is already on a call, and wishes to initiate conferencing, ignore steps 1 thru 3, and begin with step 4.
2. Select an outside line.	Dial tone is heard.	
3. Dial first external number.		Wait until call is answered before proceeding.

(Continued on the next page.)

CONFERENCE

How To: Make A Conference With Two External Parties With A **Single Line** Telephone.

	ACTION	RESULT	COMMENT
4.	Flash (momentarily press and release) the switch-hook.	The first call is placed on hold.	
5.	Select another outside line.	Dial tone is heard.	
6.	Dial the second external number.		Wait until call is answered before proceeding.
7.	Flash (momentarily press and release) the switch-hook.	The second call is placed on hold.	
8.	Dial [#] twice.	The conference is established.	

How To: Drop One Call From A Two External Party Conference With A **Single Line** Telephone.

	ACTION	RESULT	COMMENT
1.	Flash (momentarily press and release) the switch-hook.	Internal dial tone is heard.	Both external calls are placed on Hold.
2.	Dial [*].	The line has been seized.	Make certain this is the party to be dropped. If not, place the call on hold, and connect to the party to be dropped.
3.	Press and hold down the switch-hook.	The call is dropped.	
4.	Release the switch-hook.	Internal dial tone is heard.	
5.	Dial [*].	Connection made to remaining party. First call is dropped.	

(Continued on the next page.)

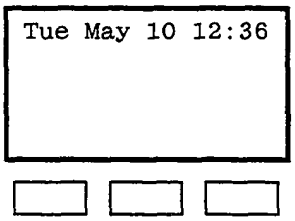
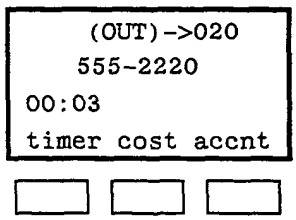
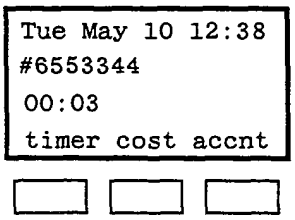
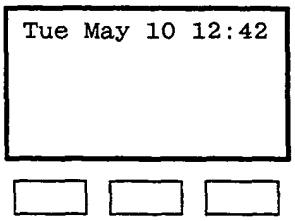
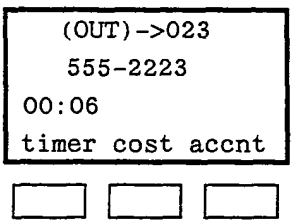
CONFERENCE

How To: Establish A Conference With One External Party And One Internal Party With A **Single Line** Telephone.

	ACTION	RESULT	COMMENT
1.	Lift the handset.	Internal dial tone is heard.	If the user is already on a call, and wishes to initiate conferencing, ignore steps 1 thru 3, and begin with step 4.
2.	Select an outside line.	Dial tone is heard.	
3.	Dial the desired external number.		Wait until call is answered before proceeding.
4.	Flash (momentarily press and release) the switch-hook.	The first call is placed on hold.	
5.	Dial [1] + desired extension number in order to make called extension ring.		Wait until the call is answered before proceeding.
7.	Flash (momentarily press and release) the switch-hook.	The second call is placed on hold.	
8.	Dial [#] twice.	The conference is established.	

CONFERENCE

How To: Make A Conference With Two External Parties Using The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset.		Internal dial tone is heard. In order to conference Hands Free, [HF], ignore step 1, and begin with step 2.
2. Press an available [OUTSIDE LINE] key.		The [OUTSIDE LINE] key LED blinks slowly. Dial tone is heard.
3. Dial the first external number.		Dialing pulses, or tones, are heard in the handset. Wait until call is answered before proceeding.
4. Press the [TR/CON] key.		The [OUTSIDE LINE] key LED blinks, and call is automatically placed on hold.
5. Press another available [OUTSIDE LINE] key.		The [OUTSIDE LINE] key LED blinks slowly. External dial tone is heard.

(Continued on the next page.)

CONFERENCE

How To: Make A Conference With Two External Parties Using The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
6. Dial the second external number.	Tue May 10 12:44 #6551234 00:59 timer cost accnt	Wait until the call is answered before pressing the [TR/CON] key.
7. Press the [TR/CON] key.	(Conf)->020/023 ISOETEC 01:12 timer cost accnt	Both [OUTSIDE LINE] key LEDs are lit. Conference is established.

How To: Drop One Call From A Two External Party Conference Using The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Press the [HOLD] key.	Tue May 10 12:56	Both [OUTSIDE LINE] key LEDs will blink rapidly.
2. Press the [OUTSIDE LINE] key for the line you wish to drop.	Tue May 10 1:06 555-2220 00:51 timer cost accnt	The [OUTSIDE LINE] LED will blink slowly. Line has been seized.

(Continued on the next page.)

CONFERENCE

How To: Drop One Call From A Two External Party Conference Using The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
3. Press the [OUTSIDE LINE] key for remaining call.	Tue May 10 1:07 555-2223 00:59 timer cost accnt	Connection is made to remaining party. [OUTSIDE LINE] LED for remaining call blinks slowly. LED for dropped call goes out.

How To: Establish A Conference With One External Party And One Internal Party Using The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset.	Tue May 10 12:56	Internal dial tone is heard. With Hands Free operation, ignore step 1, and begin with step 2.
2. Press available [OUTSIDE LINE] key.	(OUT)->010 555-2210 00:01 timer cost accnt	[OUTSIDE LINE] key LED blinks slowly. Dial tone is heard.
3. Dial desired external number.	Tue May 10 2:50 #2555164 00:03 timer cost accnt	Dialing pulses, or tones, are heard in handset or speaker. Wait until call is answered before pressing the [TR/CON] key.

(Continued on the next page.)

CONFERENCE

How To: Establish A Conference With One External Party And One Internal Party Using The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
4. Press the [TR/CON] key.	Tue May 10 2:50	The [OUTSIDE LINE] key LED begins blinking. External call is automatically put on hold.
5. Dial [1] + desired extension number in order to make called extension ring.	Tue May 10 2:57 004 KEVIN * intercom ring*	Wait until call is answered before pressing [TR/CON] key. Called internal extension must use the handset.
6. Press the [TR/CON] key.	(Conf)->010/004 01:12 timer cost accnt	[TR/CON] key LED blinks. [OUTSIDE LINE] key LED lights. Conference is established.

DATA FEATURE

DESCRIPTION: The Data Feature offers the ability to transmit digital information between any two data ports. The digital display telephone enables a user to establish a data connection to any idle data port, and communicate with computers, terminals, printers, plotters, MODEMs, etc. This connection can only be made to equipment on premise. The digital display telephone must have a [DATA ON] key which is programmed on one of the feature keys by the system programmer.

The display telephone uses menu-prompt "soft" keys, and preprogrammed feature keys to establish a data, or voice, call. When used during a data call, the three "soft" keys located under the display of the telephone are used to change the serial communications parameters and to establish the data connection. The bottom line of the display labels the use of each "soft" key.

The Data Control Module must be installed to use the *Data Feature*.

Feature Can Be Used With: Display Telephones.

PROGRAMMING

Required: A [DATA ON] key (key code 829) is needed on each desired display telephone.

Optional: A [DATA HL] key (key code 828) can be used. The sub-code of the key (001-228) is the data port to be called.

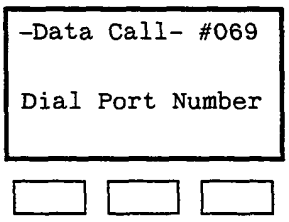
Affected By: *Data Class of Service* and *Fixed* on the *Data Programming* screen.

How To: Connect To A Data Port.

ACTION	DISPLAY	RESULT/COMMENT

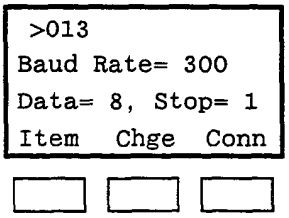
A digital display telephone can connect to a data port by either using the [DATA ON] key and dialing the port number, or by using a [DATA HL] key.

1. Press the DATA ON key.



The [DATA ON] key LED flashes. The data port of the station shows on the display.

2. Dial destination port number.

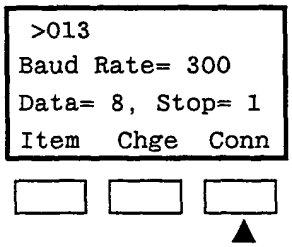
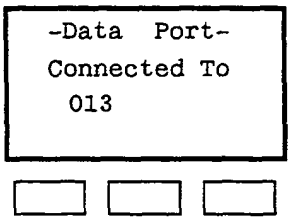


Change parameters, if desired, otherwise go to step 3.

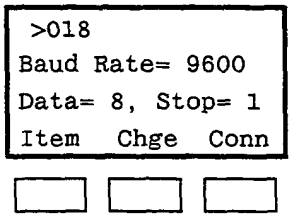
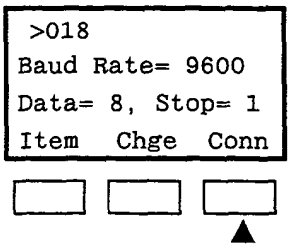
(Continued on the next page.)

DATA FEATURE

How To: Connect To A Data Port, continued.

ACTION	DISPLAY	RESULT/COMMENT
3. Press the 'soft' key, under the display labeled **Conn**.		The Conn (connect) key is the 'soft' key located below the word **Conn** on the display.
		To DISCONNECT from a data call, press the [DATA ON] key.

How To: Make A Data Connection Using The [DATA HL] key.

ACTION	DISPLAY	RESULT/COMMENT
1. Press the [DATA HL] key.		The [DATA ON] key LED flashes. Change parameters if desired. Otherwise, go to step 2.
2. Press the 'soft' key, under the display labeled **Conn**.		The **Conn** (connect) key is the 'soft' key located below the word **Conn** on the display.

To DISCONNECT from a data call, press the [DATA ON] key.

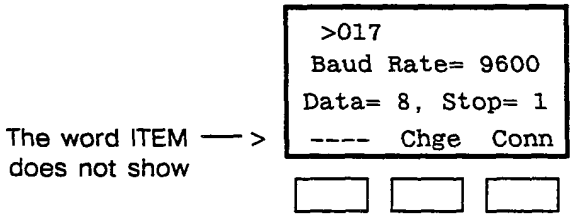
(Continued on the next page.)

DATA FEATURE

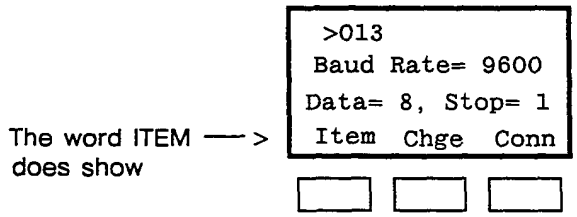
4.5 Changing Communication Parameters

DESCRIPTION: A digital display phone may be permitted to change the baud rate, number of data bits (plus a parity bit), and the number of stop bits of the data port being called.

After the data port number is dialed (or [DATA HL] key is pressed), if the display appears as below, the communications parameters CANNOT be changed by the station.



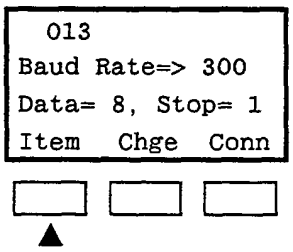
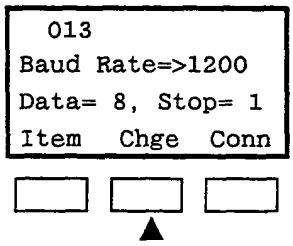
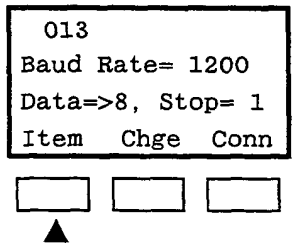
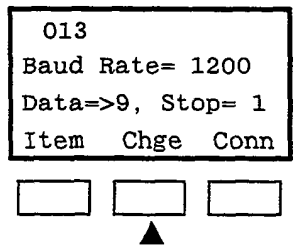
However, if the display shows as below, the communications parameters CAN be changed by the station user.



(Continued on the next page.)

DATA FEATURE

How To: Change the baud rate, number of bits, and number of stop bits.

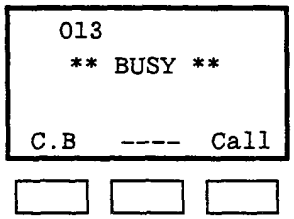
ACTION	DISPLAY	RESULT/COMMENT
1. Press the 'soft' key under the word **Item** on the display.		Note the arrow > next to Baud Rate. The **Item** 'soft' key moves this arrow to the different parameters.
2. If the baud rate is to be changed, press the **Chge** 'soft' key.		The Baud Rate increments each time the **Change** 'soft' key is pressed. When the desired Baud Rate appears, move on to the next parameter.
3. The number of bits (8 or 9) is changed using the same method. Press the **Item** 'soft' key to move the arrow to the parameter to be changed.		
4. Press the **Chge** 'soft' key to increment the values of the parameter.		The number of stop bits (1 or 2) is also changed using this method.

(Continued on the next page.)

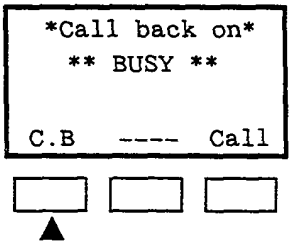
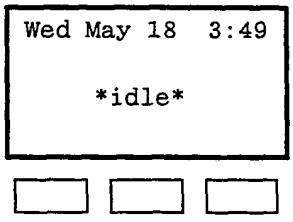
DATA FEATURE

4.6 When The Called Port Is Busy

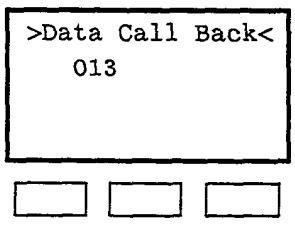
DESCRIPTION: When the called data port is in use, the Call Back feature can be used to alert the station user that the data port is free, or a different data port can be called. Of course, the [DATA ON] key can be pressed to cancel the call, and the call can be tried again at a later time.



How To: Use Call Back To A Data Port.

ACTION	DISPLAY	RESULT/COMMENT
1. Press the 'soft' key located under the **C.B** on the display.		
2. Press the [DATA ON] key.		The [DATA ON] key LED goes out.

After pressing the [DATA ON] key, wait for the port to be available. When the port calls back, the display appears as shown in step 3.

3.	The phone rings to indicate the data port is now available.	

(Continued on the next page.)

DATA FEATURE

How To: Use Call Back To A Data Port, continued.

ACTION	DISPLAY	RESULT/COMMENT
4. Press the [DATA ON] key.	>013 Baud Rate= 9600 Data= 8, Stop= 1 Item Chge Conn	
5. Press the 'soft' key, under the display labeled Conn.	-Data Port- Connected To 013	The connection is established.

How To: Call Another Data Port (when selected port is busy).

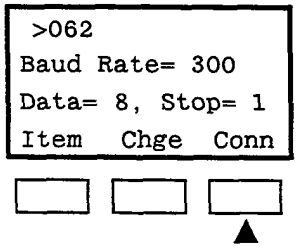
ACTION	DISPLAY	RESULT/COMMENT
1. Press the 'soft' key located below CALL.	013 ** BUSY ** C.B ---- Call	
	-Data Call- #069 Dial Port Number	

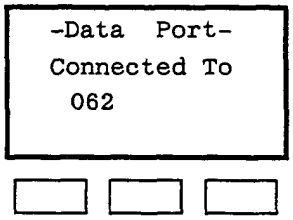
(Continued on the next page.)

DATA FEATURE

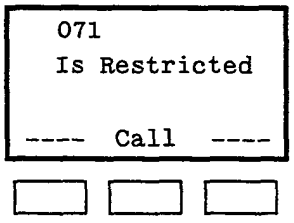
How To: Call Another Data Port when selected port is busy, continued.

ACTION	DISPLAY	RESULT/COMMENT
2. Dial another data port number.	>062 Baud Rate= 300 Data= 8, Stop= 1 Item Chge Conn	
3. Press the 'soft' key, under the display labeled Conn.	The connection is established.	





If the data port being used to call another port is not allowed access to that port, the display indicates that the port is restricted.



DATA HOT LINE KEY

DESCRIPTION: The [DATA HOT LINE] key is similar in function to the DSS key. The [DATA HOT LINE] key allows one key access to a data port. The [DATA HOT LINE] key also allows the station user to monitor the status of the port that has been programmed on the key.

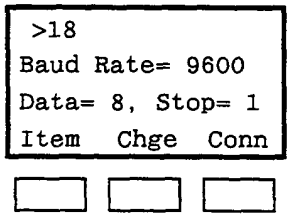
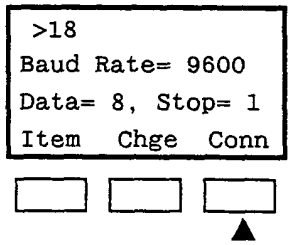
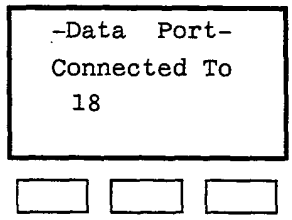
Feature Can Be Used With: Display Telephones.

Programming

Required: A [DATA HL] key (key code 828) is required for each desired data port. The sub-code is used to define which port number the key is to call.

Affected By: *Data Class of Service* of the called port.

How To: Make A Data Connection Using The [DATA HL] Key.

ACTION	DISPLAY	RESULT/COMMENT
1. Press the [DATA HL] key.		The [DATA ON] key LED flashes. Change parameters if desired. Otherwise, go to step 2.
2. Press the 'soft' key, under the display labeled Conn.	 	The Conn (connect) key is the 'soft' key located below the word **Conn** on the display. The [DATA HL] key LED is lit steadily.

DIAL BY NAME

DESCRIPTION: The system has an optional feature called *Dial By Name*. This feature must be ordered, and is activated remotely by an authorized EXECUTONE Service Center. The part number for *Dialing By Name* is 112003. This feature utilizes the names exactly as they appear in the *Directory* programming screen. When *Dialing By Name* has been added to the system, *DirDl* appears in the installed *Options* area of the *Main Menu*. When entering the names in the *Directory* programming screen, use only letters A through Z and the space bar. Do not use numbers or special characters.

It is important to make certain that no TWO names are identical.

NOTE: Dial By Name *and* Alternate Dialing *cannot be used in the same system. The Operator cannot use* Dial By Name. Dial by Name *cannot be used across the network when using* Transparent Intercom Dialing. *ACD Agents cannot be dialed by Agent number when using* Dial By Name.

Feature Can Be Used With: All Telephones.

Programming

Required: Each station user's name must be programmed in the *Directory* programming screen. The *Dial By Name* feature must be added to the system by an authorized EXECUTONE Service Center.

How To: Use Dial By Name.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	Dial By Name can also be used hands free. If hands free is to be used, skip step 1.
2. Dial TUV 8.		
3. Dial the name of the individual.		

Dial the name starting with the first character of their name (as programmed in the Directory) and continuing until the system finds a unique match in the directory, and rings the desired station.

The characters Q and Z and a space are dialed by using the 1 on the dial pad.

For example, to dial Mary's extension by name, go off-hook and dial TUV 8 + M + A + R + Y. That is, dial TUV 8 + MNO 6 ABC 2 PRS 7 WXY 9.

(Continued on the next page.)

DIAL BY NAME

How To: Transfer A Call Using Dial By Name.

ACTION	RESULT	COMMENT
1. While connected to a call, press the TR/CON key.	Internal dial tone is heard.	
2. Dial TUV 8.		
3. Dial the name of the individual.		

Dial the name starting with the first character of their name (as programmed in the Directory) and continuing until the system finds a unique match in the directory, and rings the desired station.

The characters Q and Z and a space are dialed by using the 1 on the dial pad.

For example, to dial Mary's extension by name, go off-hook and dial TUV 8 + M + A + R + Y. That is, dial TUV 8 + MNO 6 ABC 2 PRS 7 WXY 9.

DIGITAL VOICE ANNOUNCER

DESCRIPTION: The *Digital Voice Announcer* (p/n 15870) is a device that can answer a call and play a pre–recorded message to the caller. The *Digital Voice Announcer* can be used in applications that require a *recorder* (e.g., ACD Recorders, or answering devices for Auto Attendant).

The announcement message for the digital voice announcer can be recorded from any telephone.

The **maximum message length** of the Digital Voice Announcer = 65 seconds.

There are 3 LEDs on the back of the recorder indicating the following:

Idle Mode the RED IDLE LED is flashing.

Recording Mode the YELLOW LED is on.

Play back Mode the GREEN LED is on.

Feature Can Be Used With: All Telephones.

Programming

Required: The extension to which the *Digital Voice Announcer* is connected must be programmed as a **recorder** on the *Station Programming* screen.

Several [LCR] keys must be programmed on the extensions to which *Digital Voice Announcers* are connected.

How To: Record A Message.

ACTION	RESULT	COMMENT
1. Dial the extension number of the recorder.		
2. Dial [*].		This is the command to clear the message.
3. Dial [1].		This is the command to record.
4. Dial [0] [1].		After the tone, start to record the message.

When finished recording, dial [0] to terminate the recording mode.

(Continued on the next page.)

DIGITAL VOICE ANNOUNCER

How To: Replay A Message.

ACTION	RESULT	COMMENT
1. Dial the extension number of the recorder.		
2. Dial ABC 2.		This is the command playback.
3. Dial 0 1.		The message begins to playback.

How To: Clear The Message.

ACTION	RESULT	COMMENT
1. Dial the extension number of the recorder.		
2. Dial *.		This is the command to clear the message.

DIRECT STATION SELECT/BUSY LAMP FIELD

DESCRIPTION: The DSS (Direct Station Select) feature allows a user to call a specific internal extension by pressing one key dedicated to that extension number. Beside each [DSS] key is a light (LED) which serves as a Busy Lamp Field for monitoring the busy/idle status of another extension.

Feature Can Be Used With: 17-key, 28-key, And Display Telephones.

PROGRAMMING

Required: A [DSS] key must be programmed on each desired station. The station user can then program the key to the desired extension number.

Affected By: *Enable Auto Pickup* on the *System Options* programming screen. See also *Placing Internal Calls.*

How To: Program The [DSS] Key On The **17-key, 28-key,** And **Display** Telephones.

ACTION	RESULT	COMMENT
1. Without lifting the handset, press [PROG] key.	The [PROG] key LED is lit steadily.	
2. Press the [DSS] key to be programmed.		
3. Enter desired extension number.	The [PROG] key LED goes out.	

The [PROG] key LED will time out if no digits are entered within a six second time period, and when the maximum amount of digits has been entered. Programming will end.

How To: Program The [DSS] Key On The **DSS Console.**

ACTION	RESULT	COMMENT
1. Without lifting the handset, press [PROG] key on the telephone.	The [PROG] key LED is lit steadily.	
2. Press the [DSS] key on the DSS Console to be programmed.		
3. Enter desired extension number.	The [PROG] key LED goes out.	

The [PROG] key LED will time out if no digits are entered within a six second time period, and when the maximum amount of digits has been entered. Programming will end.

(Continued on the next page.)

DIRECT STATION SELECT/BUSY LAMP FIELD

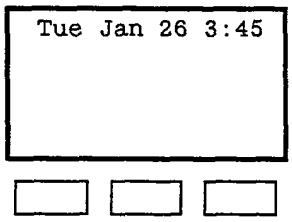
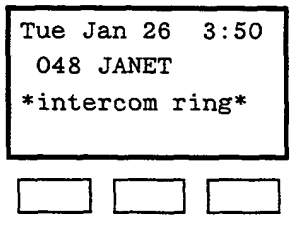
How To: Use The [DSS] Key On The **17-key, 28-key** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Press the [DSS] key.	The [DSS] key LED lights.	Double tone at called extension indicates HF mode is activated.

LED STATUS:

- If the LED (light) next to the [DSS] key on your phone is SOLIDLY LIT, the extension is busy, or the Do Not Disturb or In/Out feature is active.
- If FLASHING, the extension is ringing.
- If NOT LIT, the extension is idle.

How To: Use The [DSS] Key On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset.		Internal dial tone is heard.
2. Press the [DSS] key.		

LED STATUS:

- If the LED (light) next to the [DSS] key on your phone is SOLIDLY LIT, the extension is busy, or the Do Not Disturb or In/Out feature is active.
- If FLASHING, the extension is ringing.
- If NOT LIT, the extension is idle.

DISA

DESCRIPTION: DISA (Direct Inward System Access) allows an authorized individual outside the telephone system to place a call to the system, have the system answer the call, and provide the caller with system dial tone. The caller can then dial an extension number, or select an outside line. A tone dial telephone must be used to access the System through the DISA line.

The DISA feature uses the one built-in DTMF receiver. Only one incoming DISA call can be answered at a time. The DTMF receiver is used by DISA only during the dialing portion of the call.

If a DTMF Receiver port card (p/n 15650) is installed in the system, DISA will make use of these receivers instead of the built-in DTMF receiver. The number of incoming calls which DISA can answer simultaneously depends on the number of available DTMF receiver ports.

NOTE: Disconnect supervision from the local telephone operating company must be provided for lines programmed for DISA.

NOTE: After 30 minutes of continuous use, the system will disconnect the DISA line.

There are two types of DISA available:

Supervised – Supervised DISA requires a four-digit access code. The DISA authorization code is any four digit number (0000-9999), and is entered by the Operator.

Unsupervised – Unsupervised DISA does not require a code.

Feature Can Be Used With: Any Tone Dial Telephone Outside Of The System.

PROGRAMMING

Required: The *Line Type* for the trunks to be designated as DISA trunks must be set to one of the following:

100- Supervised DISA - On all the time.
101- Supervised DISA - Night Mode Only.
200- Unsupervised DISA - On all the time.
201- Unsupervised DISA - Night Mode Only.

Affected By: *Drop Pulse* on the *System Programming* screen. The *Toll Options*, and the *DISA/TIE GRP DIAL* option on the *System Options* programming screen.

(Continued on the next page.)

DISA

How To: Enter The Four Digit Authorization Code.

ACTION	RESULT	COMMENT
From the Operator's station,		
1. Lift the handset.		
2. Press the [RLS] key.	Internal dial tone is heard.	
3. Dial [#] plus the desired four digit code.	The authorization code is entered.	
4. Press the [RLS] key.		

How To: Call A Station Using Supervised DISA.

ACTION	RESULT	COMMENT
1. From a telephone outside the System, dial the telephone number of the DISA line.	The System answers the call, and internal dial tone is heard.	
2. Dial the preprogrammed, four digit DISA authorization code.	Internal dial tone is heard again.	If dial tone is not heard, you have dialed an incorrect authorization code.
3. Dial the extension number of the desired station.	Ring back tone is heard.	The station rings.
4. When the call is complete, hang up your telephone.		

(Continued on the next page.)

DISA

How To: Call **Another** Station Using Supervised DISA.

ACTION	RESULT	COMMENT
1. If after dialing the first extension a busy signal is heard, or there is no answer, dial [#] [#].	Internal dial tone is heard.	
2. Dial another extension.		
3. When the call is complete, hang up your telephone.		

How To: Select An **Outside Line** Using Supervised DISA.

ACTION	RESULT	COMMENT
1. From a telephone outside the System, dial the telephone number of the DISA line.	The System answers the call, and internal dial tone is heard.	
2. Dial the preprogrammed, four digit DISA authorization code.	Internal dial tone is heard again.	If dial tone is not heard, you have dialed an incorrect authorization code.
3. Dial the access number of the desired line ([9] + the desired line number 001–228).	Outside line dial tone is heard.	If the DISA/TIE GRP DIAL option on the *System Options* programming screen is programmed yes, outside lines are accessed by group. Dial [8] [1] through [8] [0] for trunk groups 1 through 10.
4. Dial the desired telephone number.		
5. When the call is complete, hang up your telephone.		

(Continued on the next page.)

DISA

How To: Call A Station Using Unsupervised DISA.

ACTION	RESULT	COMMENT
1. From a telephone outside the System, dial the telephone number of the DISA line.	The System answers the call, and internal dial tone is heard.	
2. Dial the extension number of the desired station.	Ring back tone is heard.	The station rings.
3. When the call is complete, hang up your telephone.		

How To: Select An Outside Line Using Unsupervised DISA.

ACTION	RESULT	COMMENT
1. From a telephone outside the System, dial the telephone number of the DISA line.	The System answers the call, and internal dial tone is heard.	
2. Dial the access number of the desired line ([9] + the desired line number 001-228).	Outside line dial tone is heard.	
3. Dial the desired telephone number.		
4. When the call is complete, hang up your telephone.		

DISPLAY TELEPHONE MESSAGES

DESCRIPTION: The Display telephone provides the user with four Messages. The Display Phone messages are pre-defined messages which can be programmed by the user at their discretion. The available messages are: ON VACATION, OUT TO LUNCH, OUT OF TOWN, and IN A MEETING. The messages are pre-set and are user-adaptable, allowing the user to customize messages to their individual business needs. The user may program only ONE message at a time.

The Display telephone has three "soft" keys located below the LCD display representing a specific function. The left key is called the NEXT key, and allows the user to scroll through the various messages. The center key is called the CLEAR key, and allows the user to erase messages. After the message has been erased, the user returns to the "idle" mode. The right key is the SEL key, and acts like a RETURN key on a computer keyboard. The SEL key allows the user to select the date (or time) of return, and telephone number where they can be reached.

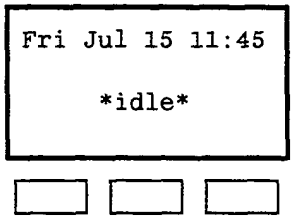
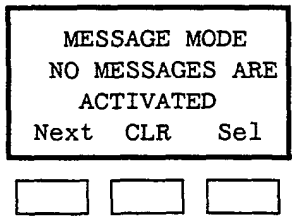
If a display phone user calls another display phone user, the programmed message will be seen by the calling party. If a regular telephone user calls a display phone, the calling party will not receive any programmed message.

Feature Can Be Used With: Display Telephones.

PROGRAMMING

Required: None.

How To: Program The Display Phone Message ON VACATION.

ACTION	DISPLAY	RESULT/COMMENT
		
1. (While the phone is idle and on-hook), press one of the three 'soft' keys.		Any one of the three 'soft' keys may be pressed to reach the message mode.

(Continued on next page)

DISPLAY TELEPHONE MESSAGES

How To: Program The Display Phone Message ON VACATION, continued.

ACTION	DISPLAY	RESULT/COMMENT
2. Press the NEXT key once.	ON VACATION BACK-* TEL- Next CLR Sel	The message appears on the display.
3. Using the dial pad, enter a four digit entry for the RETURN date.	ON VACATION BACK-*08/16 TEL- Next CLR Sel	The first two digits entered reflect the month, and the last two digits reflect the day.
4. Press the SEL key.	ON VACATION BACK- 08/16 TEL* Next CLR Sel	The date appears, and the * moves to the line for the telephone number.
5. Using the dial pad, enter the desired telephone number.	ON VACATION BACK- 08/16 TEL-*2035551212 Next CLR Sel	Up to 11 characters may be used to program the telephone number.
6. Lift the handset momentarily, then replace it.	ON VACATION BACK- 08/16 TEL- 2035551212 date- 07-15-88	The message is now programmed. If the user continues to another message, the NEXT key will automatically delete the previous message.

DISPLAY TELEPHONE MESSAGES

How To: Program The Display Phone Message OUT FOR LUNCH.

ACTION	DISPLAY	RESULT/COMMENT
1. (While the phone is idle and on-hook), press one of the three 'soft' keys.	MESSAGE MODE NO MESSAGES ARE ACTIVATED Next CLR Sel	Any one of the three 'soft' keys may be pressed to reach the message mode.
2. Press the NEXT key twice.	OUT FOR LUNCH BACK-* TEL- Next CLR Sel	The message appears on the display.
3. Using the dial pad, enter a four digit entry for the RETURN time.	OUT FOR LUNCH BACK-*02:15 TEL- Next CLR Sel	The first two digits entered reflect the hour, and the last two digits reflect the minutes.
4. Press the SEL key.	OUT FOR LUNCH BACK- 02:15 TEL* Next CLR Sel	The time appears, and the * moves to the line for the telephone number.
5. Using the dial pad, enter the desired telephone number.	OUT FOR LUNCH BACK- 02:15 TEL-*2035551212 Next CLR Sel	Up to 11 characters may be used to program the telephone number.

(Continued on next page)

DISPLAY TELEPHONE MESSAGES

How To: Program The Display Phone Message OUT FOR LUNCH, continued.

ACTION	DISPLAY	RESULT/COMMENT
6. Lift the handset momentarily, then replace it.	OUT FOR LUNCH BACK- 02:15 TEL- 2035551212 date- 07-15-88	The message is now programmed. If the user continues to another message, the NEXT key will automatically delete the previous message.

How TO: Program The Display Phone Message OUT OF TOWN.

ACTION	DISPLAY	RESULT/COMMENT
1. (While the phone is idle and on-hook), press one of the three 'soft' keys.	MESSAGE MODE NO MESSAGES ARE ACTIVATED Next CLR Sel	Any one of the three 'soft' keys may be pressed to reach the message mode.
2. Press the NEXT key three times.	OUT OF TOWN BACK-* TEL- Next CLR Sel	The message appears on the display.
3. Using the dial pad, enter a four digit entry for the RETURN date.	OUT OF TOWN BACK-*08/16 TEL- Next CLR Sel	The first two digits entered reflect the month, and the last two digits reflect the day.

(Continued on next page)

DISPLAY TELEPHONE MESSAGES

How TO: Program The Display Phone Message OUT OF TOWN, continued.

ACTION	DISPLAY	RESULT/COMMENT
4. Press the SEL key.	OUT OF TOWN BACK- 08/16 TEL* Next CLR Sel	The date appears, and the * moves to the line for the telephone number.
5. Using the dial pad, enter the desired telephone number.	OUT OF TOWN BACK- 08/16 TEL-*2035551212 Next CLR Sel	Up to 11 characters may be used to program the telephone number.
6. Lift the handset momentarily, then replace it.	OUT OF TOWN BACK- 08/16 TEL- 2035551212 date- 07-15-88	The message is now programmed. If the user continues to another message, the NEXT key will automatically delete the previous message.

How To: Program The Display Phone Message IN A MEETING.

ACTION	DISPLAY	RESULT/COMMENT
1. (While the phone is idle and on-hook), press one of the three 'soft' keys.	MESSAGE MODE NO MESSAGES ARE ACTIVATED Next CLR Sel	Any one of the three 'soft' keys may be pressed to reach the message mode.
2. Press the NEXT key four times.	IN A MEETING BACK-* TEL- Next CLR Sel	The message appears on the display.

(Continued on next page)

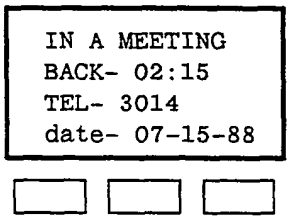
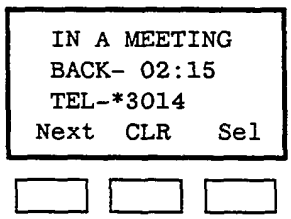
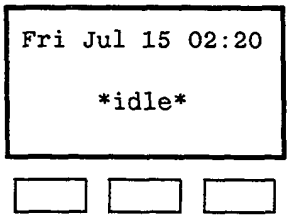
DISPLAY TELEPHONE MESSAGES

How To: Program The Display Phone Message IN A MEETING, continued.

ACTION	DISPLAY	RESULT/COMMENT
3. Using the dial pad, enter a four digit entry for the RETURN time.	IN A MEETING BACK-*02:15 TEL- Next CLR Sel	The first two digits entered reflect the hour, and the last two digits reflect the minutes.
4. Press the SEL key.	IN A MEETING BACK- 02:15 TEL* Next CLR Sel	The time appears, and the * moves to the line for the telephone number.
5. Using the dial pad, enter the desired telephone number.	IN A MEETING BACK- 02:15 TEL-*3014 Next CLR Sel	Up to 11 characters may be used to program the telephone number.
6. Lift the handset momentarily, then replace it.	IN A MEETING BACK- 02:15 TEL- 3014 date- 07-15-88	The message is now programmed. If the user continues to another message, the NEXT key will automatically delete the previous message.

DISPLAY TELEPHONE MESSAGES

How To: Clear The Display Phone Message.

ACTION	DISPLAY	RESULT/COMMENT
		
1. (While the phone is idle and on-hook), press one of the three 'soft' keys.		Any one of the three 'soft' keys may be pressed to reach the message mode.
2. Press the CLEAR key.		The phone returns to the idle state.

NOTE: If the user is in the message mode, and has not programmed any of the pre-defined messages and someone calls their extension, the caller will get a fast busy tone.

DO NOT DISTURB KEY

DESCRIPTION: The DND feature when activated, will block all incoming calls and pages. It is important to note that the DND key does not prevent the user from making calls, paging and using all other features.

If an extension has *Call Forward No Answer* active when the [DND] key is pressed, the **DND feature** takes precedence. Calls **will not** forward.

If an extension has *Call Forward All Calls,* or *Call Forward Busy,* active when the [DND] key is pressed, the **Call Forward feature** takes precedence. Calls **will** forward.

> *Note: The Busy Timer on the Forward and VMS Plans screen is ignored if a station is in DND or OUT.*

Since the extension cannot be called, a Message Waiting indicator cannot be left.

Feature Can Be Used With: 17-key, 28-key, and Display Telephone.

PROGRAMMING

Required: A [DND] key (key code 803) is needed.

Affected by: None.

How To: Use The [DND] Key On The **17-key** And **28-key** Telephones.

ACTION	RESULT	COMMENT
1. Press the [DND] key once.	The [DND] key LED is lit steadily.	System paging is blocked at your extension. You may initiate paging from your extension while in this mode.
2. Press the [DND] key a second time.	The [DND] key LED blinks.	Paging, all incoming calls (internal and outside line), and background music are blocked.

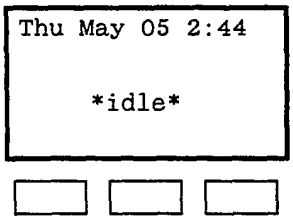
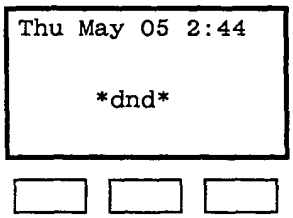
How To: Deactivate DND.

ACTION	RESULT	COMMENT
1. Press the [DND] key a third time.	The [DND] key LED goes out.	[DND] is deactivated.

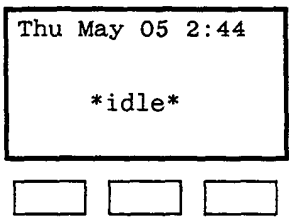
(Continued on the next page.)

DO NOT DISTURB KEY

How To: Use The DND Key On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Press the [DND] key once.		The [DND] key LED is lit steadily. System paging is blocked at your extension.
2. Press the [DND] key a second time.		The [DND] key LED blinks. Paging, Incoming calls, and background music are blocked.

How To: Deactivate DND.

ACTION	DISPLAY	RESULT/COMMENT
1. Press the [DND] key a third time.		The [DND] key LED goes out and [DND] is deactivated.

DO NOT DISTURB OVERRIDE KEY

DESCRIPTION: The DND Override key is used to call a station which is in DND mode.

Feature Can Be Used With: 17-key, 28-key, and Display Telephone.

PROGRAMMING

Required: A [DND OVERRIDE] key (key code 837) is needed.

Affected by: None.

How To: Use The [DND OVERRIDE] Key.

ACTION	RESULT	COMMENT
1. Dial the desired extension.	If the extension is in the DND mode, a fast busy tone is heard.	
2. During the fast busy tone, press the [DND OVERRIDE] key.	The called extension rings.	

EXCLUSIVE HOLD

DESCRIPTION: Any call can be placed on *Hold* at an extension. If an outside line call is placed on Hold, anyone with access to that outside line can remove the call from Hold.

If an outside line call is placed on *Exclusive Hold*, the call can only be removed from Hold by the extension that placed the call on Hold.

> *NOTE: Only outside line calls can be placed on Exclusive Hold. A Single Line Telephone cannot place a call on Exclusive Hold.*

Feature Can Be Used With: 6-key, 17-key, 28-key, And Display Telephones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

How To: Place A Call On Exclusive Hold.

	ACTION	RESULT	COMMENT
1.	While a call is in progress, press the [HOLD] key twice.	The [OUTSIDE LINE] key LED blinks slowly.	The LEDs corresponding to the outside line on other telephones will light steadily. Other users are NOT able to answer the call on Exclusive Hold.

How To: Retrieve An Outside Line Call On Exclusive Hold.

	ACTION	RESULT	COMMENT
1.	Lift the handset.	Internal dial tone is heard.	
2.	Press the [OUTSIDE LINE] key that the call is holding on.	The [OUTSIDE LINE] key LED stops blinking. The call is retrieved.	

FLASH AN OUTSIDE LINE

DESCRIPTION: There may be times when it is necessary to *flash* an outside line. This operation is also called *switch-hook flash.* A *flash* is a momentary disconnection of the line. This flash may be needed to activate certain features on the outside line. The switch-hook of the key telephones is not used for this operation.

> *Note: A Single Line telephone cannot flash an outside line in software versions prior to 5.52 in the 228 port configuration and 2.11 in the 108 port version.*

An outgoing tie line cannot be flashed.

Feature Can Be Used With: All Telephones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

Affected By: The *Flash timer* on the *System Programming* screen, and *LCR Hook Flash* on the *System Options* programming screen.

How To: Flash An Outside Line.

ACTION	RESULT	COMMENT
1. While on an outside line call, momentarily press and release the [OUTSIDE LINE] key.	The system opens the outside line for the programmed amount of time.	The *LCR HOOK FLASH* option must be programmed Y (yes) if the [OUTSIDE LINE] key is an LCR key.

NOTE: The [OUTSIDE LINE] key on a 6-key telephone is the [OUT] key.

How To: Flash An Outside Line With A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. While on an outside line call, momentarily press and release the switch-hook.		Do not hold down the switch-hook for more than half a second.
2. Dial [#] and [9].	The system opens the outside line for the programmed amount of time.	

FOLLOW ME CLASS OF SERVICE

DESCRIPTION: The *Follow Me Class of Service* feature is part of the Account Code feature family. When using *Verified Forced Account codes*, the account code can be used to change an extension's toll restriction class of service.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: An [ACCOUNT CODE] key (key code 813) is required on a 17-key and 28-key telephone. DO NOT program an [ACCOUNT CODE] key on a display telephone. An [ACCOUNT CODE] key is not required on a 6-key telephone or Single Line telephone.

Station Day/Night Class and *Forced Account* on the *Station Programming screen*, *Account Codes* programming screen, and Toll Restriction must be programmed.

When the *Alternate Dialing* option is programmed Y (yes), Single Line telephones cannot enter *Account Codes.*

Affected by: See Placing Outside Line Calls.

How To: Use Follow Me Class Of Service On The **17-key** And **28-key** Telephone.

	ACTION	RESULT	COMMENT
1.	Press an [OUTSIDE LINE] key.	Dial tone is heard.	
2.	Press the [ACCOUNT CODE] key.	The [ACCOUNT CODE] key LED will light.	The Account Code must be entered before dialing.
3.	Enter Account Code (1-8 digits).		
4.	Press the [ACCOUNT CODE] key.	The [ACCOUNT CODE] key LED will go out.	
5.	Dial the desired telephone number.		

(Continued on the next page.)

FOLLOW ME CLASS OF SERVICE

How To: Use The Follow Me Class Of Service Feature On The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Press the [OUT] key.	Dial tone is heard.	
2. Press the [PROG] key.	The [PROG] key LED will light.	The Account Code must be entered before dialing.
3. Press the [#] key.		
4. Enter Account Code (1-8 digits).		
5. Press the [PROG] key.	The [PROG] key LED will go out.	
6. Dial the desired telephone number.		

How To: Use The Follow Me Class Of Service Key On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Press an [OUTSIDE LINE] key.	< OUT> -> 024 00:00 timer cost accnt [ ] [ ] [ ]	The account code must be entered before dialing.
2. Press [accnt] 'soft' key.	Fri Nov 04 1:04 ACC#: timer cost accnt [ ] [ ] [ ] ▲	

(Continued on the next page.)

FOLLOW ME CLASS OF SERVICE

How To: Use The Follow Me Class Of Service Key On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
3. After the station user enters his account code, he can dial the desired telephone number.	Fri Nov 04 1:04 ! Toll Restricted!	If the station user has entered the wrong account code, a dialing error will occur. The user must go back and enter the correct account code.

How To: Use The Follow Me Class Of Service Feature On A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial the desired outside line access code [9] [1] through [9] [0] or [9] [*] for LCR.	A second dial tone is heard.	
3. Before dialing the telephone number, dial [*].		
4. Dial the account code number.		
5. When the account code has been entered, dial another [*].	The account code is entered.	
6. Continue dialing the desired telephone number.		

FORCED ACCOUNT CODES

DESCRIPTION: The *Forced Account Code* feature allows the system to be programmed in such a way, that a station user must enter an account code in order to place an outside line call to certain telephone numbers (for example, long distance calls.) This ensures that call records contain an appropriate indication of the nature of the call. As assigned account number (from 1 to 10 digits) must be entered after an outside line is selected, but before dialing the desired telephone number.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: An [ACCOUNT CODE] key (key code 813) is required on a 17-key and 28-key telephone. DO NOT program an [ACCOUNT CODE] key on a display telephone. An [ACCOUNT CODE] key is not required on a 6-key telephone or Single Line telephone.

Station Day/Night Class and *Forced Account* on the *Station Programming screen*, *Account Codes* programming screen, and Toll Restriction must be programmed.

When the *Alternate Dialing* option is programmed Y (yes), Single Line telephones cannot enter *Account Codes*.

Affected by: See Placing Outside Line Calls.

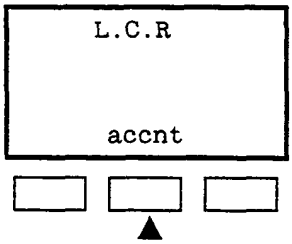
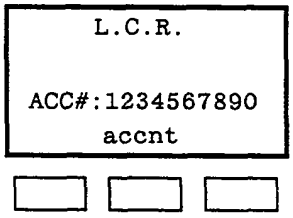
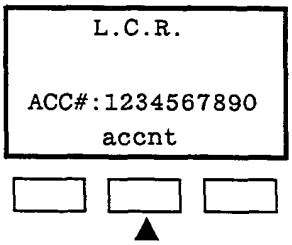
How To: Enter A Forced Account Code On The **17-key** And **28-key** Telephone.

ACTION	RESULT	COMMENT
1. After selecting an outside line, press the [ACCOUNT CODE] key.	The [ACCOUNT CODE] key LED will light.	The Account Code must be entered before dialing the telephone number.
2. Enter the Account Code (1–10) digits.		If 10 digits are entered, the LED will automatically go out, and the account code is entered. Skip the next step.
3. Press the [ACCOUNT CODE] key.	The [ACCOUNT CODE] key LED will go out.	
4. Dial desired telephone number.		

(Continued on the next page.)

FORCED ACCOUNT CODES

How To: Enter Forced Account Codes On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. After selecting an outside line, press [accnt] soft key.		The Account Code must be entered before dialing the telephone number.
2. Enter the Account Code (1–10) digits.		Entered account code appears on display.
3. Press the [accnt] soft key.		If 10 digits are entered, the LED will automatically go out, and the account code is entered.
4. Dial desired telephone number.		

(Continued on the next page.)

FORCED ACCOUNT CODES

How To: Enter A Forced Account Code On The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. After selecting an outside line, press [PROG] key.	[PROG] key LED will light.	The Account Code must be entered before dialing.
2. Enter the Account Code (1–10) digits.		
3. Press the [PROG] key.	[PROG] key LED will go out.	If 10 digits are entered, the LED will automatically go out, and the account code is entered.
4. Dial desired telephone number.		

How To: Enter An Account Code On A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial the desired outside line access code [9] [1] through [9] [0] or [9] [*] for LCR.	Dial tone is heard.	
3. Before dialing the telephone number, dial [*].		
4. Dial the account code number up to ten digits. When the account code has been entered, dial another [*].		
5. Continue dialing the desired telephone number.		All account codes must be entered BEFORE dialing the outside number on Single Line telephones.

GROUP PICKUP

DESCRIPTION: Group Pickup is a valuable method that provides quick, efficient answering of calls to your department. If your phone system is programmed for Group pickup, the need for dialing [2] plus the desired extension number can be eliminated. Extensions are arranged in groups in system programming.

An extension can have several [GROUP PICKUP] keys which can be used to access phones ringing in any particular pickup group. An extension need not be in that pickup group in order to answer, as long as it has a [GROUP PICKUP] key. The [GROUP PICKUP] key LED will light when a call in a pickup group is ringing.

Feature Can Be Used With: All Telephones.

PROGRAMMING

Required: A [GROUP PICKUP] key (code 808) is required. The sub-code of the key (1-36) indicates the pickup group the key is for.

At least one [OUTSIDE LINE] key (LCR, trunk group, UNI, or direct appearance key) is needed to pickup outside line calls.

[RINGING GROUP PICKUP] keys should not be placed on telephones with [GROUP PICKUP] keys.

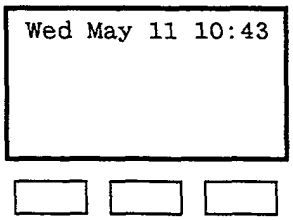
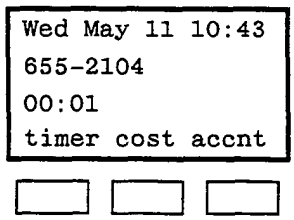
How To: Use The [GROUP PICKUP] Key On The 17-key And 28-key Telephones.

	ACTION	RESULT	COMMENT
1.	Upon noticing the [GROUP PICKUP] key LED blink, lift the handset.	Internal dial tone is heard.	[GROUP PICKUP] key LED will be blinking to indicate an incoming call.
2.	Press [GROUP PICKUP] key associated with the blinking LED.	The [GROUP PICKUP] key LED will go out.	Call has been answered, and may be processed as desired.

(Continued on the next page.)

GROUP PICKUP

How To: Use The Group Pick Up Key On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Upon noticing the [GROUP PICKUP] key LED blink, lift the handset.		The [GROUP PICKUP] key LED will be blinking to indicate an Incoming call.
2. Press the [GROUP PICKUP] key associated with the blinking LED.		The [GROUP PICKUP] key LED will go out. Call has been answered, and may be processed as desired.

How To: Use Group Pickup On The **6-key** And **Single Line** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [7] + [2] + the desired pick up group number (01-36).	The call is answered.	

HOLD

DESCRIPTION: Any call can be placed on *Hold* at an extension. If an outside line call is placed on Hold, anyone with access to that outside line can remove the call from Hold.

If an outside line call is placed on *Exclusive Hold*, the call can only be removed from Hold by the extension that placed the call on Hold.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

How To: Place A Call On Hold.

ACTION	RESULT	COMMENT
1. While a call is in progress, press the [HOLD] key.	If the call is an outside line call, the [OUTSIDE LINE] key LED blinks rapidly.	Press the [HOLD] key only once. The LEDs corresponding to the outside line on other telephones will blink slowly. Other users are able to answer the call on Hold.

How To: Retrieve An Outside Line Call On Hold.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Press the [OUTSIDE LINE] key that the call is holding on.	The [OUTSIDE LINE] key LED stops blinking. The call is retrieved.	

(Continued on the next page.)

HOLD

How To: Retrieve An Internal Call On Hold.

ACTION	RESULT	COMMENT
1. Press the [HOLD] key.	The call is retrieved.	

How To: Place A Call On Hold With A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. While a call is in progress, flash (momentarily press and release) the switch-hook.	The call is placed on HOLD. Internal dial tone is heard.	

How To: Retrieve An Outside Line Call On Hold With A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [*].	The call is retrieved.	

IN/OUT

DESCRIPTION: The IN/OUT feature provides the user with the ability to disable all functions of the telephone, and automatically leave an indication on the Operator Terminal screen that the user is out. When the IN/OUT feature is active the station cannot receive calls.

If an extension has *Call Forward No Answer* active when the [IN/OUT] key is pressed, the **IN/OUT feature** takes precedence. Calls **will not** forward.

If an extension has *Call Forward All Calls* or *Call Forward Busy* active when the [IN/OUT] key is pressed, the **Call Forward feature** takes precedence. Calls **will** forward.

> *Note: The Busy Timer on the Forward and VMS Plans screen is ignored if a station is in DND or OUT.*

Since the extension cannot be called, a Message Waiting indicator cannot be left.

Feature Can Be Used With: 6-key, 17-key, 28-key, And Display Telephones.

PROGRAMMING

Required: An [IN/OUT] key (key code 821) is needed.

How To: Use The [IN/OUT] Key.

ACTION	RESULT	COMMENT
1. Without lifting the handset, press the [IN/OUT] key.	The LED next to the [IN/OUT] key blinks. IN/OUT is activated.	An indication on Operator screen shows that the station user is out. The user's extension is disabled. Any extension which calls will hear a fast busy tone.
2. Without lifting the handset, press the [IN/OUT] key a second time.	IN/OUT is deactivated.	

How To: Use The IN/OUT With The 6-Key Telephone.

ACTION	RESULT	COMMENT
1. Without lifting the handset, press the [TR/CON] key.	The LED next to the [ITR/CON] key blinks. IN/OUT is activated.	Press the key a second time to deactive In/Out.

LAST NUMBER REDIAL

DESCRIPTION: The Last Number Redial feature enables the user to redial the last number dialed on an Outside Line after the termination of that call. The Last Number Redial feature will not store a telephone number overnight.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

Affected By: See Placing Outside Line Calls. When the *Alternate Dialing* option is programmed Y (yes), Single Line telephones cannot use *Last Number Redial.*

How To: Use Last Number Redial On The 17-key and 28-key Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	If the phone is to be used Hands Free, ignore step 1, and begin with step 2.
2. Press an available [OUTSIDE LINE] key.	The [OUTSIDE LINE] key LED blinks slowly. External dial tone is heard.	With hands free use, the [HF] key LED will light.
3. Dial [#] on dial pad.	Redialing of digits is heard in handset.	

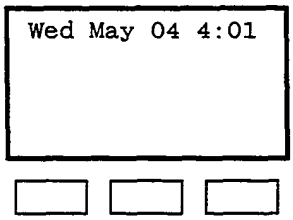
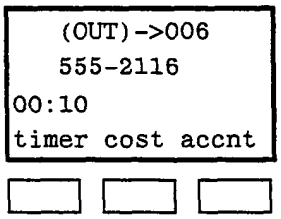
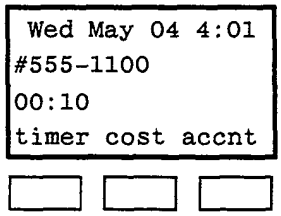
How To: Use Last Number Redial On The 6-key Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Press the [OUT] key.	Dial tone is heard.	
3. Dial [#] on dial pad.	Dialing of digits for the last number dialed is heard in the handset.	

(Continued on the next page.)

LAST NUMBER REDIAL

How To: Use Last Number Redial On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset.		Internal dial tone is heard. With hands free use, ignore step 1, and begin with step 2.
2. Press an available [OUTSIDE LINE] key.		The [OUTSIDE LINE] key LED blinks slowly. Dial tone is heard. With hands free use, the [HF] key LED will light.
3. Dial [#] on the dial pad.		Redialing of digits is heard in handset.

How To: Use Last Number Redial On The **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [9] [#] on dial pad.	Redialing of digits is heard in handset.	

LEAST COST ROUTING

DESCRIPTION: *Least Cost Routing* (LCR) is an optional feature which provides the system with a means of routing outside line calls over the least costly route available to the system. The least expensive route for a call is calculated using a programmable average duration of a call. The cost of a call to a given dialed number is calculated for each facility and service a customer has available based on the *Average Call Length*. In addition, each station can be assigned a *class of service* for LCR. This class of service determines under what circumstances a more expensive route may be used if all the lines in the least expensive route are busy.

The *Least Cost Routing* feature is also used to support connection of the system to a *Software Defined Network*.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one LCR key (key code 300, sub-code 20) must be programmed for each desired station on the *Station Programming* screen. A *Call Coverage (Pilot)* key can also be used.

Systems Options screen and the *LCR Programming* screen must also be programmed (see the *Least Cost Routing* section).

Each station should also be assigned an LCR class of service. This class of service determines whether or not a station may use lines in a more costly route if all lines in the least costly route are busy. There are three LCR classes of service:

LCR COS 0 – Automatic override – The call is routed over the least costly route available. If all lines in the least costly route are in use, the call is routed over the next less expensive route.

LCR COS 1 – Manual override – The call is routed over the least costly route available. If all lines in the least costly route are in use, the call is not routed and a busy signal is heard. The call can be manually routed to the next less expensive route by dialing a [*]on the dial pad.

LCR COS 2 – No override – The call is routed over the least costly route available. If all lines in the least costly route are in use, the call is not routed. The call can be tried again at a later time, or Call Back (Trunk Queuing) can be used to obtain a line in the least costly route when one becomes available.

Affected By: *LCR Out Only* on the *Station Programming* screen. The *SLI SDN ENABLE* option on the *System Options* programming screen. See also *Placing Outside Line Calls*.

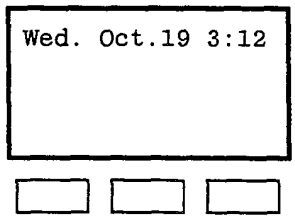
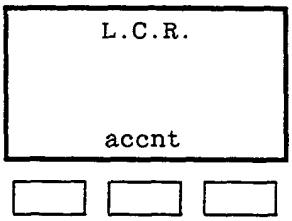
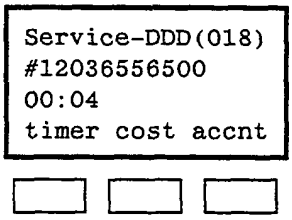
When the *Alternate Dialing* option is programmed Y (yes), Single Line telephones cannot use *Least Cost Routing*.

LEAST COST ROUTING

How To: Use The [LCR] Key On The **17-key** And **28-key** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset.		
2. Press the [LCR] key.	LCR dial tone is heard after pressing the key.	
3. Dial the desired telephone number.	LCR will pick the most cost effective route at that time.	The call is dialed out by LCR.

How To: Use The [LCR] Key On The **29-key** Display Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.		
2. Press the [LCR] key.		LCR dial tone is heard after pressing the [LCR] key.
3. Dial the desired number.		LCR will pick the long distance route which will be the most cost effective at that time.

If the station program is set to LCR OUT ONLY, the user can only dial out with an LCR key. Trunk Group keys are for incoming calls, and visual appearance only.

(Continued on the next page.)

LEAST COST ROUTING

How To: Use LCR On The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.		
2. Press the [OUT] key.	LCR dial tone is heard.	
3. Dial the desired telephone number.	LCR will pick the most cost effective route at that time.	The call is dialed out by LCR.

How To: Use LCR With A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [9]+[*].	Least Cost Routing dial tone is heard.	
3. Dial the outside telephone number.	A few moments after the user stops dialing, the system selects a line in the selected trunk group and dials the outside number.	If the system does not select a line, but gives a busy signal, the Call Back feature may be used.

(Continued on the next page.)

LEAST COST ROUTING

How To: Dial An SDN Call.

ACTION	RESULT	COMMENT
1. Lift the handset.		
2. Press the [LCR] key (or the [OUT] key on a 6-key telephone).	LCR dial tone is heard after pressing the key.	
3. Dial [*].		The [*] is used to tell LCR to use the SDN routing tables.
3. Dial the desired telephone number.	LCR will pick the most cost effective route at that time.	The call is dialed out by LCR.

How To: Dial An SDN Call With A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [9]+[0].	Least Cost Routing dial tone is heard.	The [9][0] is used to tell LCR to use the SDN routing tables. The *SLI SDN ENABLE* option must be yes for Single Line Telephones to use SDN.
3. Dial the outside telephone number.		

MEET ME PAGE

DESCRIPTION: The *Meet Me Page* feature enables an extension user to page someone and stay on the page until the paged party dials a code. The paged party is automatically connected to the person who placed the page.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: None.

Affected By: *Page Zone* on the *Station Programming* screen.

How To: Use Meet Me Page.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard from the handset.	
2. Dial the desired page zone [6][0] thru [6][9], or press the desired [PAGE] key.	Tone is heard from handset.	Announce page and ask party to dial the following codes:
3. Wait for an answer.	When a paged party dials the code, a tone is heard by both parties. Both parties are connected.	Both parties can talk and page system returns to idle state.

CODE	If you dialed:	
75	[6][0]	ALL PAGE
710	[6][0]	ALL PAGE
711	[6][1]	1
712	[6][2]	2
713	[6][3]	3
714	[6][4]	4
715	[6][5]	5
716	[6][6]	6
717	[6][7]	7
718	[6][8]	8
719	[6][9]	9

MESSAGE WAITING

DESCRIPTION: The [MESSAGE WAITING] key is used when the user calls an internal extension and receives a busy signal, or there is no answer. The called extension is informed visually by means of a blinking [MESSAGE WAITING] key LED that a message has been left.

> *Note: In software versions prior to 5.52 of the 228 port configuration, if no [MESSAGE WAITING] key has been dedicated to the called extension, the LED above the [HOLD] key at the extension to which the message has been sent will blink after a message has been left.*

If more than one message has been left for you, the [MESSAGE WAITING] key LED will continue to blink until all the messages have been answered.

Feature Can Be Used With: 6-key, 17-key, 28-key, And Display Phones.

PROGRAMMING

Required: A [MESSAGE WAITING] key (key code 804) is needed on the 17-key, 28-key, and Display phones. A 6-key telephone does not require a key to be programmed.

How To: Leave A Message With The **17-key** And **28-key** Telephones.

ACTION	RESULT	COMMENT
1. When calling an busy extension and receiving a busy tone, or no answer, press the [MESSAGE WAITING] key.	A tone is heard which confirms a message has been left.	The LED corresponding to called extension's [MESSAGE WAITING] key will blink. Any number of stations may leave a message at an extension. The messages will wait in queue until answered.

How To: Leave A Message With The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. When calling a busy extension, and receiving a busy tone, or no answer, press the [MESSAGE WAITING] key.	Tue May 10 3:15 006 SALLY *busy ICM call* camp voice cb. [ ] [ ] [ ]	A tone is heard which confirms a message has been left. Message is now left. LED corresponding to called extension's [MSG] key will blink. Any number of stations may leave a message at an extension. The messages will wait in queue until answered.

(Continued on the next page.)

MESSAGE WAITING

How To: Answer A Message When An Indicator Is Left At Your Extension.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Internal dial tone is heard.	
2. Press the blinking [MESSAGE WAITING] key.	The extension that left you the message rings.	If the party that left the message is not available, the message is canceled. You may press your [MESSAGE WAITING] key to leave that party a message indicator.

To cancel a Message Indicator, press the blinking [MESSAGE WAITING] key without lifting the handset.

How To: Leave A Message With The 6-key Telephone.

ACTION	RESULT	COMMENT
1. After dialing an extension (either busy or unattended), press the [PROG] key.	The [MESSAGE WAITING] key LED at the called extension will blink to indicate a message has been left.	
2. Replace the handset.	Message indicator has been left at called extension.	

How To: Answer A Message With The 6-key Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Press the blinking [PROG] key.	The extension that left you the message rings.	If the party that left the message is not available, the message is canceled. You may press your [PROG] key to leave that party a message indicator.

To cancel a Message Indicator, press the blinking [PROG] key without lifting the handset.

MODE CHANGES

DESCRIPTION: At any time during a call, you may change from speaking through the handset, to hands free, or vice versa.

Feature Can Be Used With: 28-key and Display Telephones.

PROGRAMMING

Required: None.

Affected By: *Call Monitor* and the *Enable HF Monitor* option on the *System Options* programming screen.

How To: Change From Hands Free To The Handset.

ACTION	RESULT	COMMENT
1. While on a call, lift the handset.	The hands free speaker and microphone are turned off.	

How To: Change From The Handset To Hands Free.

ACTION	RESULT	COMMENT
1. While on a call, press the [HF] key.	The hands free speaker and microphone are turned on.	
2. Replace the handset.		

MUTE KEY

DESCRIPTION: The [MUTE] key, when pressed, attenuates the Hands Free microphone, as well as the transmitter of the handset. For purposes of privacy, the user can hear the external caller, but the user's voice is not heard by the other party until the [MUTE] key is pressed again. The microphone is attenuated for normal levels of speech, although very loud speech may be heard by the Outside party.

Feature Can Be Used With: 17-key, 28-key, And Display Telephones.

PROGRAMMING

Required: A [MUTE] key (key code 801) is required.

How To: Use The [MUTE] Key.

ACTION	RESULT	COMMENT
1. While on a call, press the [MUTE] key.	The transmitter in the handset and the microphone in the speakerphone is attenuated. The [MUTE] key LED blinks.	Mute is activated.

How To: Deactivate The [MUTE] Key.

ACTION	RESULT	COMMENT
1. Press the blinking [MUTE] key.	The transmitter in the handset and microphone in the speakerphone is active. MUTE key LED goes out.	Mute is turned off (normal operation).

NIGHT ANSWER

DESCRIPTION: The *Night Answer* feature is used to answer Incoming calls on Outside lines which do not ring at an extension. This feature can only be used when the system has been placed in the NIGHT Mode. The 17–key, 28–key, and Display telephones can answer incoming calls at night with a programmed feature key. All telephones can answer incoming calls at night with a dial code.

Feature Can Be Used With: All Phones.

PROGRAMMING:

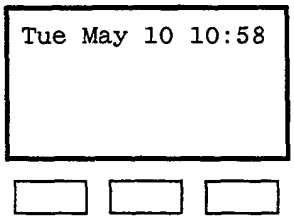
Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the ringing line, UNI, or LCR key) must be programmed on the desired extensions.

Optional: A [NIGHT ANSWER] key (code 802) may be programmed on the 17–key, 28–key, and Display Telephones.

How To: Use The [NIGHT ANSWER] Key On The **17–key**, And **28–key** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Internal dial tone is heard.	The [NIGHT ANSWER] key LED will blink on Incoming call.
2. Press the [NIGHT ANSWER] key.	The incoming call is connected. The [NIGHT ANSWER] key LED goes out, and appropriate [OUTSIDE LINE] key LED blinks slowly.	

How To: Use The [NIGHT ANSWER] Key On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset, or press the [HF] key.		Internal dial tone is heard. The [NIGHT ANSWER] key LED will blink on incoming outside call.

(Continued on the next page.)

NIGHT ANSWER

How To: Use The [NIGHT ANSWER] Key On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
2. Press the [NIGHT ANSWER] key.	(IN)->001 555-2100 00:10 timer cost accnt	Incoming call is connected. The [NIGHT ANSWER] key LED goes out, and the appropriate [OUTSIDE LINE] key LED blinks slowly.

How To: Answer A Night Ring Using A Dial Code On **All** Phones.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [7] [9] on the dial pad.	Incoming call is connected. [OUTSIDE LINE] key LED will blink.	The [OUT] key LED will light on the 6-key telephone.

NIGHT MODE KEY

DESCRIPTION: The Operator activates NIGHT mode from the Operator Station, which allows Incoming calls to ring at all assigned extensions throughout the office instead of at just the Operator Station. The Operator activates Night ringing by pressing the pre-programmed [NIGHT] key. Each extension can also be programmed for a different toll restriction plan in the NIGHT mode.

Feature Can Be Used With: The Operator's Station.

PROGRAMMING

Required: When using a telephone as the operator, a [NIGHT] key (key code 800) must be programmed. The Integrated Operator's Terminal does not require a programmed [NIGHT] key.

Affected By: *Night Recall* in the *System Options* programming screen.

How To: Activate Night Mode.

ACTION	RESULT	COMMENT
1. Press the [NIGHT] key.	The word "NIGHT" appears on the Operator Terminal on the right side of the screen.	System is in the NIGHT mode.

How To: Deactivate Night Mode.

ACTION	RESULT	COMMENT
1. Press the [NIGHT] key.	The word "NIGHT" disappears on the Operator Terminal on the right side of the screen.	System is out of the NIGHT mode.

NOTE: If the user does not have an Integrated Operator Terminal, the [NIGHT] key can still be activated. The [NIGHT] key must be programmed on the extension serving as the operator. With multiple operators, the system can be placed in, or taken out of, the Night Mode from any operator position.

ORBIT

DESCRIPTION: Orbit lines are waiting zones, where an Outside call can be placed and held for a preprogrammed amount of time. During this time period, the person for whom the call is directed may be paged, and asked to dial the assigned Orbit number [5][0]–[5][9] from any nearby extension. The waiting call will be accessed immediately upon dialing the assigned Orbit number. Internal calls cannot be placed in *ORBIT*.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the ringing line, UNI, or LCR key) must be programmed on the desired extensions.

Affected By: The *Orbit Recall Timer* on the *System Programming* screen.

How To: Place A Call In Orbit (Using A Digital Phone).

ACTION	RESULT	COMMENT
1. While an Outside call is in progress, press the [TR/CON] key.	Internal dial tone is heard.	
2. Dial the desired Orbit zone [5][0] through [5][9].	Confirmation tone is heard. Call is placed in orbit.	Should a confirmation tone (3 short beeps) not be heard after dialing an Orbit zone, it means that the selected Orbit Zone is busy, and another must be dialed. Just dial the next zone number. There is no need to reconnect to the call, or press the [TR/CON] key again.
3. Dial desired PAGE Zone [6][0]–[6][9].		Announce the call, the name of the individual for whom the call is parked, and the assigned Orbit Zone [5][0] through [5][9].
4. Replace handset.		If a call placed in Orbit remains unanswered, it will recall the extension from which it originated after pre-programmed amount of time.

(Continued on the next page.)

ORBIT

How To: Place A Call In Orbit With A **Single Line** Telephone.

	ACTION	RESULT	COMMENT
1.	While an Outside call is in progress, momentarily press and release (flash) the switch-hook.	Internal dial tone is heard.	
2.	Dial [#].		
3.	Dial the desired Orbit zone [5] [0] through [5] [9].	Confirmation tone is heard. Call is placed in orbit.	Should a confirmation tone (3 short beeps) not be heard after dialing an Orbit zone, it means that the selected Orbit Zone is busy, and another must be dialed. Just dial the next zone number. There is no need to reconnect to the call.
4.	Dial desired PAGE Zone [6] [0]-[6] [9].		Announce the call, the name of the individual for whom the call is parked, and the assigned Orbit Zone [5] [0] through [5] [9].
5.	Replace handset.		

PAGING

DESCRIPTION: The paging feature enables an extension user to broadcast a message to any one of nine page zones (61–69) or to all nine zones simultaneously. Internal pages are heard through the speaker of the telephones. External paging is also available with the use of an external amplifier and speakers.

Feature Can Be Used With: All Phones.

PROGRAMMING

Optional: A [PAGE] key (key code 810) may be programmed on a 17–key, 28–key, or display telephone. The sub–code (60 through 69) determines which zone is paged when the key is pressed.

Affected By: *Page Zone* in the *Timers* area of the *Station Programming* screen assigns an extension to a page zone.

How To: Use The Page.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [6] plus the desired page zone 1 through 9, or [6] [0] for ALL PAGE.	A brief tone is heard in the handset. Wait to begin announcement until after tone is heard.	ALL PAGE allows the user to page in all nine zones simultaneously.

How To: Use The **Page Key** On **17–key, 28–key,** And **Display** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard in the handset.	
2. Press the [PAGE] key.	Tone is heard in handset. The [PAGE] key LED will light.	The [PAGE] key may be programmed for ALL PAGE, or any selected page zone by the System Manager. ALL PAGE allows the user to Page in all 9 zones at once.

PARK KEY

DESCRIPTION: The PARK key is used in applications where the 10 zones of the *Orbit* feature are not enough to meet the customers needs. The PARK key enables each trunk to be placed in its own park zone. When the PARK key is pressed, the call goes to a park zone that is equal to the trunk number. For example, line 53 would be sent to park zone 53. Although the feature can be used with 17-key, 28-key, and display telephones, it is only useful with display telephones. The park zone number (trunk number) must be known to retrieve the call.

If a call placed in *Park* remains unanswered, it will recall the extension from which it originated after the amount of time programmed for the *Orbit Recall* timer.

Feature Can Be Used With: Display Telephones.

PROGRAMMING

Required: A [PARK] key (key code 834) is required.

At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the ringing line, UNI, or LCR key) must be programmed on the desired extensions.

Affected By: The *Orbit Recall Timer* on the *System Programming* screen.

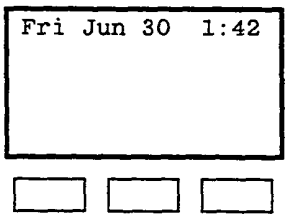
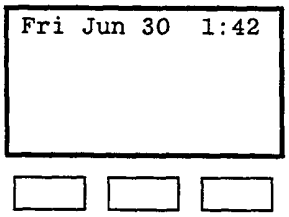
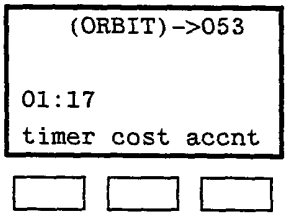
How To: Use The [PARK] Key.

ACTION	DISPLAY	RESULT/COMMENT
1. While on an outside line call, press the [PARK] key.	Fri Jun 30 1:42 PARKED-053	The call is placed in a park zone with the same number as the 3-digit outside line number.

(Continued on the next page.)

PARK KEY

How To: Retrieve A Parked Call.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset, or press the [HF] key.		Internal dial tone is heard.
2. Press the [PARK] key.		
3. Dial the 3-digit park zone number, e.g. [0] [5] [3].		The call is connected.

PATCH KEY

DESCRIPTION: The [PATCH] key is used when an extension user who originated a Two External Party Conference call, wishes to leave the conference. This allows the two Outside parties to continue their conversation after the extension user has left. The telephone is then free to use.

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: A [PATCH] key (key code 812) is required for stations authorized to make unsupervised conferences.

Affected By: See Placing Outside Line Calls.

How To: Use The [PATCH] Key.

ACTION	RESULT	COMMENT
1. While a two external conference is in progress, press the [PATCH] key.		
2. Replace the handset.	Internal party has left the conference. The LEDs next to the two [OUTSIDE LINE] keys remain lit on the extension until the two external parties end their conversation.	
3. Should the user desire to re-enter the conference, press either of the [OUTSIDE LINE] keys on which the external parties are still speaking.		

PBX KEY

DESCRIPTION: The PBX feature key (Private Branch Exchange) is used on lines which are connected to a PBX, instead of an Outside line, or to a Centrex line. The [PBX] key enables the user to emulate various dial accessible features of the PBX to which the telephone system is connected. There are 40 such sequences possible in the system. A feature key is programmed as a [PBX] key, and coded to follow one of the programmed sequences.

The System Manager can assist the user if the telephone system is programmed for this feature.

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: The key code for a PBX feature key is (815). This key is also assigned a sub-code to indicate which of the 40 possible command lines the key is to use.

Affected By: The *PBX Key* programming screen.

How To: Use The [PBX] Key On The 17-key And 28-key Telephones.

ACTION	RESULT	COMMENT
1. While a call is in progress, press the [PBX] key.	The system performs the actions programmed for the particular PBX key. Depending on the programming of the key, the user may need to dial digits.	

How To: Use The [PBX] Key On The Display Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. While a call is in progress, press the [PBX] key.	Thu May 19 3:15 555-2100 01:30 timer cost accnt [ ] [ ] [ ]	The system performs the actions programmed for the particular PBX key. Depending on the programming of the key, the user may need to dial digits.

PICK UP CALLS ON HOLD

DESCRIPTION: This feature allows a station user to retrieve outside line calls which have been placed on Hold at another extension in the system.

An internal call placed on hold cannot be picked up at another extension. Calls placed on Exclusive Hold cannot be picked up.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

How To: Pick Up An Outside Line On Hold When The Line Number Is Known.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [7] [8] plus the 3-digit number (001-228) of the outside line which is on Hold.	The call is connected.	

How To: Retrieve A Call On Hold At Another Extension.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [7] [4] plus the extension number where the call is on Hold.	The call is taken off hold, and has been answered at your extension.	

PLACING OUTSIDE LINE CALLS

DESCRIPTION: Outside line calls can be made by any extension in the system. An outside line call is any call made using a CO line, trunk, or a tie line. With the exception of Single Line telephones, these outside lines are accessed by stations using the programmed feature keys. The feature keys can be programmed to access a particular line, a group of lines, or *Least Cost Routing.*

The Single Line telephones can place outside line calls by dialing an access code which selects a line from a group of lines, or *Least Cost Routing* can be used. A Single Line telephone cannot access outside lines individually. The digital telephones can select an outside line (or group) by dialing an access code.

The 28-key and Display telephones have a built-in speaker and microphone, in addition to the handset, which permits hands free conversation on outside line calls. When using a 17-key telephone, the call may be dialed hands free, but the handset must be used for the conversation.

A phone with *In/Out* active cannot place calls.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on extensions which are to place outside line calls. At least one [LCR] key MUST be programmed on extensions connected to Single Line telephones and 6-key telephones.

Affected By: *Day and Night Access, Toll Restriction (Day and Night Class), Forced Account Codes, Cost Limit and Total Toll, LCR Class, Prime Line, Hands Free Co, and Out LCR only* on the *Station Programming* screen. When the *Alternate Dialing* option is programmed Y (yes), stations cannot dial access trunks except for those allowed by *Alternate Dialing.* The *SLI DIAL* option on the *System Options* programming screen.

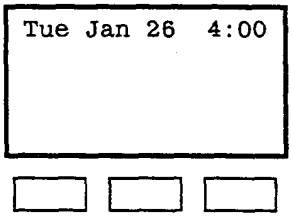
How To: Place Outside Line Calls Using The 17-key And 28-key Telephones.

	ACTION	RESULT	COMMENT
1.	Lift the handset.	Internal dial tone is heard.	To place the call hands free, skip this step and begin with step 2.
2.	Press an idle [OUTSIDE LINE] key.	The [OUTSIDE LINE] key LED will light. Dial tone is heard.	Before pressing an [OUTSIDE LINE] key, be sure the OUTSIDE LINE is idle, i.e., the [OUTSIDE LINE] key LED is not lit.
3.	Dial the desired telephone number.	Dialing pulses/tones are heard in handset.	

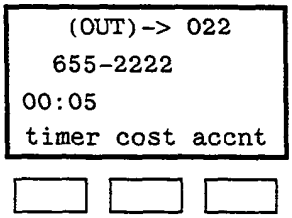
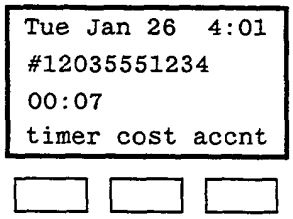
(Continued on the next page.)

PLACING OUTSIDE LINE CALLS

How To: Place An Outside Call On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset.		Internal dial tone is heard.

To place the call hands free, skip this step and begin with step 2. The Display telephone can be used hands free to converse with the outside party.

2. Press an idle [OUTSIDE LINE] key.		The [OUTSIDE LINE] key LED will light. Dial tone is heard in handset.
3. Dial the desired telephone number.		Dialing pulses/tones are heard.

(Continued on the next page.)

PLACING OUTSIDE LINE CALLS

How To: Place An Outside Call Using A 6-key Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	

To place the call hands free, skip this step and begin with step 2. The 6-key telephone can dial a call hands free, but the handset must be used for the conversation.

2.	Press the [OUT] key.	Dial tone is heard.	
3.	Dial the desired telephone number.	The system selects a line and dials the telephone number.	If the system does not select a line, but gives a busy signal, the *Trunk Queueing* feature may be used.

The [OUT] key on the 6-key telephone does not select a line directly, but uses the system's LCR feature. If there is no LCR data base loaded, the system selects an idle line in Trunk Group 1.

How To: Place An Outside Call On A Single Line Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [9] + the desired outside line trunk group [1] through [9] or [0] for trunk group 10. Dial [9] [*] for LCR.	Dial tone is heard.	
3. Dial the outside telephone number.	A few moments after you stop dialing, the system selects a line in the desired trunk group and dials the outside number.	If the system does not select a line, but gives a busy signal, the *Trunk Queueing* feature may be used. If the *SLI DIAL* option is used, the system selects the line immediately, and the call is dialed by the station user directly on the outside line.

(Continued on the next page.)

PLACING OUTSIDE LINE CALLS

How To: Place Outside Line Calls By **Dial Accessing A Line.**

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [9] + the 3 digit line number (001–228) of the desired line.	Dial tone is heard.	If the system does not select a line, but gives a busy signal, the *Trunk Queueing* feature may be used.
3. Dial the desired telephone number.		

How To: Place Outside Line Calls By **Dial Accessing A Trunk Group.**

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [9] [3] + the 2 digit trunk group number (01–10) of the desired trunk group.	Dial tone is heard.	If the system does not select a line, but gives a busy signal, the *Trunk Queueing* feature may be used.
3. Dial the desired telephone number.		

PLACING OUTSIDE LINE CALLS – ALTERNATE DIALING

DESCRIPTION: *Alternate Dialing* is a system option which permits Trunk Groups to be dial accessed using the single digit dial codes [8] and [9].

When *Alternate Dialing* is set to Yes, dialing a [9] accesses a trunk in group 1, and dialing an 8 accesses a trunk in group 8. This option prevents the station user from accessing any other trunk groups with a dial access code. Trunks groups can still be accessed using programmed feature keys.

It is important to note that *Alternate Dialing* imposes the following limitations:

The station user cannot dial access any trunk groups by dialing [9] [3] [0] [1] through [9] [3] [1] [0] for group 1 through 10.

The station user cannot dial access trunks by dialing [9] [0] [0] [1] through [9] [2] [2] [8].

ACD Agents cannot be called, or have calls transferred to them, by dialing [8] plus the agent number.

The operator cannot activate Background Music over the External Page.

The Single Line station user cannot access trunk groups by dialing [9] [1] through [9] [0].

The Single Line station user cannot access LCR by dialing [9] [*].

The Single Line station user cannot enter an account code.

The Single Line station user cannot use last number redial.

The System cannot use *Dial By Name.*

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: *Alternate Dialing* on the *System Options* programming screen must be programmed Y (yes).

At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on extensions which are to place outside line calls. At least one [LCR] key MUST be programmed on extensions connected to Single Line telephones and 6-key telephones.

Affected By: See *Placing Outside Line Calls.*

(Continued on the next page.)

PLACING OUTSIDE LINE CALLS – ALTERNATE DIALING

How To: Place An Outside Call Using Alternate Dialing.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial [9] for a line in Trunk Group 1, or [8] for a line in Trunk Group 8.	Dial tone is heard.	
3. Dial the outside telephone number.		If the system does not select a line, but gives a busy signal, the *Trunk Queueing* feature may be used.

PRIME LINE

DESCRIPTION: If a user intends to make mostly outside line calls, the phone can be programmed to seize an outside line each time the handset is lifted, or the [HF] key is pressed. The Prime Line feature must be enabled in *Station Programming*. If the user intends to make mostly Internal calls, the phone can be programmed to seize internal dial tone each time the handset is lifted, or the [HF] key is pressed.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: The line or trunk group to be seized must be programmed at *Prime Line* in the *Timer's* area of *Station Programming*. An extension can also be programmed to access *Least Cost Routing*.

At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

Optional: An ICM key (key code 818 with a sub-code of 000) may be placed on the 17-key, 28-key, and Display telephones.

Affected By: See Placing Outside Line Calls.

How To: Use Prime Line On The **17-key, 28-key** And **Display** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key (the [VA] key on the 17-key phone).	External dial tone is heard in handset or speaker. The [HF] key LED will light if [HF] key is pressed.	
2. Dial desired telephone number on dial pad, or press the preprogrammed [SPEED DIAL] key.		

(Continued on the next page.)

PRIME LINE

How To: Place An Internal Call While Prime Line Is Activated Using The [ICM] key.

ACTION	RESULT	COMMENT
1. Without lifting the handset, or pressing the [HF] or [VA] key, press the [ICM] key.		
2. Lift the handset, or press the [HF] key (the VA key on the 17-key phone).	Internal dial tone is heard in handset or speaker. [HF] (or VA) key LED will light if [HF] keys are pressed.	
3. Dial desired extension number.		The user may also dial page access code, call pick-up or dial any other code for other features.

How To: Place An Internal Call While Prime Line Is Activated Without An [ICM] Key.

ACTION	RESULT	COMMENT
1. Without lifting handset, dial desired extension number, page zone, or any internal function desired.		

How To: Use Prime Line On The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	External dial tone is heard in handset.	
2. Dial desired telephone number on the dial pad.		

(Continued on the next page.)

PRIME LINE

How To: Place An Internal Call On The **6-key** Telephone (with Prime Line ON).

ACTION	RESULT	COMMENT
1. Without lifting handset, dial desired extension number, page zone, or any internal function desired.		

How To: Place An Internal Call On The **6-key** Telephone (alternate method).

ACTION	RESULT	COMMENT
1. Without lifting handset, dial [#].		
2. Lift the handset.	Internal dial tone is heard.	
3. Dial the desired extension number, page zone, or any internal function desired.		

How To: Use Prime Line On A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	External dial tone is heard in handset.	
2. Dial desired telephone number on dial pad.		

Note: A Single Line telephone cannot place an intercom call with Prime Line *active.*

RELEASE KEY

DESCRIPTION: A [RELEASE] key is placed on a station that is using a **headset** rather than the handset. The [RELEASE] key is used in place of the switch-hook on all phones except the 6-key and Single Line telephone. The *operation* of the switch-hook is changed for 6-key and Single Line telephones when using a headset.

Feature Can Be Used With: All Phones.

Programming

Required: For each 17-key, 28-key, and Display phone requiring a [RELEASE] key, enter the key code for a [RELEASE] key (key code 811) in a key position on the *Station Programming* screen. Only one [RELEASE] key is to be programmed per station.

For the 6-key and Single Line telephone, the *Hook Release* option in the *Timers* area of the *Station Programming* screen must be programmed Y (yes).

Affected By: See *Answering An Incoming Trunk Call.*

How To: Answer An Incoming Call With The [RELEASE] Key.

ACTION	RESULT	COMMENT
1. Upon hearing ring, or camp-on tone, press the [RELEASE] key.	Call is connected.	
2. Press the [RELEASE] key a second time.	The call is disconnected.	

How To: Answer An Incoming Call With The **6-key** And **Single Line** Telephones.

ACTION	RESULT	COMMENT
1. Upon hearing ring, or camp-on, press the switch-hook.	Call is connected.	The switch-hook will act in the same manner as a [RELEASE] key.
2. Press the switch-hook.	The call is disconnected.	

REMOTE SILENT MONITOR

DESCRIPTION: The Remote Silent Monitor feature allows an outside party to call into the system and be transferred via a station to another station. The user who initiates the transfer MUST have a [SILENT MONITOR] key. The outside party can then monitor all outside line calls that a station places or receives, but cannot monitor intercom calls.

> *NOTE: The use of this feature may be prohibited or limited in some areas. Check state and local laws before using this feature.*

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: A [SILENT MONITOR] key (key code 833) is required. The *Silent Monitor* feature must be added remotely by an authorized EXECUTONE Service Center.

Affected By: *Block Barge* and *Block Barge Tone* in the *Timers* area of the *Station Programming* screen. An extension in *Do Not Disturb* cannot be monitored.

How To: Use The Remote Silent Monitor Feature.

ACTION	RESULT	COMMENT
A user wanting to use the Remote Silent Monitor feature answers the outside caller.		
1. (While on the Outside Line call), press the [TR/CON] key.	Dial tone is heard.	
2. Press the [SILENT MONITOR] key.		
3. Dial the desired extension number.	The called extension's outside line calls can now be monitored.	
4. When desired, the handset can be replaced.	The Outside caller will remain connected.	

As long as the outside party stays off-hook, he will monitor any CO calls that the monitored station receives. The [OUTSIDE LINE] key LED on the station that performed the transfer will remain lit as long as the outside party continues to monitor.

RING TYPE

DESCRIPTION: The *Ring type* feature allows a station to be programmed for one of eleven different tones for station ringing. The *Ring type* may be programmed on the *Station Programming* screen, or can be changed at the station by dialing an access code.

Feature Can Be Used With: 6-Key, 17-Key, 28-Key, and Display Phones.

PROGRAMMING

Required: None.

Optional: The *Ring type* may be programmed on the *Station Programming* screen.

How To: Change The Ring Type.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Internal dial tone is heard.	
2. Dial [7] [0] on the dial pad.	Dial tone stops.	
3. Dial a digit [1] through [0] and [*] on the dial pad. (each digit represents a different ring tone.)	The telephone generates a steady tone.	The steady tone represents the tone you have chosen to ring at your extension when you get a call.
4. Continue pressing the digits on the dial pad until the desired tone is heard.		
5. Dial [#] on the dial pad.	The system uses this tone to ring the station user's telephone.	

RINGING GROUP PICKUP

DESCRIPTION: *Ringing Group Pickup* is a valuable method that provides quick, efficient answering of calls to your department. Stations can be arranged into groups such that a call ringing any station in the group can be answered by any other station using a single key. The advantage of pickup groups is that it is not necessary to know which extension in the group is ringing. There is a total of 36 pickup groups with no limit to the amount of stations assigned to a group. However, a station can only be part of one pickup group. Extensions are arranged in groups in system programming.

An extension can have several [RINGING GROUP PICKUP] keys which can be used to access phones ringing in any particular pickup group. An extension need not be in that pickup group in order to answer, as long as it has a [RINGING GROUP PICKUP] key. The [RINGING GROUP PICKUP] key LED will light when a call in a pickup group is ringing.

The [RINGING GROUP PICKUP] key differs from the [GROUP PICKUP] key in that the telephone programmed with the [RINGING GROUP PICKUP] key begins to ring after a call has been ringing in a pickup group for a programmed amount of time.

Feature Can Be Used With: 17-key, 28-key, And Display Telephones.

PROGRAMMING

Required: A [RINGING GROUP PICKUP] key is required. The key code is 9 + the 2-digit pickup group number (01-36). The sub-code of the key (1-200) is the amount of time (in 10 second increments) before the telephone begins to ring. A sub-code of 0 is used if the telephone is to ring immediately. A sub-code of 201 is used if the telephone is not to ring. [RINGING GROUP PICKUP] keys should not be placed on telephones with [GROUP PICKUP] keys.

At least one [OUTSIDE LINE] key (LCR, trunk group, UNI, or direct appearance key) is needed to pickup outside line calls.

Affected By: *Auto Answer* on the *Station Programming* screen. See also *Answering An Incoming Trunk Call.*

(Continued on the next page.)

RINGING GROUP PICKUP

How To: Use The [RINGING GROUP PICKUP] Key **Before** The Telephone Starts To Ring.

	ACTION	RESULT	COMMENT
1.	Upon noticing the [RINGING GROUP PICKUP] key LED blink, lift the handset.	Internal dial tone is heard.	[RINGING GROUP PICKUP] key LED will be blinking to indicate an incoming call.
2.	Press the [RINGING GROUP PICKUP] key associated with the blinking LED.	The [RINGING GROUP PICKUP] key LED will go out.	Call has been answered, and may be processed as desired.

How To: Use The [RINGING GROUP PICKUP] Key **After** The Telephone Begins To Ring.

	ACTION	RESULT	COMMENT
1.	When the telephone rings, lift the handset.	If *Auto Answer* is programmed yes for the extension, the call is connected. Otherwise, continue with step 2.	
2.	Press the [RINGING GROUP PICKUP] key associated with the blinking LED.	The call has been answered, and may be processed as desired.	The [RINGING GROUP PICKUP] key LED will go out.

SAVE/REPEAT

DESCRIPTION: The Save/Repeat feature allows a user to dial an External number and save it (store in memory) in order to enable redialing that number at a later time with a single key. The number can be saved any time after the number is dialed, but before disconnecting. The number can be redialed repeatedly until another number is saved.

Feature Can Be Used With: 17-key, 28-key And Display Telephone.

PROGRAMMING

Required: A [SAVE/REPEAT] key (key code 814) is needed.

Affected By: See Placing Outside Line Calls.

How To: Save A Dialed Telephone Number On The **17-key** And **28-key** Telephone.

ACTION	RESULT	COMMENT
1. While on a call which the user has dialed, press the [SAVE/REPEAT] key.	Dialed number is saved in memory.	

How To: Dial A Saved Telephone Number.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	With Hands Free operation, ignore step 1, and begin with step 2.
2. Press available [OUTSIDE LINE] key.	Dial tone is heard in handset.	With Hands Free operation, the [HF] key LED will light.
3. Press the [SAVE/REPEAT] key.	Saved number is redialed.	

(Continued on the next page.)

SAVE/REPEAT

How To: Save A Dialed Telephone Number On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. While on a call which the user has dialed, press the [SAVE/REPEAT] key.	(OUT)->006 00:16 timer cost accnt [ ] [ ] [ ]	Dialed number is saved in memory.

How To: Dial A Saved Telephone Number.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset.	Wed May 10 4:41 [ ] [ ] [ ]	Internal dial tone is heard. With Hands Free operation, ignore step 1, and begin with step 2.
2. Press available [OUTSIDE LINE] key.	(OUT)->006 00:00 timer cost accnt [ ] [ ] [ ]	Outside dial tone is heard in handset. With Hands Free operation, the [HF] key LED will light.
3. Press the [SAVE/REPEAT] key.	Wed May 04 4:44 #5551234 00:05 timer cost accnt [ ] [ ] [ ]	Saved number is redialed.

SECOND VOICE PATH

DESCRIPTION: If the called station is equipped with digital display telephone, there is a feature which allows the user to call a display phone even if the phone is busy. The display phone user must be using the handset on a call in order to utilize this feature. If the display phone is being used hands free, it can not be called using the second voice path feature.

NOTE: The display telephone must be connected to a Station port card, and not an E&M Tie Line or DTMF Receiver port card, inorder to be called via the Second Voice Path.

Feature Can Be Used With: Display Phones.

PROGRAMMING

Required: The called extension MUST have *Second path* in the *Timer's* area of *Station Programming* screen programmed to Y (yes).

Optional: The Auto Second Path may also be programmed to Y (yes).

How To: Use Second Voice Path From The **Operator** When Transferring A Call.

	ACTION	RESULT	COMMENT
1.	After transferring a call, and while busy tone is heard, press [3] on the dial pad.	The second voice path on the display phone is activated.	The call can be announced and the display phone user can answer back without discontinuing the current call. If a busy signal is heard, the display phone user is not using the handset but is using the hands free feature. The second path feature will not function.
2.	Press the [RLS] key.	The call is transferred.	

(Continued on the next page.)

SECOND VOICE PATH

How To: Call A Busy Display Phone From The **Operator.**

ACTION	RESULT	COMMENT
1. Press the [RLS] key on the keyboard.	Internal dial tone is heard.	
2. Dial the four digit extension number of the busy extension on the dial pad.	Busy tone is heard.	Do not use the [ICM] key for this feature.
3. Dial [3] on the dial pad.	The second path is activated.	The user may converse with the display phone user. If a busy signal is heard, the user is not using the handset, but is conversing using the hands free feature. The second path feature will not function.

How To: Use Second Voice Path From The **17-key**, And **28-key** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] (VA on the 17-key telephone) key.	Internal dial tone is heard.	
2. Dial the desired extension number on the dial pad.	Busy tone is heard.	
3. Dial [3] on the dial pad.	The second path is activated.	The user may converse with the display phone user. If a busy signal is heard, the user is not using the handset, but is conversing using the hands free feature. The second path feature will not function.

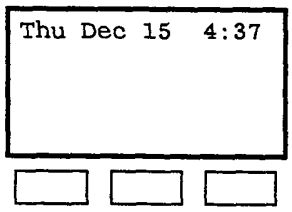
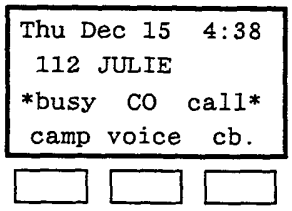
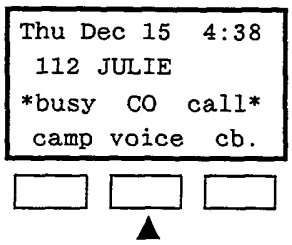
(Continued on the next page.)

SECOND VOICE PATH

How To: Use Second Voice Path From The **6-key**, And **Single Line** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial the desired extension number on the dial pad.	Busy tone is heard.	
3. Dial [3] on the dial pad.	The second path is activated.	The user may converse with the display phone user. If a busy signal is heard, the user is not using the handset, but is conversing using the hands free feature. The second path feature will not function.

How To: Use Second Voice Path From The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Lift the handset.		Internal dial tone is heard.
2. Dial the desired extension number on the dial pad.		Busy tone is heard.
3. Press the [voice] soft key.		The second path is activated. The user may converse with the display phone user. If a busy signal is heard, the user is not using the handset, but is conversing using the hands free feature. The second path feature will not function.

SELF-TEST

DESCRIPTION: The self-test makes it possible to check the LEDs (lights) beside each key on your telephone, in order to make certain that each is functioning properly.

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: None.

How To: Use The Self-test.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	This operation must be performed with the handset lifted. The hands free mode cannot be used.
2. Dial [7] [#].	The extension is placed in the test mode.	
3. Press each of the programmable feature keys.	The LED beside each key should light when the key is pressed.	
4. Press each digit on the dial pad.	An LED next to one of the programmable keys will light corresponding to the dial pad key pressed.	
5. Press each of the fixed function keys under the dial pad.	The LED above each key should light when the key is pressed.	The [VOLUME ▲] key will light the LED above the [PROG] key. The [VOLUME ▼] key will light the LED above the [HOLD] key.

SERIAL KEY

DESCRIPTION: The [SERIAL] key is used when a caller on an outside line wishes to speak to more than one individual in the system. When the [SERIAL] key is used, this feature allows an outside caller to speak with one party. When that conversation has been completed, the call is automatically sent back to the extension where the [SERIAL] key was activated. The call may then be transferred to another party.

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: A [SERIAL] key (key code 820) is required on the desired extensions.

Affected By: See *Call Transfer.*

How To: Use The [SERIAL] Key.

	ACTION	RESULT	COMMENT
1.	While on an outside line call, press the [SERIAL] key.	The [OUTSIDE LINE] key LED blinks slowly.	
2.	Press the [TR/CON] key, and dial the desired extension number.		If the call is to be screened or announced, wait until the party answers before continuing.
3.	Replace the handset.	The call is transferred.	If transferred call is not answered in set *transfer recall* time, the outside call returns to the extension which transferred the call.
4.	When the call rings back, lift the handset.		When a call is completed at transferred extension, it will ring back to transferring extension.

The call may be transferred to the next extension in same manner by beginning with step 1.

SILENT MONITOR

DESCRIPTION: The Silent Monitor feature allows an authorized station user to monitor the outside line calls of another station. Intercom calls cannot be monitored.

NOTE: The use of this feature may be prohibited or limited in some areas. Check state and local laws before using this feature.

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: A [SILENT MONITOR] key (key code 833) is required. The *Silent Monitor* feature must be added remotely by an authorized EXECUTONE Service Center.

Affected By: *Block Barge* and *Block Barge Tone* in the *Timers* area of the *Station Programming* screen. An extension in *Do Not Disturb* cannot be monitored.

How To: Use The Silent Monitor Feature.

ACTION	RESULT	COMMENT
1. Lift the handset, or press the [HF] key.	Internal dial tone is heard.	
2. Press the [SILENT MONITOR] key.		
3. Dial the desired extension number.	The called extension's outside line calls can now be monitored.	
4. When desired, the handset can be replaced, or press the [HF] key.		

SPLIT KEY

DESCRIPTION: The [SPLIT] key allows the user to place one call on Hold and answer an incoming, or camped-on, call by pressing one key. The user can use the [SPLIT] key to toggle back and forth between the two calls.

Feature Can Be Used With: 17-key, 28-key, and Display Telephone.

PROGRAMMING

Required: A [SPLIT] key (key code 805) is required.

How To: Use The [SPLIT] Key On The 17-key And 28-key Telephone.

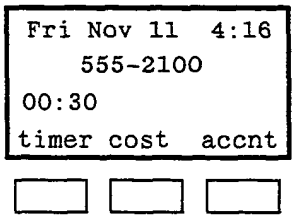
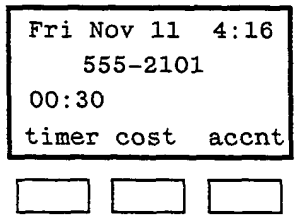
ACTION	RESULT	COMMENT
While on a first call, a double tone is heard indicating that an Incoming call is waiting to be answered.		
1. Press the blinking [SPLIT] key.	The first call is put on Hold automatically, and second call is connected.	The [SPLIT] key LED will blink.
2. Press the blinking [SPLIT] key.	Second call is put on Hold, and first call is re-connected.	

To drop one call and go back to the desired call, press the [OUTSIDE LINE] key which is on Hold. After ending one call, do not use the [SPLIT] key to go back to remaining call. The [SPLIT] key is used for going back and forth between calls.

(Continued on the next page.)

SPLIT KEY

How To: Use The [SPLIT] Key On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Press the blinking [SPLIT] key.		The first call is put on Hold automatically, and second call is connected.
2. Press the blinking [SPLIT] key.		Second call is put on Hold, and first call is reconnected.

To drop one call and go back to the desired call, press the [OUTSIDE LINE] key which is on Hold. After ending one call, do not use the [SPLIT] key to go back to remaining call. The [SPLIT] key is used for going back and forth between calls.

(Continued on the next page.)

SPLIT KEY

How To: Split On A **6-key** Telephone.

ACTION	RESULT	COMMENT
1. While on the first call, press the [HOLD] key.	Internal dial tone is heard.	
2. Place or receive the second call.		
3. To place the second call on hold, press the [HOLD] key.	Internal dial tone is heard.	
4. Dial [*].	The first call is reconnected.	
5. Place first call on hold, press the [HOLD] key.	The second call is connected.	
6. Dial [*]		
7. Continue in this manner back and forth for as long as desired.		
8. To disconnect from a party, connect to the party to be released.		
9. Replace handset.		
10. Lift the handset.		
11. Dial [*] to connect to the remaining party.		

(Continued on the next page.)

SPLIT KEY

How To: Split On A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Place the first call on hold (momentarily press the switch-hook).	Internal dial tone is heard.	
2. Place or receive the second call.		
3. Place the second call on hold (momentarily press the switch-hook).	Internal dial tone is heard.	
4. Dial [*]	The first call is reconnected.	
5. Place the first call on hold (momentarily press the switch-hook).	Internal dial tone is heard.	
6. Dial [*].	The second call is connected.	
7. Continue in this manner back and forth for as long as desired.		
8. To disconnect from a party, connect to the party to be released.		
9. Replace handset.		
10. Lift the handset.	Internal dial tone is heard.	
11. Dial [*] to connect to remaining party.		

STATION SPEED DIAL

DESCRIPTION: For convenience, a station user may program frequently used external numbers (e.g., business contacts, private numbers, etc.) into system memory. This enables the user to dial the programmed numbers with the press of a key, or by dialing a short code. An extension can store up to 30 *station speed dial* numbers and a speed dial number can contain up to 30 digits. Each speed dial number is stored in a memory location called a *bin*. A *station speed dial* number can be programmed and accessed using either of two methods:

A 2-digit bin number for dialing the code manually.

A dedicated feature key programmed as a [STATION SPEED DIAL] key by the System Manager.

The user may use either method separately, or a combination of both methods up to a maximum of 30 Station Speed Dial numbers.

A *station speed dial* number may also be chained (joined) to another *station speed dial* number, or to a *system speed dial* number.

Station Speed Dial numbers are subject to toll restriction.

This section describes the programming and use of *station speed dial* bins.

Feature Can Be Used With: 6-key, 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required:	At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.
Optional:	A [STATION SPEED] key (code 600) may be programmed on the 17-key, 28-key, and Display Phone. The sub-code indicates the speed dial bin number.
Affected By:	The *Pause Timer* on the *System Programming* screen. See also *Placing Outside Line Calls*.

(Continued on the next page.)

STATION SPEED DIAL

How To: *Program* A Station Speed Dial Bin Number.

	ACTION	RESULT	COMMENT
1.	Without lifting the handset, press the [PROG] key.	The [PROG] key LED is lights steadily.	
2.	Dial the desired bin number (01–30).	The [PROG] key LED will begin to blink.	When entering the bin number, if the [PROG] key LED goes out, the bin number entered is already dedicated to a [STATION SPEED DIAL] key. The user may use the dedicated key or initiate the procedure again using another bin number.
3.	Dial the telephone number.		Up to 30 digits may be entered.
4.	Press the [PROG] key.	The [PROG] key LED goes out.	Programming ends. The telephone number is stored in memory.

Pauses between digits may be entered by dialing [✻] [1]. This enters a manual pause of fixed duration. The length of the pause is determined from the *Pause Timer* on the *System Programming* screen.

An automatic pause, which waits for dial tone, can be entered by dialing [✻] [4].

To enter a [✻] into the actual dialed number, press [✻] twice, although it still counts as one digit.

If the [PROG] key LED goes out before you have finished entering the necessary information, you have waited too long, and the programming mode has timed out. Begin the process over again.

(Continued on the next page.)

STATION SPEED DIAL

How To: Chain A Station Speed Dial Number To Another.

	ACTION	RESULT	COMMENT
1.	Without lifting the handset, press the [PROG] key.	The [PROG] key LED is lights steadily.	
2.	Dial the desired bin number (01–30).	The [PROG] key LED will begin to blink.	When entering the bin number, if the [PROG] key LED goes out, the bin number entered is already dedicated to a [STATION SPEED DIAL] key. The user may use the dedicated key or initiate the procedure again using another bin number.
3.	Dial the telephone number.		Up to 30 digits may be entered. When this bin is used to dial out, the system dials this number first, then the number contained in the second bin.
4.	Dial [✻] [2].		This is the command to chain to another *station speed dial* number.
5.	Dial the two digit number (01–30) of the bin to chain to.		
6.	Press the [PROG] key.	The [PROG] key LED goes out.	Programming ends. The telephone number is stored in memory.

Continue the chaining process by programming the bin that has been chained to. Program this bin the same as any other station speed dial number. This bin can also be chained to another.

(Continued on the next page.)

STATION SPEED DIAL

How To: Chain A Station Speed Dial Number To A System Speed Dial Number.

ACTION	RESULT	COMMENT
1. Without lifting the handset, press the [PROG] key.	The [PROG] key LED is lights steadily.	
2. Dial the desired bin number (01–30).	The [PROG] key LED will begin to blink.	When entering the bin number, if the [PROG] key LED goes out, the bin number entered is already dedicated to a [STATION SPEED DIAL] key. The user may use the dedicated key or initiate the procedure again using another bin number.
3. Dial the telephone number.		Up to 30 digits may be entered. When this bin is used to dial out, the system dials this number first, then the number contained in the *system speed dial* bin.
4. Dial [✻] [3].		This is the command to chain to a *system speed dial* number.
5. Dial the three digit number (001–200) of the bin to chain to.		
6. Press the [PROG] key.	The [PROG] key LED goes out.	Programming ends. The telephone number is stored in memory.

(Continued on the next page.)

STATION SPEED DIAL

How To: *Use* Station Speed Dial On The **17-key, 28-key** And **Display** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	With hands free use, ignore step 1, and begin with step 2.
2. Press an available [OUTSIDE LINE] key.	The [OUTSIDE LINE] key LED blinks slowly. External dial tone is heard.	With hands free operation, the [HF] key LED will light.
3. Press [PROG] key.	The [PROG] key LED will light.	
4. Dial desired bin number 01 through 30.	Speed dialing digits is heard in handset. [PROG] key LED goes out.	

How To: *Use* Station Speed Dial On The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Press the [OUT] key.	The [OUT] key LED will light. External dial tone is heard.	
3. Press [PROG] key.	The [PROG] LED will light.	
4. Dial desired bin number 01 through 30.	Speed dialing digits is heard in handset. [PROG] key LED goes out.	

STATION SPEED DIAL KEY

DESCRIPTION: For convenience, a station user may program frequently used external numbers (e.g., business contacts, private numbers, etc.) into system memory. This enables the user to dial the programmed numbers with the press of a key, or by dialing a short code. An extension can store up to 30 *station speed dial* numbers and a speed dial number can contain up to 30 digits. Each speed dial number is stored in a memory location called a *bin*. A *station speed dial* number can be programmed and accessed using either of two methods:

A dedicated feature key programmed as a [STATION SPEED DIAL] key by the System Manager

A 2-digit bin number for dialing the code manually.

The user may use either method separately, or a combination of both methods up to a maximum of 30 Station Speed Dial numbers.

A *station speed dial* number may also be chained (joined) to another *station speed dial* number, or to a *system speed dial* number.

Station Speed Dial numbers are subject to toll restriction.

This section describes the programming and use of a dedicated [STATION SPEED DIAL] key.

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: A [STATION SPEED DIAL] key must be programmed on each desired station for each desired Station Speed Dial bin. The key code for a [STATION SPEED DIAL] key is 600. To program the key to access a particular station speed dial number, enter the bin number (01-30) in the sub-code area of the key.

At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

Affected By: The *Pause Timer* on the *System Programming* screen. See also *Placing Outside Line Calls*.

(Continued on the next page.)

STATION SPEED DIAL KEY

How To: *Program* A [STATION SPEED DIAL] Key.

ACTION	RESULT	COMMENT
1. Without lifting the handset, press the [PROG] key.	The [PROG] key LED is lights steadily.	
2. Press the [STATION SPEED DIAL] key to be programmed.	The [PROG] key LED will begin to blink.	
3. Dial the telephone number.		Up to 30 digits may be entered. A pause counts as one digit.
4. Press the [PROG] key.	The [PROG] key LED goes out.	Programming ends. The telephone number is stored in memory.

Pauses between digits may be entered by dialing [✻] [1]. This enters a manual pause of fixed duration. The length of the pause is determined from the *Pause Timer* on the *System Programming* screen.

An automatic pause, which waits for dial tone, can be entered by dialing [✻] [4].

To enter a [✻] into the actual dialed number, press [✻] twice, although it still counts as one digit.

If the [PROG] key LED goes out before you have finished entering the necessary information, you have waited too long, and the programming mode has timed out. Begin the process over again.

(Continued on the next page.)

STATION SPEED DIAL KEY

How To: Chain A Station Speed Dial Number To Another.

ACTION	RESULT	COMMENT
1. Without lifting the handset, press the [PROG] key.	The [PROG] key LED is lights steadily.	
2. Press the [STATION SPEED DIAL] key to be programmed.	The [PROG] key LED will begin to blink.	
3. Dial the telephone number.		Up to 30 digits may be entered.
4. Dial [✻] [2].		This is the command to chain to another *station speed dial* number.
5. Dial the two digit number (01–30) of the bin to chain to.		
6. Press the [PROG] key.	The [PROG] key LED goes out.	Programming ends. The telephone number is stored in memory.

Continue the chaining process by programming the bin that has been chained to. Program this bin the same as any other station speed dial number. This bin can also be chained to another.

(Continued on the next page.)

STATION SPEED DIAL KEY

How To: Chain A Station Speed Dial Number To A System Speed Dial Number.

ACTION	RESULT	COMMENT
1. Without lifting the handset, press the [PROG] key.	The [PROG] key LED is lights steadily.	
2. Press the [STATION SPEED DIAL] key to be programmed.	The [PROG] key LED will begin to blink.	
3. Dial the telephone number.		Up to 30 digits may be entered. When this bin is used to dial out, the system dials this number first, then the number contained in the *system speed dial* bin.
4. Dial [✻][3].		This is the command to chain to a *system speed dial* number.
5. Dial the three digit number (001–200) of the bin to chain to.		
6. Press the [PROG] key.	The [PROG] key LED goes out.	Programming ends. The telephone number is stored in memory.

(Continued on the next page.)

STATION SPEED DIAL KEY

How To: *Use* A [STATION SPEED DIAL] Key.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	With hands free use, ignore step 1, and begin with step 2.

Note: If the 228 port configuration is equipped with a software version prior to 5.52, or you are using the 84 or 108 port configuration, press an available [OUTSIDE LINE] key before the next step.

2. Press the desired [STATION SPEED DIAL] key.	The system dials the stored number on the outside line selected.	

SYSTEM SPEED DIAL

DESCRIPTION: The System is capable of storing 999 System Speed Dial numbers with a maximum of 11 digits for each number. These System Speed Dial numbers must be programmed from an Operator's extension. Any telephone number which is frequently dialed by all extensions users in the system, can be programmed by the Operator to provide System Speed Dial as a time saving feature for all extension users.

System Speed Dial numbers are not subject to a station's toll restriction. Therefore, dialing *System Speed Dial Numbers* cannot be prevented by using any of the *Forced Account Code* features.

Feature Can Be Used With: 6-key, 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: At least one [OUTSIDE LINE] key (a trunk group, direct appearance for the desired line, UNI, or LCR key) must be programmed on the desired extensions.

Optional: A [SYSTEM SPEED] key (key code 7001 through 7999) may be programmed on the 17-key, 28-key, and Display Phone.

The key code for a [SYSTEM SPEED] key found in software versions prior to 4.51 are also valid for the first 200 speed dial numbers. This previous key code was 700 where the sub-code indicates the speed dial bin number.

Affected By: See Placing Outside Line Calls.

How To: *Program* System Speed Dial Numbers On The Operator Terminal.

ACTION	RESULT	COMMENT
1. Without lifting the handset, or pressing the [RLS] key, press the [PGM] key at the Operator Station.		
2. Press [✻] plus desired bin number (001-999) on dial pad.		
3. Dial desired telephone number up to 11 digits (pauses count as one digit).		Number to be stored can have a maximum of 11 digits. To enter a pause between digits, press [✻][1]. Automatic pauses which wait for dial tone are set by pressing [✻][4].
4. Press [PGM] key.		Programming ends. Repeat for as many bins as desired.

(Continued on the next page.)

SYSTEM SPEED DIAL

How To: *Use* System Speed Dial On The **17-key, 28-key** And **Display** Telephones.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	With hands free use, ignore step 1, and begin with step 2.
2. Press an available [OUTSIDE LINE] key.	The [OUTSIDE LINE] key LED blinks slowly. External dial tone is heard.	With hands free operation, the [HF] key LED will light.
3. Press [PROG] key.	The [PROG] key LED will light.	
4. Dial [*] on the dial pad.		Command for System Speed Dial.
5. Dial desired bin number 001–999.	Speed dialing of digits is heard in handset. [PROG] key LED goes out.	

How To: *Use* A SYSTEM SPEED DIAL Key.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	With hands free use, ignore step 1, and begin with step 2.

Note: If the 228 port configuration is equipped with a software version prior to 5.52, or you are using the 84 or 108 port configuration, press an available [OUTSIDE LINE] key before the next step.

2. Press the desired [SYSTEM SPEED DIAL] key.	Speed dialing of digits is heard.	

(Continued on the next page.)

SYSTEM SPEED DIAL

How To: *Use* System Speed Dial On The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Press the [OUT] key.	The [OUT] key LED will light. External dial tone is heard.	
3. Press [PROG] key.	The [PROG] LED will light.	
4. Dial [*] on the dial pad.		This is the command for System Speed Dial.
5. Dial the desired bin number 001-999.	Speed dialing of digits is heard. [PROG] key LED goes out.	

TRUNK QUEUEING

DESCRIPTION: If a desired outside line (or trunk group) is busy, this feature will notify the user when a line is idle (free) by means of audio (ringing) and visual (blinking) LED indication.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: A [CALL BACK] Key (key code 807) is needed on the 17-key and 28-key telephone. Do not program a [CALL BACK] key on a Display phone. A key is not needed on a 6-key or Single Line telephone.

Affected By: *Auto Answer* on the *Station Programming* screen. See also *Placing Outside Line Calls*. When the *Alternate Dialing* option is programmed Y (yes), stations cannot dial access trunks except for those allowed by *Alternate Dialing*.

How To: Use Trunk Queueing On The 17-key And 28-key Telephone.

	ACTION	RESULT	COMMENT
1.	After selecting an [OUTSIDE LINE] and encountering a busy tone, press the [CALL BACK] key.	The [CALL BACK] key LED flickers momentarily.	This feature may be used in conjunction with the LCR option.
2.	Replace handset, or press [HF].		Press the [HF] key if the speaker phone was used.
3.	Wait for an idle line.		When a line becomes free, the phone will ring, an [OUTSIDE LINE] and the [CALL BACK] key LEDs will blink.
4.	Lift the handset, or press the [HF] key.		If Auto Answer is programmed for "no", the user must press the [OUTSIDE LINE] key to seize the line.
5.	Dial desired number.		

Note: If LCR is used, the outside telephone number will automatically be dialed when the outside line is seized.

(Continued on the next page.)

TRUNK QUEUEING

How To: Use Trunk Queueing On The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	This feature may be used in conjunction with the LCR option.
2. Press the [OUT] key.	Busy signal is heard.	
3. Dial [4] while busy tone is heard.		
4. Replace the handset.		
5. Wait for the idle line.	When a line is idle, the phone will ring.	
6. Lift the handset.	Dial tone is heard.	
7. Dial desired number.		

(Continued on the next page.)

TRUNK QUEUEING

How To: Use Trunk Queueing On A **Single Line** Telephone.

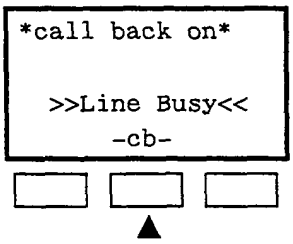
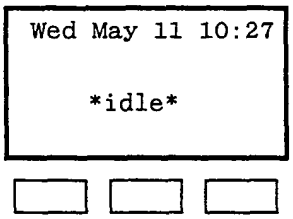
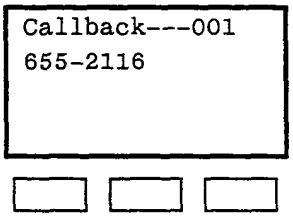
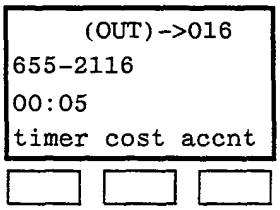
	ACTION	RESULT	COMMENT
1.	Lift the handset.	Internal dial tone is heard.	This feature may be used in conjunction with the LCR option.
2.	Dial [9] + the desired trunk group (1–9 and 0 or * for LCR).	Busy signal is heard.	
3.	Dial [4] while busy tone is heard.		
4.	Replace the handset.		
5.	Wait for the idle line.	When a line is idle, the phone will ring.	
6.	Lift the handset.	Dial tone is heard.	
7.	Dial desired number.		

Note: If LCR is used, the outside telephone number will automatically be dialed when the outside line is seized.

(Continued on the next page.)

TRUNK QUEUEING

How To: Use Trunk Queueing On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. After pressing the [OUTSIDE LINE] and encountering a busy tone, press the [cb] "soft key".		This feature may be used in conjunction with the LCR (Least Cost Routing) option.
2. Replace the handset or press [HF].		Press the [HF] key to deactivate speaker phone (if applicable).
3. Wait for idle line.		When a line is idle, the phone will ring. [OUTSIDE LINE] LED blinks.
4. Lift the handset or press the [HF] key.		If Auto Answer is programmed for "no", the user must press the [OUTSIDE LINE] key to seize the line.

Note: If LCR is used, the outside telephone number will automatically be dialed when the outside line is seized.

UNSUPERVISED CONFERENCE KEY

DESCRIPTION: An Unsupervised Conference is established when an extension user who originated a Two External Party Conference call, leaves the conference, and wants to free his extension of the conference call. This allows the two Outside parties to continue their conversation after the extension user has left the conference, however, the extension user cannot re-enter the conference. The telephone is then free to use.

Feature Can Be Used With: 17-key, 28-key, and Display Telephones.

PROGRAMMING

Required: A [UNSUPERVISED CONFERENCE] key (key code 838) is required for stations authorized to make unsupervised conferences.

Affected By: See Placing Outside Line Calls.

How To: Use The [UNSUPERVISED CONFERENCE] Key.

ACTION	RESULT	COMMENT
1. While a two external conference is in progress, press the [UNSUPERVISED CONFERENCE] key.		
2. Replace the handset.	Internal party has left the conference. The LEDs next to the two [OUTSIDE LINE] keys remain lit for two seconds and then go out.	
3. Should the user desire to re-enter the conference, press either of the [OUTSIDE LINE] keys on which the external parties are still speaking within 2 seconds of pressing the [UNSUPERVISED CONFERENCE] key.		Once the LEDs on the [OUTSIDE LINE] keys go out the conference cannot be re-entered.

VERIFIED FORCED ACCOUNT CODES

DESCRIPTION: This feature is part of the Account Code feature family. When using *Verified Forced Account codes*, the account code can be used to change an extension's toll restriction class of service.

The *Verified Forced Account Code* feature allows the system to be programmed in such a way, that a station user must enter a valid account code in order to place an outside line call to certain telephone numbers (for example, long distance calls.) This ensures that call records contain an appropriate indication of the nature of the call. An assigned account number (from 1 to 8 digits) must be entered after an outside line is selected, but before dialing the desired telephone number.

Feature Can Be Used With: All Phones.

PROGRAMMING

Required: An [ACCOUNT CODE] key (key code 813) is required on a 17-key and 28-key telephone. DO NOT program an [ACCOUNT CODE] key on a display telephone. An [ACCOUNT CODE] key is not required on a 6-key telephone or Single Line telephone.

Station Day/Night Class and *Forced Account* on the *Station Programming screen*, *Account Codes* programming screen, and Toll Restriction must be programmed.

Affected by: See *Placing Outside Line Calls*. When the *Alternate Dialing* option is programmed Y (yes), Single Line telephones cannot enter *Account Codes*.

How To: Use Verified Account Codes On The **17-key** And **28-key** Telephone.

	ACTION	RESULT	COMMENT
1.	Press an [OUTSIDE LINE] key.	Dial tone is heard.	
2.	Press the [ACCOUNT CODE] key.	The [ACCOUNT CODE] key LED will light.	The Account Code must be entered before dialing.
3.	Enter Account Code (1-8 digits).		
4.	Press the [ACCOUNT CODE] key.	The [ACCOUNT CODE] key LED will go out.	
5.	Dial the desired telephone number.		

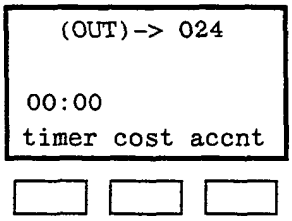
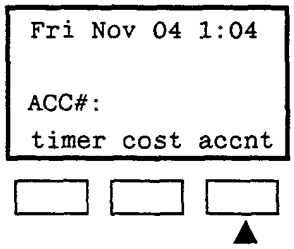
(Continued on the next page.)

VERIFIED FORCED ACCOUNT CODES

How To: Use Verified Account Codes On The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Press the [OUT] key.	Dial tone is heard.	
2. Press the [PROG] key.	The [PROG] key LED will light.	The Account Code must be entered before dialing.
3. Press the [#] key.		
4. Enter Account Code (1–8 digits).		
5. Press the [PROG] key.	The [PROG] key LED will go out.	
6. Dial the desired telephone number.		

How To: Use Verified Account Codes On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
1. Press an [OUTSIDE LINE] key.		The account code must be entered before dialing.
2. Press [accnt] 'soft' key.		

(Continued on the next page.)

VERIFIED FORCED ACCOUNT CODES

How To: Use Verified Account Codes On The **Display** Telephone.

ACTION	DISPLAY	RESULT/COMMENT
3. After the station user enters his account code, he can dial the desired telephone number.	Fri Nov 04 1:04 ! Toll Restricted!	If the station user has entered the wrong account code, a dialing error will occur.
		The user must go back and enter the correct account code.

How To: Use Verified Account Codes On A **Single Line** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal dial tone is heard.	
2. Dial the desired outside line access code [9] [1] through [9] [0] or [9] [*] for LCR.	A second dial tone is heard.	
3. Before dialing the telephone number, dial [*].		
4. Dial the account code number up to 8 digits.		
5. When the account code has been entered, dial another [*].	The account code is entered.	
6. Continue dialing the desired telephone number.		

VMS MAIL KEY

DESCRIPTION: When the [MAIL] key is flashing on your phone, it means that someone has left a message for you in VMS. VMS is an optional feature which provides the telephone system with an integrated voice message system. A station can be forwarded such that VMS takes messages for you when you are unable to answer the call. Outside callers can be transferred to the VMS system to leave messages. Outside callers can be transferred directly to a VMS user's mailbox.

Each VMS user is assigned their own message space called a "mailbox" which is protected by a user determined password. Privacy is insured, as you are the only one that can review the messages left in your mailbox.

If your telephone has programmable feature keys, one of them is designated as your VMS key (or [MAIL] key). The LED beside this key flashes to indicate a message is waiting for you in your VMS mailbox. The [MAIL] key can also be used to call your VMS mail box even if there is no message waiting.

If your telephone is a 6 key telephone (with no programmable keys), the PROG (program) key LED flashes to indicate a message waiting.

Feature Can Be Used With: 6-key, 17-key, 28-key And Display Telephones.

PROGRAMMING

Required: A [VMS] key (key code 830) is required on the 17-key, 28-key, and Display telephones. A 6-key telephone does not require a [VMS] key.

How To: Use The [MAIL] Key.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal Dial tone is heard.	
2. Press the [MAIL] key on your phone.	Ring back tone is heard. The telephone system is ringing the VMS system. When VMS answers, it prompts you for your password.	
3. (When VMS answers), enter your password. Follow the VMS system voice prompts.		

(Continued on the next page.)

VMS MAIL KEY

How To: Retrieve Your Message With The **6-key** Telephone.

ACTION	RESULT	COMMENT
1. Lift the handset.	Internal Dial tone is heard.	
2. Press the [PROG] key on your phone.	Ring back tone is heard. The telephone system is ringing the extension that left the message.	If the VMS system has left the message, your name prompt is heard. When VMS answers, it prompts you for your password.
3. (When VMS answers), enter your password. Follow the VMS system voice prompts to retrieve your messages.		

VOLUME CONTROL

DESCRIPTION: Volume is controlled and stored in memory for each individual function by the Volume Up ▲ and Volume Down ▼ keys on the station. The volume adjustments apply to the function to which you are currently connected. The volume can be adjusted on the following functions:

1. Handset on CO calls.
2. Handset on internal calls.
3. Hands Free on CO calls.
4. Hands Free on internal calls.
5. Page volume.
6. CO line ringing volume.
7 Internal ringing volume.
8. Background music volume.

Feature Can Be Used With: 6-key, 17-key, 28-key and Display Telephones.

PROGRAMMING

Required: None.

How To: Use The Volume ▲ Key.

ACTION	RESULT	COMMENT
1. With the phone using the desired function, press the Volume ▲ key.	The volume of the desired function increases.	By continually pressing the volume ▲ key, this feature allows the user degrees of volume to choose from MIN to MAX.

How To: Use The Volume ▼ Key.

ACTION	RESULT	COMMENT
1. With the phone using the desired function, press the Volume ▼ key.	The volume of the desired function decreases.	By continually pressing the volume ▼ key, this feature allows the user degrees of volume to choose from MIN to MAX.

INTEGRATED OPERATOR TERMINAL DESCRIPTION

The Integrated Operator Terminal is equipped with a CRT which gives you a visual display of office calling activity, an accompanying keyboard used in conjunction with the terminal to give it commands, and a handset. **Please note that although the handset rests in a cradle attached to the keyboard, this cradle is merely a place to rest the handset when it is not in use. It does not act as a switch-hook mechanism.** The Operator also has the ability to program System Speed Dial numbers into the system, activate Background Music, and program other system features.

With the innovative Integrated Operator Terminal, you are able to visually supervise each call and direct it to the desired extension or individual. The system tells you for whom a call is waiting, if it's a Recall, a call from Hold, an Internal call, or a New Call, so you can now answer calls with more efficiency and accuracy. As a new call is processed, the system automatically "tags" it with the extension and the name of the person to whom it is going, and shows its position in the system. Extensions on Do Not Disturb, busy, ringing or forwarded to another destination are clearly displayed.

The Integrated Operator Terminal is easy to use. All it takes is learning how a few clearly marked keys on your Operator keyboard and dial pad act to accomplish the function you desire.

There are several options in system programming which effect the manner in which the Operator Terminal is used. These options effect how extension numbers are displayed on the screen, the use of the function keys located along the top of the keyboard, and the use of the *Second Transfer* key. Each of these options are discussed with the features they effect.

THE KEYBOARD

Description: The keyboard controls call processing for the Integrated Operator Terminal. The feature and function keys work together with the Alphanumeric keyboard and dial pad in order to send commands to the Operator Terminal.

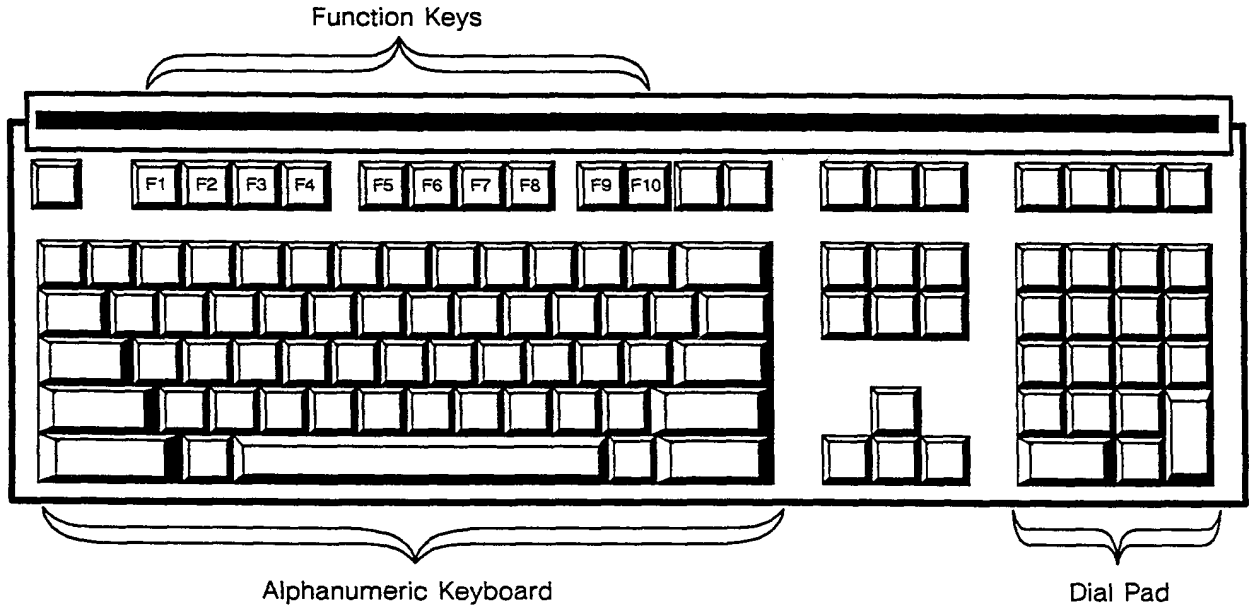
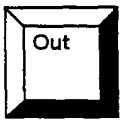


Figure 1 Operator Keyboard

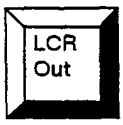
The following keys are used to activate features and for call processing:

The **Call Back** key allows you to leave a "call back" message on a busy extension, so that you are notified when the called extension becomes available.

The **FWD** key allows you to forward (re-route) all Incoming calls from the Operator Station to another extension.

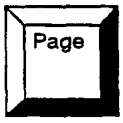


The **Out** key is used by the Operator to place outside line calls.

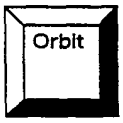


The **LCR Out** key is used by the Operator in order to access an Outside Line using Least Cost Routing.

The **ICM** key is used to call another Internal extension in the system by pressing the [ICM] key plus the 3-digit extension desired.

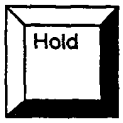


The **Page** key allows an announcement to be broadcast through each phone in your System and, if programmed, over the External Page.

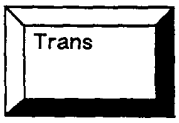


The **Orbit** key, when pressed, seizes one of the 10 available Orbit Zones ([5] [0] through [5] [9]), and places the current call in Orbit awaiting Paging or pick-up.

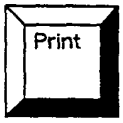
The **Release** (RLS) key acts as a substitute for lifting and replacing a handset on a telephone, e.g. disconnects or connects to the current call. After completing each function, press the **RLS** key in order to end that function, and begin the next. Please note that although the handset rests in a cradle attached to the keyboard, this cradle is merely a place to rest the handset when it is not in use. It does not act as a switch-hook mechanism.



Press the **Hold** key in order to place your current call on Hold.



While connected to a current call, press the **Trans** key and dial the 3-digit number of the extension to which you wish to transfer the call. Pressing the **Trans** key when no other call is currently connected to the Operator station, will retrieve the call most recently transferred.

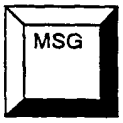


The **Print** key is not used on the Operator Terminal.

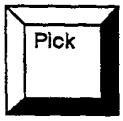
The **PGM** key is used in a specified sequence in order to enable programming of different features and functions.

Activating the **Night** key at the Operator Station activates NIGHT mode for the system. This activates the NIGHT programming of certain features, e.g. NIGHT ring, CALL FORWARD, and TOLL RESTRICTION.

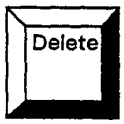
When calling a busy extension, press the **Camp-On** key. The busy extension will hear a tone indicating that a call is waiting.



The **Message** (MSG) key provides a way to leave a LED indication that a message is waiting, at another extension which is either busy or unattended.

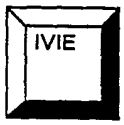


When you wish to retrieve a call from the Calls In Progress box you may use the **Pick** key plus the last 3 digits of the extension number assigned to the call you wish to retrieve.

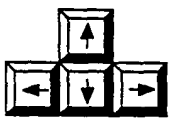


The **Delete** key is used to erase information which has been previously entered into the Directory.

Pressing the **Help** key will display information on how to use features and functions of your Operator Terminal.

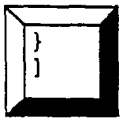


The key labeled *IVIE* is the **Second Transfer** key. This key is used to transfer calls to hunt groups, ACD groups, VMS, and the system MODEM.

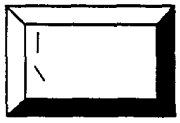


The four **ARROW** keys on your keyboard move the cursor in the assigned direction for features and functions such as The Directory.

The UP and DOWN arrow keys are also used to adjust the volume of the terminal



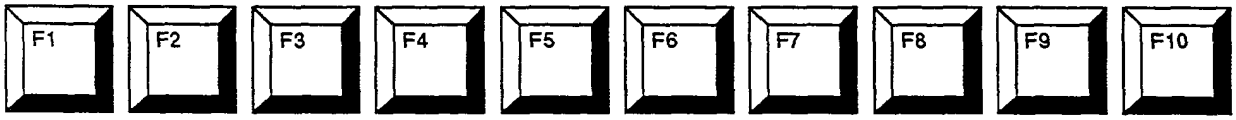
Pressing the] key on the Operator keyboard **flashes** (momentarily disconnects) a line which is currently in use.



This is the PARK key.

This is the SPACE bar. It is used when transferring calls using the *Directory.*

In addition to the feature keys, there are 10 function keys located at the top of your keyboard. These keys are numbered F1 through F10. Depending upon system programming these keys have one of two uses. The keys can be used in conjunction with your Directory to transfer calls to individuals in your office by department. The key labeled **F1** is for department 1, **F2** is for department 2, etc. See the section titled *Programming the Directory* for more information on department numbers.



Instead of department keys, these keys can be programmed as certain feature keys. The use of these keys as feature keys requires software version 5.26, or higher. However, there are some *conflicts* when using certain feature keys on the *Integrated Operator Terminal.*

Below is a list of features that cannot be used with the function keys on the Integrated Operator's Terminal.

Remote Silent Monitor
Night Key
In/Out Key
Data Key
ACD Log On Key
Station Speed Dial Key
Direct Appearances for a Tie Line.

The function keys on the Operator Terminal are not equipped with LEDs like the feature keys of a telephone. The features that would normally light an LED on a telephone (for example MUTE), will *not* give a visual indication on the Operator Terminal.

THE OPERATOR SCREEN

Description: The Operator Screen consists of a series of boxes, or Call Processing Displays. Each of these Call Processing Displays indicates the status of the call(s) you are processing, and gives you a general "overview" of office call activity.

The upper section of your Integrated Operator Terminal, the *Extension Status Screen*, lists the installed extensions in your telephone system, and shows each extension's status – Idle, Busy, Ringing, Do Not Disturb, or Forwarded. Depending upon system programming, the *Extension Status Screen* can appear in one of two ways. The screen can display the status of the first 160 extensions in the system, or the screen can display the first 60 extensions in the system, along with the names programmed in the *Directory* for those extension numbers.

The boxes which appear beneath the *Extension Status Screen* are: **Calls In Progress, Pending, Directory, Active Call Box**, and five smaller boxes which illustrate **Group activity**, how many calls are **Ringing, Busy**, being conducted Internally **[ICM]**, and how many **Extensions** are in use at any given time. Only five calls will actually show in the **Pending** box, but when a call is processed another will scroll into its place on the display if more calls are pending.

As each call is processed into the *Calls In Progress* box, the *directory* name of the party to whom the call is assigned, the extension number, and an indication of whether the call has been Transferred, placed in Orbit, or placed on Hold is shown.

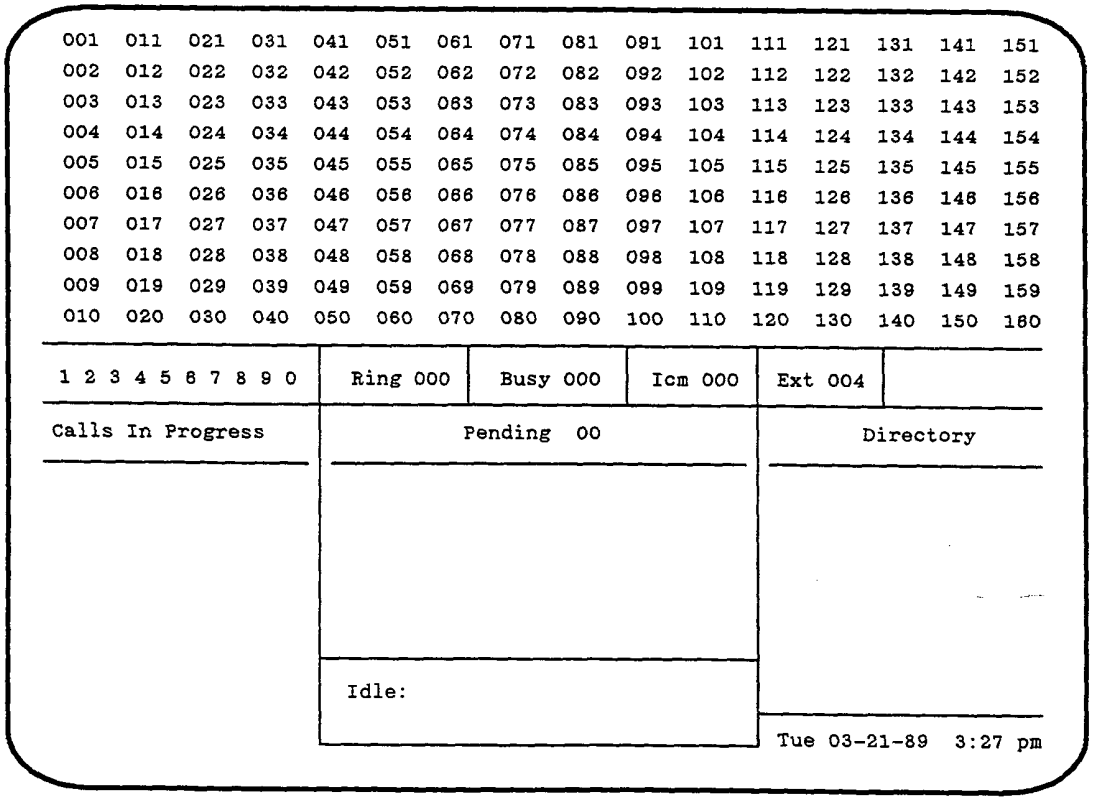


Figure 2 Operator Screen

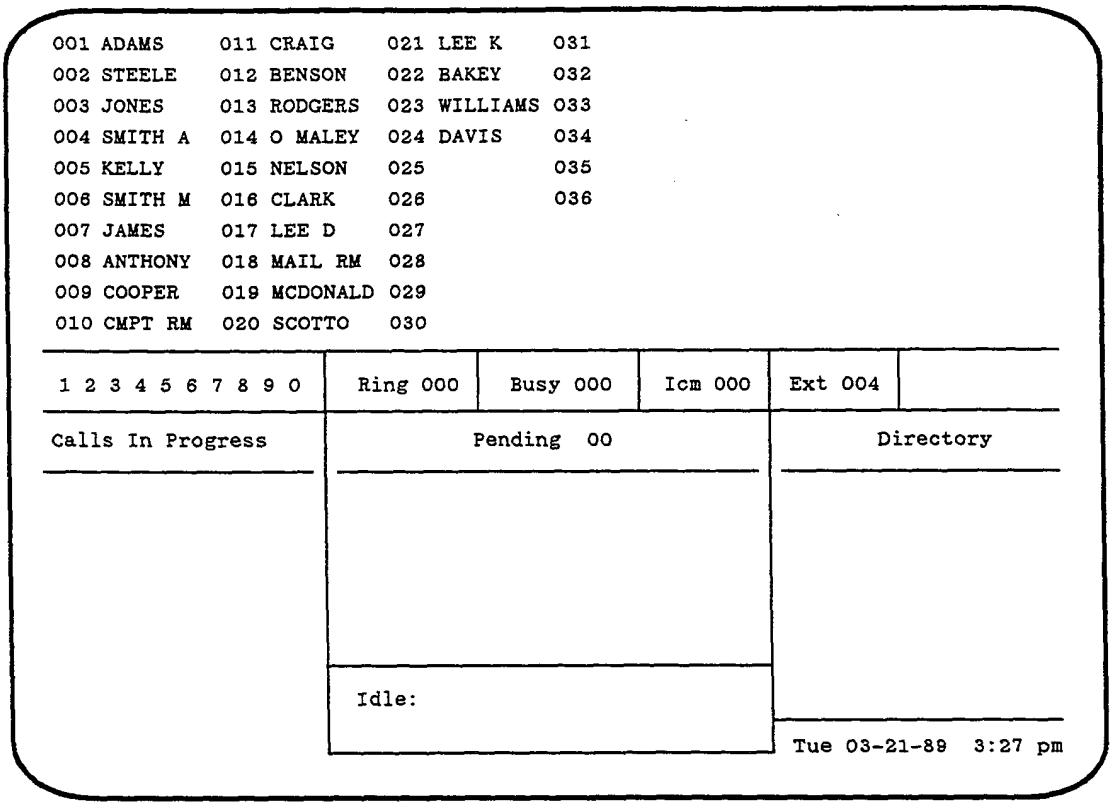


Figure 3 Operator Screen Displaying Directory Names

EXTENSION STATUS SCREEN

Description: The status (Idle, Busy, Ringing, Do Not Disturb, or Forwarded) of extensions in your system is visible on the Operator screen. This allows you to supervise office and individual calling activity at a glance.

The status of an extension is indicated by the activity of the 3–digit extension number listed on the Extension Status Screen which appears in the upper half of the Operator Screen.

How To: Determine The Status Of An Extension From The Operator Screen.

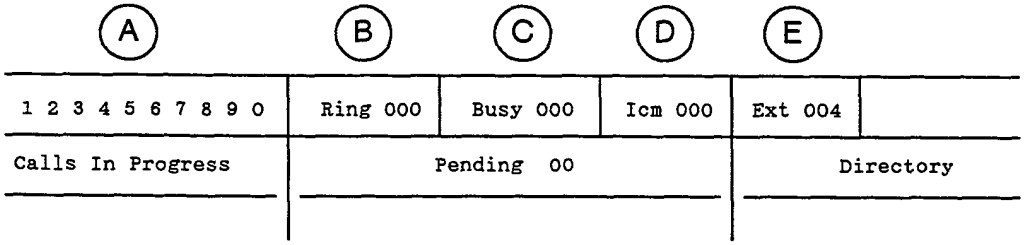
	APPEARANCE	DISPLAY	INDICATION
1.	–Extension number appears dim.	048	Extension is not active.
2.	–Extension number is blinking	\ | / 048 / | \	The extension is ringing.

How To: Determine The Status Of An Extension From The Operator Screen, cont.

APPEARANCE	DISPLAY	INDICATION
3. –Extension number appears in a solid block.	048	The extension is busy.
4. –Extension number appears as a solid block blinking.	048	Extension is in Do Not Disturb.
5. –An asterisk appears before the number.	*048	The [IN/OUT] key at the extension has been activated.
6. –A bold "**f**" appears in front of the extension number.	f048	Extension has been forwarded to another extension, or ACD.
7. –Extension is bold and underlined.	048	The extension has been forwarded to the Voice Message System.

STATUS BOXES

Five status boxes appear in a horizontal line below the Extension Status Screen.



A If there is at least one active call in a specific **Group**, that Group number will appear highlighted.

B The number of calls **RING**ing appears in the second box.

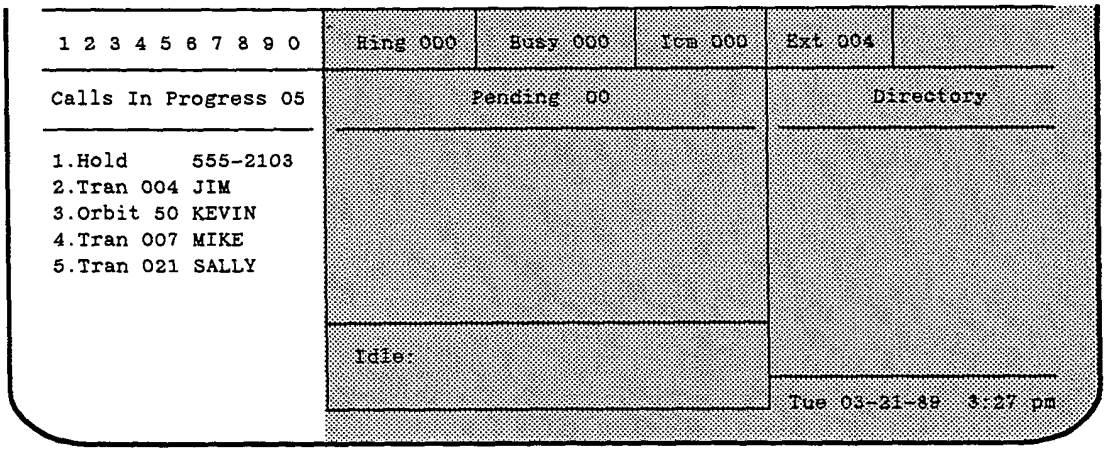
C The number of **BUSY** Outside Line calls currently active in the system are displayed in the third box.

D The number of Internal **ICM** (Intercom) calls currently active in the system are displayed in the fourth box.

E The number of total **BUSY EXTENSIONS** currently active in the system is displayed in the fifth box.

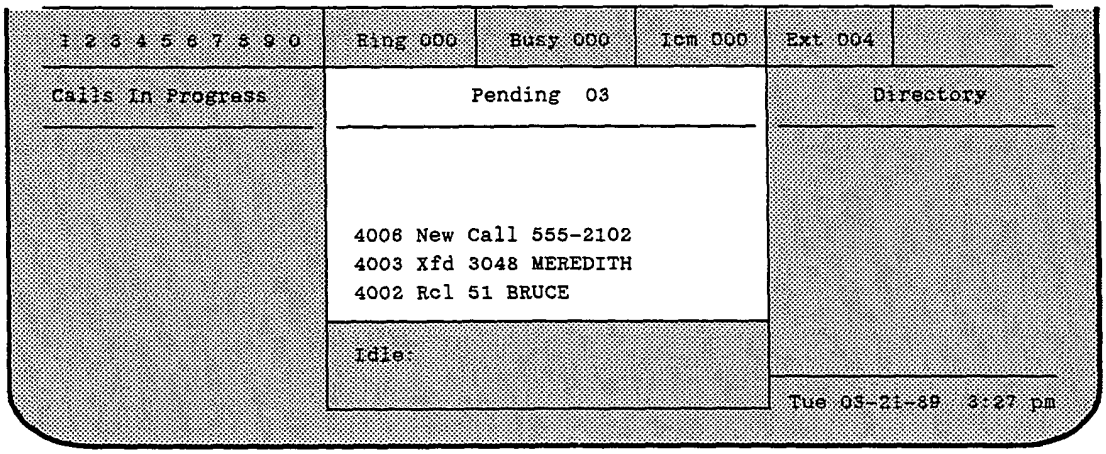
CALLS IN PROGRESS

Calls which have been Transferred, placed in Orbit, or placed on Hold appear in this box while waiting to be answered.



PENDING BOX

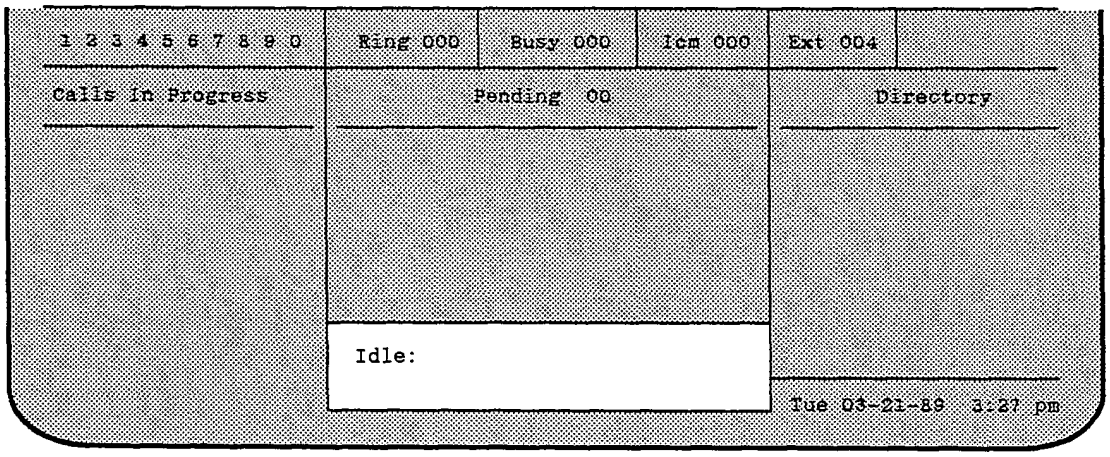
Calls waiting to be answered by the Operator, (Incoming New Calls, or calls which have Recalled or been Transferred to the Operator station), appear in this box.



OPERATOR ACTIVE CALL BOX

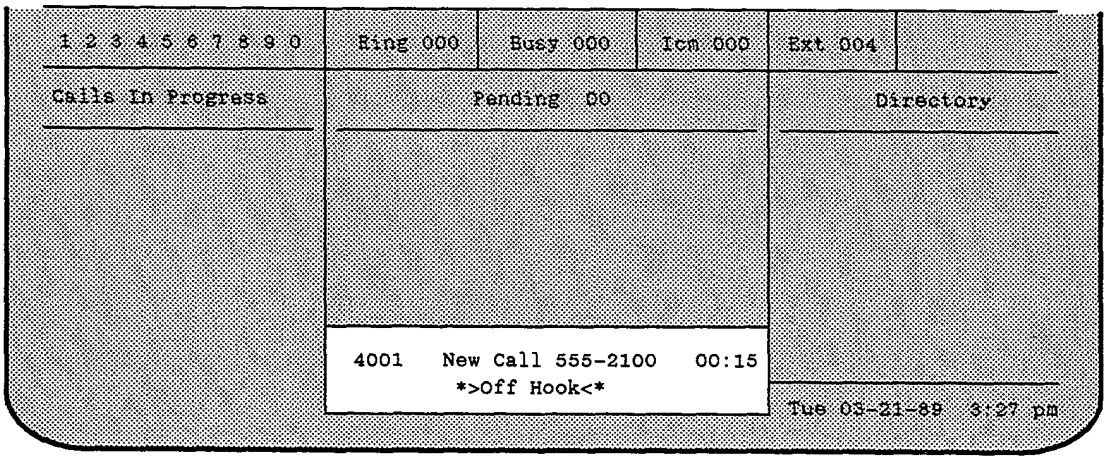
The Operator *Active Call Box* appears in the box at the bottom of your screen. The box provides a message indicating the status of the current call, (i.e. the call currently connected to the Operator extension).

When no activity is current at the Operator station, the word **Idle** appears in the *Active Call Box*.

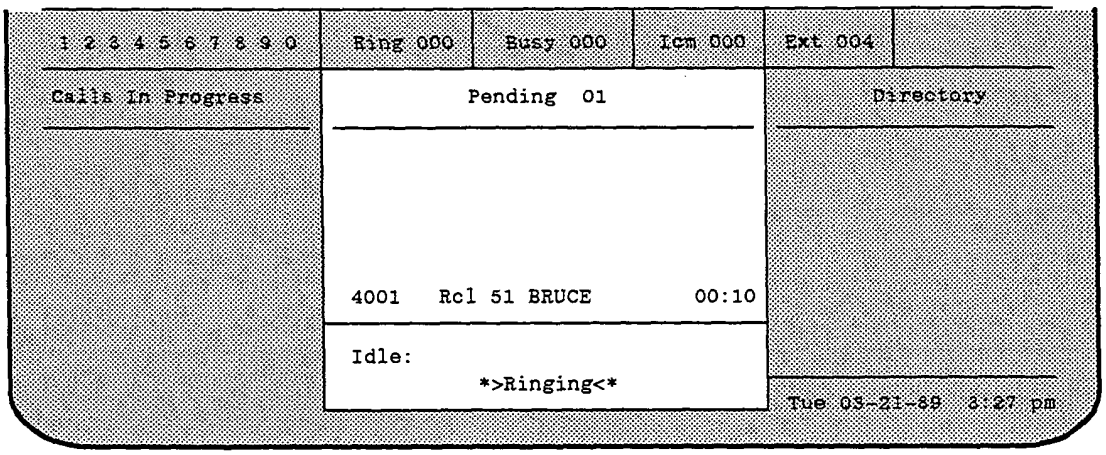


A predetermined amount of Outside lines have been assigned to your system. These lines appear on the Operator Terminal screen in the *Active Call Box* at the bottom of your Operator screen whenever a call being processed becomes active. The Line number (4 plus the 3-digit line number) appears attached to a New Call or Recall which is in either the *Pending Box* or the *Active Call Box*.

When a **New Call** comes into your system, it appears in the Pending Box accompanied by a ringing tone, the Incoming line number and a clock which times the Incoming Call while it waits to be answered. When the Operator answers the call by pressing the [RLS] key, the **New Call** enters the *Active Call Box* with the line number and clock. The **New Call** is now current, and connected to the Operator station.

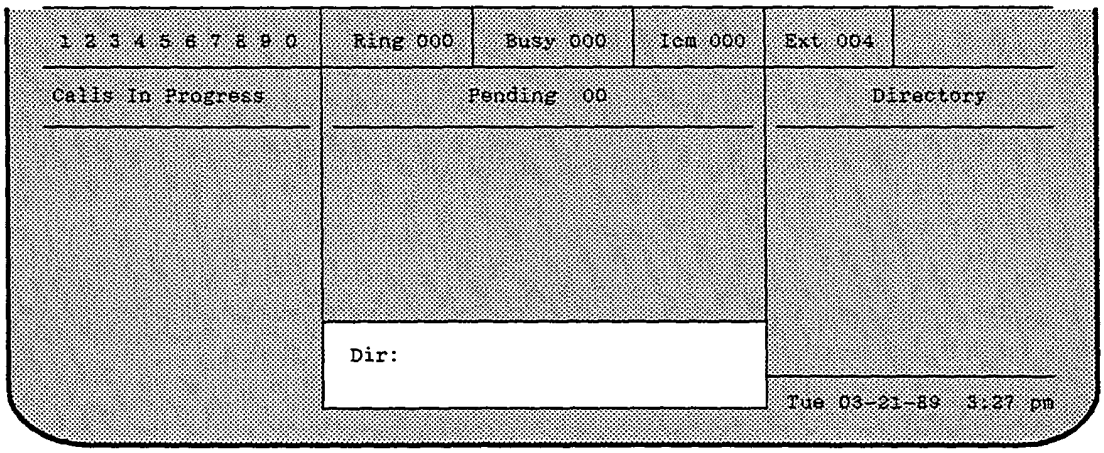


When a call which has been Transferred, placed in Orbit, or placed on Hold times out (when it is unanswered), it will **Recall** the Operator station.

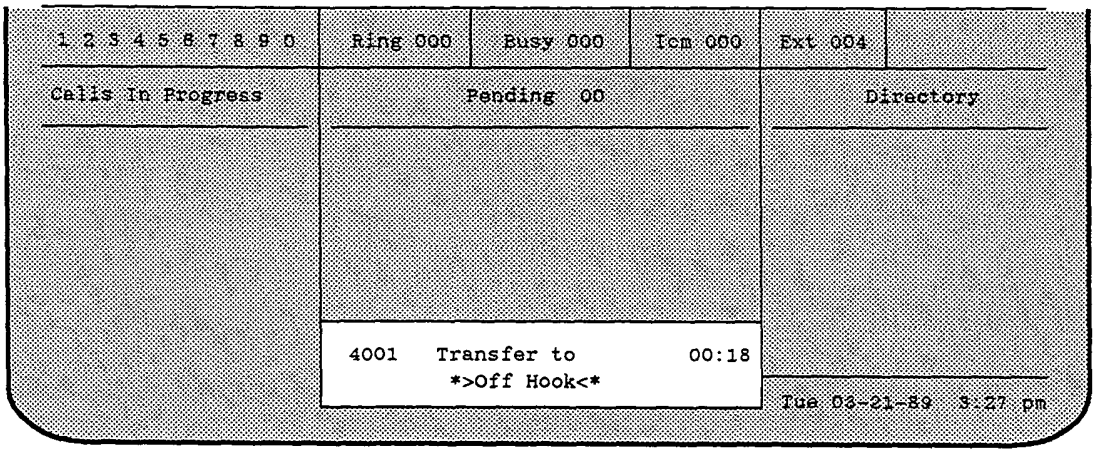


The **Recall** will appear in the Pending box, accompanied by a ring, and the name of the party for whom the call was intended.

When the space bar is pressed, The Directory is activated. The symbol **Dir:** will appear in the Active Call Box.

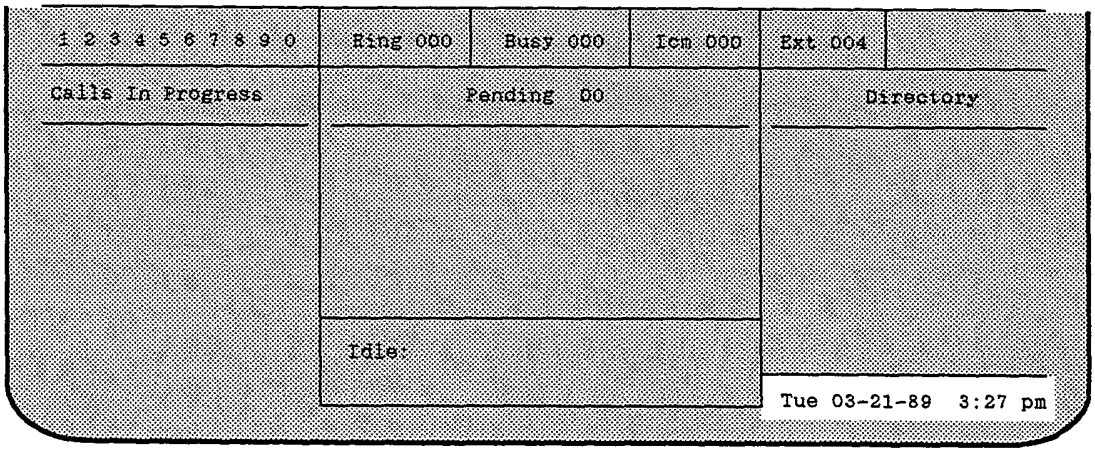


A call is transferred to another extension by pressing the [TRANS] key on your keyboard, followed by the last 3 digits of the extension number. You may then either announce the call, or press [RLS] on the keyboard, and allow the called extension to ring. If the extension to which you are transferring the call is busy, you may either Camp the call on to that extension, or take a message.



DATE AND TIME

The day, month, year and a clock which automatically appear on the CRT screen, makes taking messages and keeping track of office routines quicker and easier.



TERMINAL OPERATION

The following pages describe the operation of the Integrated Operator Terminal. The features are presented in alphabetical order.

ANSWERING AN INCOMING CALL

DESCRIPTION: Both trunk and internal incoming calls are indicated at the Integrated Operator Terminal in two ways:

1. An audible ring if the terminal is idle, or a camp-on tone if you are already connected to a call.
2. The word **Ringing** flashes in the *Active Call Box*. If it is a trunk that is ringing, the trunk number appears in the *Pending Calls Box*. The trunk number is indicated by 4 + the 3-digit line number.

Each incoming call is automatically connected to the Operator when the [RLS] key is pressed. If a call is ringing while you are on a call, pressing the [RLS] key ends the first call, and **automatically connects the next call.**

PROGRAMMING

Required: At least one [LCR] key must be programmed to receive outside line calls. Several [LCR] keys are recommended. The number of [LCR] keys programmed on the extension determines the number of incoming trunk calls that can be active (connected, on hold, etc.) on the terminal. *Auto Answer* MUST be programmed Y (yes). Outside Line to be answered MUST be programmed to ring on the operator's extension.

Affected By: *Day and Night Ring, Group In, Camp-on Timer,* and *Busy on DID* on the *Station Programming* screen.

How To: Answer An Incoming Call.

ACTION	ACTIVE CALL BOX	COMMENT
1. When the terminal rings, lift the handset.	4001 New Call 555-2100 00:10 Idle: *>Ringing<*	
2. Press the [RLS] key.	4001 New Call 555-2100 00:10 *>Off Hook<*	The call is connected.

(Continued on the next page.)

CALL TRANSFER TO AN EXTENSION

DESCRIPTION: There are several methods which can be used to transfer a call from the Operator Terminal. A call can be transferred to another extension by either using **The Directory** to locate **the extension number** of the called party, or, by using the last three digits of the extension number if it is already known. You may then either announce the call, or press the Release key [RLS] on the keyboard, and allow the called extension to ring. If the extension to which you are transferring the call is busy, you may either camp the call on to that extension, or take a message. The function keys located along the top of the keyboard may be used to transfer calls by department.

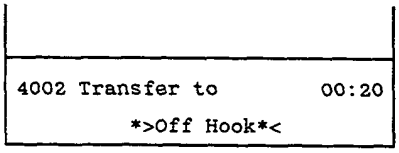
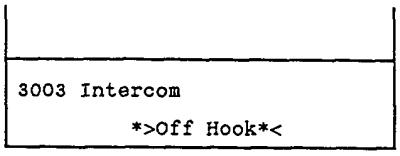
PROGRAMMING

Required: The *Second Transfer Key* option on the *System Programming* screen must be set to Y (yes) if the extension numbering plan is not the default plan, i.e., if the leading digit is not 3, or the last 3 digits of the extension numbers exceed 228.

Optional: If the Directory is to be used to transfer calls, the *Directory* programming screen must be programmed with the extension users' names.

If the Function keys are to be used to access the directory by department, *FNCT keys=Departments* in the *Operator Programming* area of the *System Programming* screen must be programmed Y (yes). The names in the *Directory* must be programmed with department numbers.

How To: Transfer A Call Using An Extension Number.

ACTION	ACTIVE CALL BOX	COMMENT
1. After answering the call with the [RLS] key, press the [TRANS] key.		The call is placed on hold waiting to be transferred.
2. On the dial pad, dial the last 3 digits of the extension number the call is to be transferred to. For example, [0] [0] [3].		Double tone (or ring) is heard. Announce the call if desired. If the called party does not wish to receive the call, press the [TRANS] key to reconnect to the outside call. The call transferred will automatically be "tagged" with the name assigned to that extension.

(Continued on the next page.)

CALL PICKUP

DESCRIPTION: Any extension which is ringing in the system can be answered by the operator using the [PICK] key.

A ringing station is displayed on the *Extension Status Screen* of the Operator's terminal as the extension number blinking.

PROGRAMMING

Required: None.

How To: Answer A Call With The [PICK] Key

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Dial tone is heard.
2. Press the [PICK] key.	Pick: *>Off Hook<*	
3. Dial the last 3 digits of the ringing extension.	3008 Intercom *>Off Hook<*	The call is connected to the operator, and may be processed like an other call.

CALL FORWARD

How To: Deactivate Call Forward With A Dial Code - **DAY** Mode.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Dial tone is heard.
2. Dial [7] + [*] + [*].	Dial: *>Off Ho	Confirmation tone is heard.
3. Press the [RLS] key.	Idle:	Call forwarding is canceled.

How To: Deactivate Call Forward With A Dial Code - **NIGHT** Mode.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Dial tone is heard.
2. Dial [7] + [*] + [9].	Dial: *>Off Ho	Confirmation tone is heard.
3. Press the [RLS] key.	Idle:	Call forwarding is canceled.

CALL FORWARD

How To: Activate Call Forward With A Dial Code – **DAY** Mode, continued.

ACTION	ACTIVE CALL BOX	COMMENT
2. Dial [7] + [*] + [7].	FWD Dial: *>Off Ho	Confirmation tone is heard. Call forwarding completed. FWD will show to the left of the *Active Call* box. Notify the party to which you have forwarded your calls to.
3. Press the [RLS] key.	Idle:	Call forwarding completed.

How To: Activate Call Forward With A Dial Code – **NIGHT** Mode.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Dial tone is heard.
2. Dial [7] + [*] + [8].	FWD Dial: *>Off Ho	Confirmation tone is heard. Call forwarding completed. FWD will show to the left of the *Active Call* box. Notify the party to which you have forwarded your calls to.
3. Press the [RLS] key.	Idle:	Call forwarding completed.

(Continued on the next page.)

CALL FORWARD

How To: Change The Extension That Receives The Calls - **NIGHT** Mode.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Dial tone is heard.
2. Press the [FWD] key.	Dial: 3005 *>Off Hook<*	
3. Dial [5] plus the 4-digit extension number to which you wish to forward your calls.	FWD Dial: *>Off Ho	Confirmation tone is heard. If the system is in the NIGHT mode, FWD will show to the left of the *Active Call* box. Notify the party to which you have forwarded your calls to.
4. Press the [RLS] key.	Idle:	Call forwarding completed. When your extension is forwarded *All Calls*, the only extension in your System which may call your phone, is the one to which your phone is forwarded.

How To: Activate Call Forward With A Dial Code - **DAY** Mode.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Dial tone is heard.

(Continued on the next page.)

CALL FORWARD

How To: Cancel Call Forward.

ACTION	ACTIVE CALL BOX	COMMENT
1. Press the [FWD] key.	Idle:	Call forwarding is canceled.

How To: Change The Extension That Receives The Calls - **DAY** Mode.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Dial tone is heard.
2. Press the [FWD] key.	Dial: 3005 *>Off Hook<*	
3. Dial the 4-digit extension number to which you wish to forward your calls.	FWD Dial: *>Off Ho	Confirmation tone is heard. FWD will show to the left of the *Active Call* box. Notify the party to which you have forwarded your calls to.
4. Press the [RLS] key.	Idle:	Call forwarding completed. When your extension is forwarded *All Calls*, the only extension in your System which may call your phone, is the one to which your phone is forwarded.

(Continued on the next page.)

CALL FORWARD

DESCRIPTION: The *Call Forward* feature provides the ability to forward (re-route) incoming calls to another extension. If the operator is to spend time at another desk or office, all calls may be forwarded to another telephone extension.

The operator's station can be forwarded to different destinations for Forward on Busy, Forward on No Answer, and Forward All Calls.

The operator's station can have separate Call Forward Plans for when the system is in the DAY mode and for when the system is in the NIGHT mode.

Different destinations can be programmed based on whether the call being forwarded is an internal or outside line call.

An intercom call can be forwarded to a hunt group as well as another extension or VMS.

An outside line call can be forwarded to a hunt group, an ACD group, a System Speed Dial number, an extension, or VMS.

In order to accomplish these features, the *Forwarding and VMS Plans* programming screen has been created. This screen provides the programming for Call Forward as well as retaining the programming for VMS. See the *Forwarding and VMS Plans* section of this manual for programming information.

The operator can activate *Call Forward All Calls*, and change the **destination** of *Call Forward All Calls*. The destinations for *Call Forward No Answer* and *Call Forward Busy* are programmed on the *Forwarding and VMS Plans* programming screen, and are NOT under the operator's control.

PROGRAMMING

Required: Either the *Forwarding and VMS Plans* programming screen must be programmed. The operator's extension must have a [CALL FORWARD] key (key code 809) programmed in order for the [FWD] key on the keyboard to function.

Affected By: The *Forwarding and VMS Plans* programming screen. The *Night Forward On* option on the *System Options* programming screen.

How To: Call Forward The Operator Station.

ACTION	ACTIVE CALL BOX	COMMENT
1. Press the [FWD] key.	FWD Idle:	Call forwarding is completed. FWD will show to the left of the *Active Call* box. When your extension is forwarded *All Calls*, the only extension in your System which may call your phone, is the one to which you are forwarded.

(Continued on the next page.)

CALL BACK

DESCRIPTION: The Call Back feature automatically alerts you when a busy extension becomes free.

PROGRAMMING

Required: None.

How To: Use Call Back.

ACTION	ACTIVE CALL BOX	COMMENT
1. Upon receipt of a busy signal at the called extension, press the [CALL BACK] key.	Dial: 3007 *>Off Hook<*	
2. Press the [RLS] key.	Idle:	When both the called extension and the operator's extension become available, the operator's extension will ring.
	Idle: Call Back Station 3007 *>Ringing<*	A Call Back message appears in the *Active Call* box.

A Call Back will ring for 30 seconds before it is canceled by the system.

3. When the terminal rings with the Call Back, press the [RLS] key.	Dial: *>Off Hook<*	The called station rings. Ringback tone is heard.
	3007 Intercom *>Off Hook<*	When the called station answers, the call is connected.

BACKGROUND MUSIC OVER THE EXTERNAL PAGE

DESCRIPTION: Should your System Manager choose to have Background Music heard throughout your office, a radio, tuner, or tape player may be connected to the main control unit. Music will be heard through External speakers, and may be interrupted briefly for pages or incoming phone calls. An external page system can be connected to the external page path of a station card in card slots J4–J19.

The Operator uses a dial code to activate, and deactivate, the music over the external page system.

PROGRAMMING

Required: The *Music Source* must be programmed on the *System Programming* screen.

How To: Activate Music Over An External Page.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	
2. Dial [8] [3] + the 2-digit page zone number (01–16).	Dial:8301 *>Off Hook<*	Confirmation tone is heard. Music is activated over the desired external page zone.

How To: Deactivate Music Over An External Page.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	
2. Dial [8] [3] + the 2-digit page zone number (01–16).	Dial:8301 *>Off Hook<*	Dial tone is heard. Music is deactivated over the desired external page zone.

ANSWERING AN INCOMING CALL

How To: Disconnect From A Call.

ACTION	ACTIVE CALL BOX	COMMENT
1. When the call is complete, press the [RLS] key.	Idle:	If another call is ringing, the call is automatically connected. Otherwise, the terminal returns to the idle state.

How To: Answer A Camped-on Call.

ACTION	ACTIVE CALL BOX	COMMENT
1. While on an outside call, after hearing the camp-on tone, press the [HOLD] key.	4002 New Call 555-2101 00:15 4001 New Call	The call is placed on hold, and appears in the *Calls In Progress* box.
2. Press the [RLS] key.	4002 New Call 555-2101 00:20 *>Off Hook*<	The next call is connected.

CALL TRANSFER TO AN EXTENSION

How To: Transfer A Call Using An Extension Number, continued.

ACTION	ACTIVE CALL BOX	COMMENT
3. Press the [RLS] key.	4001 New Call 555-2100 00:10 Idle: *>Ringing<*	The call is transferred, and appears in the *Calls In Progress* box until it is answered or recalls. If another call is ringing the operator, it is automatically answered.

Should the extension to which you wish to transfer a call be busy, the call will be automatically Camped-On to that extension until it becomes available or until it times out and recalls.

How To: Transfer An Incoming Call Using The Directory.

ACTION	ACTIVE CALL BOX	COMMENT
1. After answering the call with the [RLS] key, press the first letter, letters, or complete name of party to whom you wish to Transfer the call.	4002 New Call 00:20 *>Off Hook*<	Typed letters or name appear in *Active Call Box*.
2. Press the [SPACE BAR] on the keyboard.	4002 New Call JU *>Off Hook*<	The Directory is activated, and appears with an alphabetical listing beginning with the letter or name requested. A cursor appears beside the name at the top of the Directory.

If just an initial or partial name is used, The Directory will appear alphabetized, and you must move the cursor [>] to the desired name. Press **[0]** on dial pad to move the cursor down. Press **[1]** on the dial pad to move the cursor up.

(Continued on the next page.)

CALL TRANSFER TO AN EXTENSION

How To: Transfer An Incoming Call Using The Directory, continued.

ACTION	ACTIVE CALL BOX	COMMENT
3. With the cursor to the left of the desired extension, press the [TRANS] key.	3003 Intercom JULIE *>Off Hook*<	Double tone (or ring) is heard. Announce the call if desired. If the called party does not wish to receive the call, press the [TRANS] key to reconnect to the outside call. The call transferred will automatically be "tagged" with the name assigned to that extension.
4. Press the [RLS] key.	4001 New Call 555-2100 00:10 Idle: *>Ringing<*	The call is transferred, and appears in the *Calls In Progress* box until it is answered or recalls. If another call is ringing the operator, it is automatically answered.

Should the extension to which you wish to transfer a call be busy, the call will be automatically Camped-On to that extension until it becomes available or until it times out and recalls.

How To: Reconnect To A Transferred Call.

ACTION	ACTIVE CALL BOX	COMMENT
If the **last** call you transferred is still in the *Calls In Progress* box, and you wish to reconnect to it:		
1. Press the [TRANS] key.	4002 Tran 007 JULIE *>Off Hook*<	The call is connected to the operator. The call can then be processed as appropriate.

(Continued on the next page.)

CALL TRANSFER TO AN EXTENSION

How To: Transfer An Incoming Call Using The Department Keys.

ACTION	ACTIVE CALL BOX	COMMENT
1. After answering the call with the [RLS] key, press the desired department Function key.	4002 New Call 00:20 *>Off Hook*<	The Directory is activated, and appears with a listing of names in the requested department. A cursor appears beside the name at the top of the Directory.

You may move the cursor to the desired name. Press **[0]** on dial pad to move the cursor down. Press **[1]** on the dial pad to move the cursor up.

2. With the cursor to the left of the desired extension, press the [TRANS] key.	3025 Intercom LARRY *>Off Hook*<	Double tone (or ring) is heard. Announce the call if desired. If the called party does not wish to receive the call, press the [TRANS] key to reconnect to the outside call. The call transferred will automatically be "tagged" with the name assigned to that extension.
3. Press the [RLS] key.	4001 New Call 555-2100 00:10 Idle: *>Ringing<*	The call is transferred, and appears in the *Calls In Progress* box until it is answered or recalls. If another call is ringing it is automatically answered.

Should the extension to which you wish to transfer a call be busy, the call will be automatically Camped-On to that extension until it becomes available or until it times out and recalls.

CALL TRANSFER TO AN ACD GROUP

DESCRIPTION: If a system is equipped with *Automatic Call Distribution*, the operator can transfer an outside line call to any one of the ACD groups.

PROGRAMMING

Required: The *Second Transfer Key* option on the *System Options* programming screen must be set to Y (yes) if the extension numbering plan is not the default plan, i.e., if the leading digit is not 3, or the last 3 digits of the extension numbers exceed 228.

How To: Transfer To ACD.

ACTION	ACTIVE CALL BOX	COMMENT
1. After answering the call with the [RLS] key, press the [IVIE] key.	4002 Transfer to 00:20 *>Off Hook*<	The call is placed on hold waiting to be transferred. The IVIE key is the second transfer key used to transfer to ACD.
2. Dial [8] plus the desired ACD group number (01–15).	4002 Transfer to 00:20 *>Off Hook*<	The call is transferred to the ACD group and does not appear in the *Calls In Progress* box.
3. Press the [RLS] key.	4001 New Call 555-2100 00:10 Idle: *>Ringing<*	If another call is ringing the operator, it is automatically answered.

If the *Second Transfer Key* option on the *System Option* programming screen is programmed N (no), the [TRANS] key may be used in place of the [IVIE] key.

If the *Second Transfer Key* option on the *System Option* programming screen is programmed Y (yes), the [IVIE] key must be used.

CALL TRANSFER TO A HUNT GROUP

DESCRIPTION: Stations can be arranged into groups so that calls can be directed to a group of extensions, rather than an individual. Calls answered by the operator may be transferred to the Hunt group.

PROGRAMMING

Required: The *Second Transfer Key* option on the *System Programming* screen must be set to Y (yes) if the extension numbering plan is not the default plan, i.e., if the leading digit is not 3, or the last 3 digits of the extension numbers exceed 228.

Affected By: *Orbit Recall Timer* on the *System Programming* screen. If all members of a Hunt group are busy, and a call transferred to the Hunt group is not answered in the *Orbit Recall* time, the call will recall the operator.

How To: Transfer To A Hunt Group.

ACTION	ACTIVE CALL BOX	COMMENT
1. After answering the call with the [RLS] key, press the [IVIE] key.	4002 Transfer to 00:20 *>Off Hook*<	The call is placed on hold waiting to be transferred. The IVIE key is the second transfer key used to transfer to a Hunt group.
2. Dial [4] plus the desired Hunt group number (01–36).	4002 Transfer to 00:20 *>Off Hook*<	The call is transferred to the Hunt group and appears in the *Calls In Progress* box until answered. If all members of a Hunt group are busy, and a call is not answered in the *Orbit Recall* time, the call will recall the operator.
3. Press the [RLS] key.	4001 New Call 555-2100 00:10 Idle: *>Ringing<*	If another call is ringing the operator, it is automatically answered.

CALL TRANSFER TO VMS

DESCRIPTION: VMS is an optional feature which provides the telephone system with an integrated voice message system. A station user can transfer an outside line call to the Voice Message System, and allow the caller to follow VMS's voice prompts to check their messages or leave messages for other users. An outside line call can also be transferred directly to a station user's VMS mailbox.

PROGRAMMING

Required: The *Second Transfer Key* option on the *System Programming* screen must be set to Y (yes) if the extension numbering plan is not the default plan, i.e., if the leading digit is not 3, or the last 3 digits of the extension numbers exceed 228.

The extensions connecting the VMS system to the the telephone system must be programmed (on the *Station Programming* screen) for the hunt group assigned to VMS on the *Forwarding and VMS Plans* programming screen.

The mailbox numbers of the station users must be programmed on the *Forwarding and VMS Plans* programming screen.

How To: Transfer An Outside Call To The VMS System.

ACTION	ACTIVE CALL BOX	COMMENT
1. After answering the call with the [RLS] key, press the [IVIE] key.	4002 Transfer to 00:20 *>Off Hook*<	The call is placed on hold waiting to be transferred. The IVIE key is the second transfer key used to transfer to a Hunt group.
2. Dial [4] + the VMS hunt group number, usually [3][6].	4002 Transfer to 00:20 *>Off Hook*<	VMS is usually hunt group 36, but can be any group 1 through 36. The call is transferred to the Hunt group and appears in the *Calls In Progress* box until answered.
3. Press the [RLS] key.	4001 New Call 555-2100 00:10 Idle: *>Ringing<*	If another call is ringing the operator, it is automatically answered.

(Continued on the next page.)

CALL TRANSFER TO VMS

How To: Transfer A Call To A VMS Mailbox Using Extension Number.

ACTION	ACTIVE CALL BOX	COMMENT
1. After answering the call with the [RLS] key, press the [IVIE] key.	4002 Transfer to 00:20 *>Off Hook*<	The call is placed on hold waiting to be transferred. The IVIE is the second transfer key used to transfer to VMS.
2. Dial [5] + the last 3 digits of the extension number of the person the message is to be taken for.	4002 Transfer to 00:20 *>Off Hook*<	The outside caller hears the voice announcement of the person the message is being taken for.
3. Press the [RLS] key.	4001 New Call 555-2100 00:10 Idle: *>Ringing<*	If another call is ringing the operator, it is automatically answered.

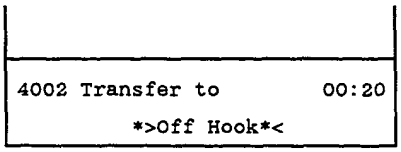
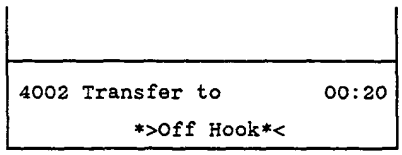
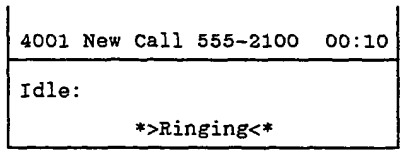
CALL TRANSFER TO THE SYSTEM MODEM

DESCRIPTION: From time to time your telephone system distributor, or *EXECUTONE®* service personnel may request to be transferred to the system MODEM. The MODEM provides service personnel a means of programming your system remotely.

PROGRAMMING

Required: The *Second Transfer Key* option on the *System Programming* screen must be set to Y (yes) if the extension numbering plan is not the default plan, i.e., if the leading digit is not 3, or the last 3 digits of the extension numbers exceed 228.

How To: Transfer A Call To The System MODEM.

ACTION	ACTIVE CALL BOX	COMMENT
1. After answering the call with the [RLS] key, press the [IVIE] key.		The call is placed on hold waiting to be transferred. The IVIE is the second transfer key used to transfer to VMS.
2. Dial [9] [#].		The call is transferred to the MODEM.
3. Press the [RLS] key.		If another call is ringing the operator, it is automatically answered.

CAMP-ON

DESCRIPTION: The Camp-On feature allows the operator to call a busy extension and wait until that busy extension becomes available. It also allows you to transfer an Outside call to a busy extension where the call can wait until it is answered, or until it recalls the transferring extension.

An audible double tone notifies the busy party that a call is waiting.

PROGRAMMING

Required: None.

How To: Camp On To A Busy Extension.

ACTION	ACTIVE CALL BOX	COMMENT
1. Upon receipt of a busy signal at the called extension, press the [CAMP ON] key.	Dial: 3007 *>Off Hook<*	The busy extension hears a Camp-on tone. Stay on the line until the call is answered.
	3007 Intercom *>Off Hook<*	When the called station answers, the call is connected.

If an outside line call is transferred to a busy extension, it is camped-on automatically. Use the camp-on feature to screen an outside call to a busy extension.

DIRECTORY PROGRAMMING

DESCRIPTION: Your Operator Terminal displays the status of the extension numbers installed in your telephone system. The extensions appear at the top of the Operator screen as 3-digit numbers. These extension numbers will not appear as the complete 4-digit numbers on the Operator screen, as the leading digit is common to all extension numbers, and is dropped for added efficiency and speed while using the Operator Terminal for processing calls. For example, extension **3001** appears on the Operator Terminal as **001**. Up to 160 (or 60 if directory names are being used) extension numbers will appear in numerical order on the **Extension Status Screen** on your Operator Terminal.

The *Directory* programming screen is used to assign the names of the extension users to each extension number. Each extension listed in the *Directory* programming screen may be programmed with a department number as well as an assigned name. There are 10 available department numbers. In addition, another number may be entered which indicates the order in which the *Directory* names will appear on the Operator Terminal when the Directory is requested while processing calls. These "order" numbers range from 0 through 10. If order numbers are not assigned, names within a department will alphabetize in the normal manner. Should order numbers be assigned, names and extensions will appear in the order indicated by the number assigned. An extension assigned with the order number 0 will appear first, while one assigned 10 will appear last.

PROGRAMMING

Required: None. The operator can always access the *Directory* programming screen.

```
                                  Directory                          Page 1 of 4
      Del -> clear name          -----------          '@'  -> page #
.-----------------------------------------------------------------------------,
| 3001 |                  || 3020 |                  || 3039 |                 |
| 3002 |                  || 3021 |                  || 3040 |                 |
| 3003 |                  || 3022 |                  || 3041 |                 |
| 3004 |                  || 3023 |                  || 3042 |                 |
| 3005 |                  || 3024 |                  || 3043 |                 |
| 3006 |                  || 3025 |                  || 3044 |                 |
| 3007 |                  || 3026 |                  || 3045 |                 |
| 3008 |                  || 3027 |                  || 3046 |                 |
| 3009 |                  || 3028 |                  || 3047 |                 |
| 3010 |                  || 3029 |                  || 3048 |                 |
| 3011 |                  || 3030 |                  || 3049 |                 |
| 3012 |                  || 3031 |                  || 3050 |                 |
| 3013 |                  || 3032 |                  || 3051 |                 |
| 3014 |                  || 3033 |                  || 3052 |                 |
| 3015 |                  || 3034 |                  || 3053 |                 |
| 3016 |                  || 3035 |                  || 3054 |                 |
| 3017 |                  || 3036 |                  || 3055 |                 |
| 3018 |                  || 3037 |                  || 3056 |                 |
| 3019 |                  || 3038 |                  || 3057 |                 |
`-----------------------------------------------------------------------------'
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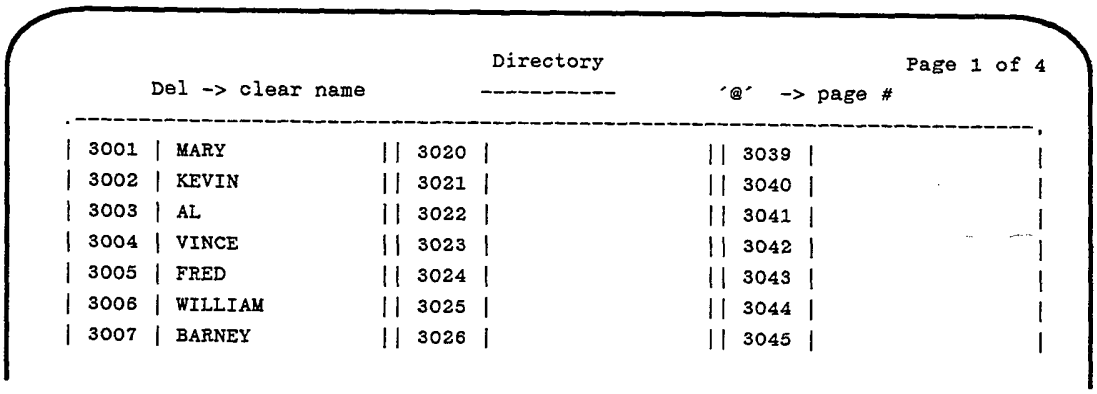
DIRECTORY PROGRAMMING

How To: Access And Insert Names In The Directory.

ACTION	RESULT	COMMENT
1. Press the [CONTROL] and [D] keys at the same time.	The *Directory* programming screen appears, and the operator screen disappears. The cursor is located in the top right corner of the screen.	The operator terminal cannot be used to process calls when in the *Directory* programming screen. There are screens, or "pages" to accommodate all possible extensions.
2. Press the [RETURN] key in order to move the cursor to the top of the name field.		The arrow keys can be used to move the cursor to the desired extension number.
3. Using the keyboard, type the desired name into the space provided. A maximum of 10 characters may be used for each name.	The typed characters appear next to the extension number.	If a mistake is made, press the [DELETE] key, and begin again.
4. Press the [RETURN] key to enter the name. Press the [RETURN] key a second time to move the cursor to the next extension number.		The arrow keys can be used to move the cursor to the desired extension number.



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DIRECTORY PROGRAMMING

How To: "Turn" pages In The Directory.

ACTION	RESULT	COMMENT
1. If the cursor is not at the top right corner, press [SHIFT] and [@] at the same time.		
2. Enter the desired page number, and press the [RETURN] key.	The screen displays the desired group of extension numbers.	The [I] and [D] keys may also be used to increment and decrement the page number as long as the cursor is located in the *page number* area.
3. Press the [RETURN] key to move the cursor to the *names* area.		

How To: Exit The Directory Programming Screen.

ACTION	RESULT	COMMENT
1. When programming is complete, press the [CONTROL] and [D] keys at the same time.	The terminal returns to the call processing mode.	

(Continued on the next page.)

DIRECTORY PROGRAMMING

How To: Assign Department And Order Numbers.

ACTION	RESULT	COMMENT
1. Using the arrow keys, move the cursor to the desired name.		
2. Press the [TAB] key.	The cursor moves to the **department** column.	
3. Enter the desired department number (1–10), and press the [RETURN] key.	The department and order numbers appear.	The department numbers are used when the function keys on the top of the keyboard are used to access the directory by department. The department number corresponds to the function key number.
4. Press the [TAB] key.	The cursor moves to the **order** column.	
5. Enter the desired order number (1–10), and press the [RETURN] key.		A name with an order number of 0 appears in the Directory box first. A name assigned 10 as an order number appears last.

How To: Delete A Name From The Directory.

ACTION	RESULT	COMMENT
1. Using the arrow keys, move the cursor to the desired name.		
2. Press the [DELETE] key.	The name is removed from the *Directory*.	

DISA

DESCRIPTION: There are two types of DISA available: Supervised and Unsupervised. Supervised DISA requires a 4-digit access code. This access code is programmed at the Operator station. Unsupervised DISA does not require a code.

The DISA authorization code is any four digit number (0000 through 9999), and is entered by the Operator. The operator does not activate, or deactivate, the DISA line.

NOTE: Disconnect supervision from the local telephone operating company must be provided for lines programmed for DISA.

NOTE: After 30 minutes of continuous use, the system will disconnect the DISA line.

PROGRAMMING

Required: The *Line Type* for the trunks to be designated as DISA trunks must be set to one of the following:

100- Supervised DISA - On all the time.
101- Supervised DISA - Night Mode Only.
200- Unsupervised DISA - On all the time.
201- Unsupervised DISA - Night Mode Only.

Affected By: *Drop Pulse* on the *System Programming* screen. The *Toll Options* on the *System Options* programming screen.

How To: Enter The Confidential DISA Code.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	
2. Dial [#] + the desired 4-digit authorization code, e.g. [7] [5] [6] [1].	Dial:#7561 *>Off Hook<*	

FLASHING AN OUTSIDE LINE

DESCRIPTION: There may be times when it is necessary to *flash* an outside line. This operation is also called *switch-hook flash*. A *flash* is a momentary disconnection of the line. This flash may be needed to activate certain features on the outside line.

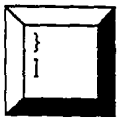
PROGRAMMING

Required: None.

Affected By: The *Flash timer* on the *System Programming* screen.

How To: Flash An Outside Line.

ACTION	ACTIVE CALL BOX	COMMENT
1. While on an outside line call, press the] key located just above the [RETURN] key.	4002 Outgoing *>Off Hook*<	The outside line is flashed for the length of the *Flash Timer*.



Pressing the **]** key on the Operator keyboard **flashes** (momentarily disconnects) a line which is currently in use.

GROUP PICKUP

DESCRIPTION: Extensions can be arranged into groups, so that a call ringing an extension in a group can be answered by any other extension using a dial access code. The operator can also use group pickup to answer calls if the pickup group number is known.

PROGRAMMING

Required: The stations in the pickup group must be programmed on the *Station Programming* screen.

How To: Use Group Pickup

ACTION	ACTIVE CALL BOX	COMMENT
1. When you wish to answer a call ringing in a pickup group, lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Internal dial tone is heard.
2. Dial [7] [2] + the 2-digit pickup group number (01-36).	Dial:7203 *>Off Hook<*	The call is connected.
	3008 Intercom KELLY *>Off Hook<*	

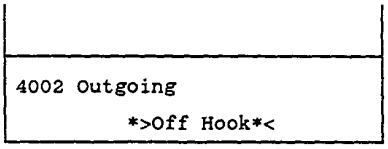
HOLD

DESCRIPTION: Any outside call can be placed on Hold to await further processing. Calls on hold appear in the *Calls In Progress* box.

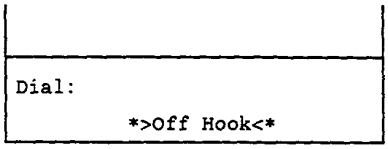
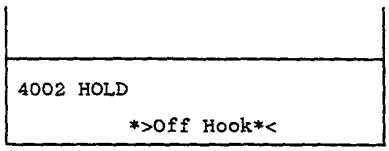
PROGRAMMING

Required: None.

How To: Place A Call On Hold.

ACTION	ACTIVE CALL BOX	COMMENT
1. While on a call, press the [HOLD] key.		The call is placed on Hold, and appears in the *Calls In Progress* box.
2. Press the [RLS] key.		

How To: Retrieve A Call On Hold.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.		Internal dial tone is heard.
2. Press the [HOLD] key.		The call is taken off Hold, and is connected to the operator. Calls on hold are retrieved on a first in, first out basis.

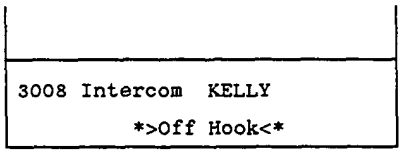
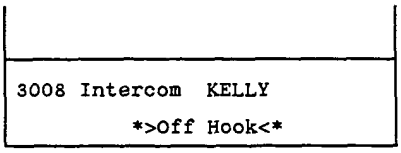
MESSAGE WAITING

DESCRIPTION: The Message Waiting feature allows you to light a Message Waiting indicator at an extension which is unattended or busy.

PROGRAMMING

Required: None.

How To: Light A Message Waiting Indication.

ACTION	ACTIVE CALL BOX	COMMENT
1. Press the [ICM] key, and dial the last 3 digits of the desired extension number.		
2. Press the [MSG] key.		The [MESSAGE WAITING] key lights on the called extension. If the called extension does not have a [MESSAGE WAITING] key, the LED above the [HOLD] key lights.
3. Press the [RLS] key.		

NIGHT MODE

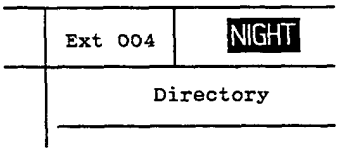
DESCRIPTION: The operator activates the Night mode for the system. A number of system features have different programming when the system is in the Night mode. Some of these features are Call Forward, Station Ringing and Access, and Toll Restriction.

PROGRAMMING

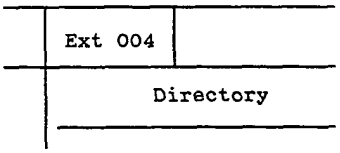
Required: None.

Affected By: The *Trunk Programming* screen can also be used to automatically place the system in Night mode.

How To: Activate Night Mode.

ACTION	SCREEN	COMMENT
1. Press the [NIGHT] key.		The system is in Night mode. The word "NIGHT" appears on the right side of the screen.

How To: Deactivate Night Mode.

ACTION	SCREEN	COMMENT
1. Press the [NIGHT] key.		The system is in Day mode. The word "NIGHT" disappears from the screen.

ORBIT

DESCRIPTION: There are 10 orbit zones available to place outside line calls waiting to be picked up. These orbit zones are used when an individual is away from their telephone, and must be paged to pickup the call. Once an outside line call has been transferred to an orbit zone, the call may be picked up from any extension in the system by dialing the 2–digit orbit zone number.

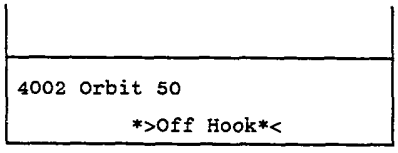
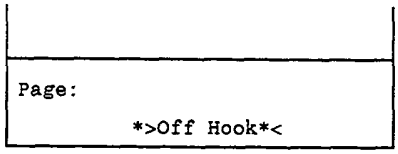
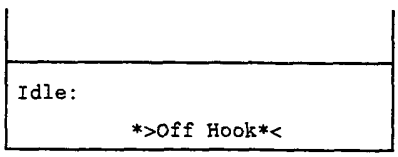
Calls placed in orbit by the operator are transferred to the first available orbit zone automatically. The number of the zone the call is placed in appears in the *Calls In Progress* box. The orbit zones are numbered 50–59.

PROGRAMMING

Required: None.

Affected By: The *Orbit Recall* timer on the *System Programming* screen.

How To: Place A Call In Orbit.

ACTION	ACTIVE CALL BOX	COMMENT
1. After answering the call with the [RLS] key, press the [ORBIT] key.		The call is placed in orbit waiting to be picked up. The call appears in the *Calls In Progress* box. The call can be "tagged" with a name by typing a name or initials on the keyboard. The "tag" appears next to the call in the *Calls In Progress* box. See *Tagging Calls*.
2. Press the [PAGE] key. Wait for the tone, and then page the individual the call is for, and announce the orbit zone the call is waiting in.		For example, "Mr. Smith you have a call waiting on 50."
3. Press the [RLS] key.		If the call is not picked up by the individual, it recalls the operator after the *Orbit Recall* amount of time.

(Continued on the next page.)

ORBIT

How To: Retrieve A Call From Orbit.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Internal dial tone is heard.
2. Press the [ORBIT] key.	Orbit: *>Off Hook*<	Look in the *Calls In Progress* box for the orbit zone number of the desired call.
3. Dial the last digit of the desired orbit zone. For example, if the call is in 50, dial 0.	4002 Orbit 50 *>Off Hook*<	The call is connected to the operator.

PAGING

DESCRIPTION: The *Page* feature can be used to broadcast an announcement to all extensions in the system. The page is heard through the speakers in the telephones, and/or, through an external paging system. The system has nine separate page zones, and a "page all zones".

The operator's position can be programmed to use the page in one of two ways. The [PAGE] key can be used as a "page all zones" key, or it can be used with the dial pad to select the page zone for the announcement.

PROGRAMMING

Required: None.

Affected By: *Page All Zones* in the *Operator Programming* area of the *System Programming* screen.

How To: Page (*Page All Zones* is no).

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Internal dial tone is heard.
2. Press the [PAGE] key.	Dial: *>Off Hook<*	Wait for the tone, and then make the desired announcement.
3. Press the [RLS] key.	Idle: *>Off Hook*<	

(Continued on the next page.)

PAGING

How To: Page (*Page All Zones* is yes).

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Internal dial tone is heard.
2. Press the [PAGE] key.	Dial: *>Off Hook<*	
3. Dial the last digit of the desired page zone.	Dial:1 *>Off Hook<*	Wait for the tone, and then make the desired announcement.
4. Press the [RLS] key.	Idle: *>Off Hook*<	

PARK KEY

DESCRIPTION: The PARK key is used in applications where the 10 zones of the *Orbit* feature are not enough to meet the customers needs. The PARK key enables each trunk to be placed in its own park zone. When the PARK key is pressed, the call goes to a park zone that is equal to the trunk number. For example, line 12 would be sent to park zone 12. The park zone number (trunk number) must be known to retrieve the call.

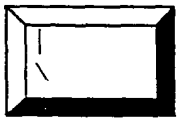
If a call placed in *Park* remains unanswered, it will recall the extension from which it originated after the amount of time programmed for the *Orbit Recall* timer.

PROGRAMMING

Required: None.

Affected By: The *Orbit Recall Timer* on the *System Programming* screen.

How To: Use The [PARK] Key.

ACTION	ACTIVE CALL BOX	COMMENT
1. While on an outside line call, press the [PARK] key. This is the [PARK] key. 	4012 Orbit 5g *>Off Hook*<	The call is placed in a park zone with the same number as the 3-digit outside line number. The call appears in the *Calls In Progress* box until the call is answered, or it recalls.

(Continued on the next page.)

PARK KEY

How To: Retrieve A Parked Call.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Internal dial tone is heard.
2. Press the [PARK] key.	Dial: *>Off Hook<*	
3. Dial the 3-digit park zone number, e.g. [0][1][2].	Dial: 012 *>Off Hook<*	The call is connected.

PLACING INTERNAL CALLS

DESCRIPTION: The operator can call any extension in the system.

PROGRAMMING

Required: None.

Affected By: The *Hands Free Receive* option at the called extension.

How To: Call An Extension.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Internal dial tone is heard.
2. Dial the 4-digit extension number.	3008 Intercom JULIE *>Off Hook<*	The call can be voice announced, or the extension begins to ring, depending on how the extension is programmed.

If the extension is busy, the *Camp-on, Call Back* or *Message Waiting* feature may be used.

How To: Call An Extension Using The ICM Key.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Internal dial tone is heard.
2. Press the [ICM] key.	Dial: *>Off Hook<*	
3. Dial the last 3 digits of the extension number.	3008 Intercom JULIE *>Off Hook<*	The call can be voice announced, or the extension begins to ring, depending on how the extension is programmed.

PLACING OUTSIDE LINE CALLS

DESCRIPTION: The operator can place outside line calls.

PROGRAMMING

Required: At least one [LCR] key must be programmed to receive outside line calls. Several [LCR] keys are recommended. The number of [LCR] keys programmed on the extension determines the number of incoming trunk calls that can be active (connected, on hold, etc.) on the terminal.

Optional: The *Function* keys on the keyboard can be programmed to access trunk groups. *FNCT keys=Departments* in the *Operator Programming* area of the *System Programming* screen must be programmed N (no). The desired trunk group key must be programmed for the operator's extension on the *Station Programming* screen. The use of these keys requires software version 5.26, or higher.

Affected By: *Day and Night Access, Toll Restriction (Day and Night Class), Forced Account Codes, Cost Limit and Total Toll, LCR Class, Prime Line, Hands Free Co, and Out LCR only* on the *Station Programming* screen. When the *Alternate Dialing* option is programmed Y (yes), stations cannot dial access trunks except for those allowed by *Alternate Dialing.*

How To: Place An Outside Line Call.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Dial tone is heard.
2. Press the [OUT] key.	4024 Outgoing 555-2223 *>Off Hook<*	Dial tone is heard. The system selects an idle line in trunk group 1.
3. Dial the desired number.	4024 Outgoing 5557879 *>Off Hook<*	

(Continued on the next page.)

PLACING OUTSIDE LINE CALLS

How To: Place An Outside Line Call Using LCR.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [LCR OUT] key.	LCR Outgoing *>Off Hook<*	Dial tone is heard.
2. Dial the desired number.	4015 Outgoing WATS1 *>Off Hook<*	The system selects an idle line in the least costly trunk group and dials the call.

How To: Place An Outside Line Call Using The Function Keys.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the desired Function key (F1–F10).	4036 Outgoing GROUP 2 *>Off Hook<*	Dial tone is heard. The Function keys must be programmed to access outside lines.
2. Dial the desired number.	4036 Outgoing 5554585 *>Off Hook<*	

RECALLS

DESCRIPTION: Call transferred, placed in orbit, or placed on Hold (by the operator or any other extension) which remain unanswered for a programmed amount of time, automatically recall to the operator.

When a call recalls to the operator, the *Pending* and *Active Call* boxes indicate that the call is a recall and where it is recalling from. The numbers after "Rcl" in the *Pending* box indicate where the call is recalling from. A 3-digit number indicates the last 3 digits of the extension the call is recalling from. A 2-digit number beginning with a 5 (using the default numbering plan) indicates an Orbit recall.

If the system is equipped with more than one operator, recall goes to the operator that transferred the call.

If a station transfers a call to another station, the recall goes to the *Main Operator* (the extension programmed as Operator A on the *System Programming* screen).

PROGRAMMING

Required: None.

Affected By: The *Hold* and *Transfer Recall* timers on the *Station Programming* screen. The *Orbit Recall* timer on the *System Programming* screen.

How To: Answer A Recall.

ACTION	ACTIVE CALL BOX	COMMENT
1. When the terminal rings, lift the handset.	4002 Rcl 007 00:12 Idle: *>Ringing<*	
2. Press the [RLS] key.	4002 Rcl 007 00:13 *>Off Hook<*	The call is connected. Process the call in the desired manner.

RING TYPE

DESCRIPTION: The *Ring type* feature allows the operator's position to be programmed for one of eleven different tones for station ringing. The *Ring type* may be programmed on the *Station Programming* screen, or can be changed at the operator's position by dialing an access code.

PROGRAMMING

Required: None.

Optional: The *Ring type* may be programmed on the *Station Programming* screen.

How To: Change The Ring Type.

ACTION	RESULT	COMMENT
1. Lift the handset and press the [RLS] key.	Internal dial tone is heard.	
2. Dial [7] [0] on the dial pad.	Dial tone stops.	
3. Dial a digit [1] through [0] and [*] on the dial pad. (each digit represents a different ring tone.)	A steady tone is heard in the handset.	The steady tone represents the tone you have chosen to ring at your extension when you get a call.
4. Continue pressing the digits on the dial pad until the desired tone is heard.		
5. Dial [#] on the dial pad.	The system uses this tone to ring the operator position.	

SECOND VOICE PATH

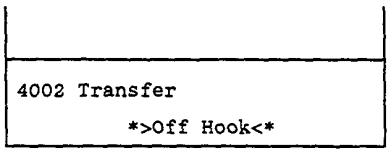
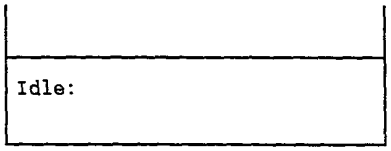
DESCRIPTION: If the system is equipped with 29-key display telephones, there is a feature which allows you to call a display phone when the telephone is busy. This feature is called *Second Voice Path*. The display telephone user must be using the handset in order to use this feature. If the display telephone is being used hands free, it cannot be called using the second voice path. If the display telephone is using the *Data* feature, it cannot be called using the second voice path.

PROGRAMMING

Required: The called station must be programmed to allow second path calls on the *Station Programming* screen.

Affected By: *Auto 2nd Path* on the *Station Programming* screen.

How To: Announce A Call Using Second Voice Path.

ACTION	ACTIVE CALL BOX	COMMENT
1. If a busy signal is reached when transferring a call to a display telephone, dial [3].		Announce the call. The display phone user can answer back. If a busy signal is still heard, the telephone is being used hands free, and cannot be called with the second voice path.
2. Press the [RLS] key.		The call is transferred.

(Continued on the next page.)

SECOND VOICE PATH

How To: Call An Extension Using Second Voice Path.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [RLS] key.	Dial: *>Off Hook<*	Internal dial tone is heard.
2. Dial the 4-digit extension number of the busy extension.	Dial:3007 *>Off Hook<*	Busy tone is heard. Do not use the [ICM] key for this feature.
3. Dial [3].	Dial:30073 *>Off Hook<*	Talk to the station user. If a busy signal is still heard, the telephone is being used hands free, and cannot be called with the second voice path.

SYSTEM PROGRAMMING

DESCRIPTION: The operator's terminal can be used to access system programming.

PROGRAMMING

Required: None.

Affected By: The *Access Level* programming screen.

How To: Enter System Programming.

ACTION	RESULT	COMMENT
1. While the operator's position is idle, press [CONTROL] and [P] at the same time.	The operator screen disappears, and the system prompts for a password.	Access to system programming is protected by eight levels of password.
2. Enter the designated password, and press the [RETURN] key.	The Main Menu appears.	Program the system as required.

How To: Exit System Programming.

ACTION	RESULT	COMMENT
1. After all desired programming is completed, press the [E] key.	The operator screen appears.	

SYSTEM SPEED DIAL

DESCRIPTION: The system is capable of storing 999 System Speed Dial numbers with a maximum of 11 digits for each number. These System Speed Dial numbers must be programmed from an Operator's extension. Any telephone number which is frequently dialed by all extensions users in the system, can be programmed by the Operator to provide System Speed Dial as a time saving feature for all extension users.

System Speed Dial numbers are not subject to a station's toll restriction. Therefore, dialing *System Speed Dial Numbers* cannot be prevented by using any of the *Forced Account Code* features.

PROGRAMMING

Required: At least one [LCR] key must be programmed to receive outside line calls. Several [LCR] keys are recommended. The number of [LCR] keys programmed on the extension determines the number of incoming trunk calls that can be active (connected, on hold, etc.) on the terminal.

Optional: A [SYSTEM SPEED] key may be programmed on the Functions keys. The use of these keys requires software version 5.26, or higher. *FNCT keys=Departments* in the *Operator Programming* area of the *System Programming* screen must be programmed N (no). The desired [SYSTEM SPEED] key (key code 700) with a subcode 1 through 200 must be programmed for the operator's extension on the *Station Programming* screen. Key codes 7000–7999 cannot be used.

Affected By: See Placing Outside Line Calls.

How To: *Program* System Speed Dial Numbers.

ACTION	ACTIVE CALL BOX	COMMENT
1. Without lifting the handset, or pressing the [RLS] key, press the [PGM] key.	Progm:	
2. Press [*] plus desired bin number (001–999) on dial pad.	Progm:*001	

(Continued on the next page.)

SYSTEM SPEED DIAL

How To: *Program* System Speed Dial Numbers, continued.

ACTION	ACTIVE CALL BOX	COMMENT
3. Dial desired telephone number up to 11 digits (pauses count as one digit).	Progm:*00112125552342	Number to be stored can have a maximum of 11 digits. To enter a pause between digits, press [✻][1]. Automatic pauses which wait for dial tone are set by pressing [✻][4].
4. Press [PGM] key.	Idle:	Programming ends. Repeat for as many bins as desired.

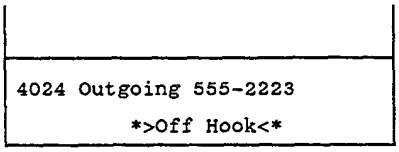
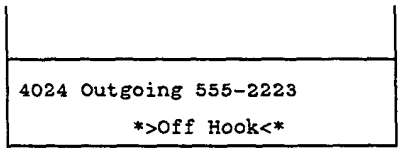
How To: *Use* System Speed Dial.

ACTION	ACTIVE CALL BOX	COMMENT
1. Lift the handset, and press the [OUT] key.	4024 Outgoing 555-2223 *>Off Hook<*	Dial tone is heard. The system selects an idle line in trunk group 1.
2. Press [PROG] key.	4024 Outgoing 555-2223 *>Off Hook<*	
3. Dial [✻] on the dial pad.	4024 Outgoing * *>Off Hook<*	This is the command for System Speed Dial.
4. Dial assigned bin number 001–999.	4024 Outgoing *001 *>Off Hook<*	The system dials the number stored.

(Continued on the next page.)

SYSTEM SPEED DIAL

How To: *Use* A Function Key Programmed As A SYSTEM SPEED DIAL Key.

ACTION	RESULT	COMMENT
1. Lift the handset, and press the [OUT] key.		Dial tone is heard. The system selects an idle line in trunk group 1.
2. Press the desired Function key (F1–F10).		The system dials the number stored.

TAGGING A CALL

DESCRIPTION: Any incoming call which is transferred to an extension is automatically "tagged" with the name assigned to that extension in the *Directory*. The call will remained tagged with that name as is moves through the system unless it is re-tagged.

A call may be re-tagged by manually typing in a name on the operator's keyboard while the call is in the *Active Call* box. This feature is applicable when the operator places the call on Hold, or places the call in orbit. A transferred call is always tagged with the name in the *Directory* of the extension. This permits the operator to keep track of the calling party's name while the person the call is for is located.

PROGRAMMING

Required: None.

How To: Tag A Call.

ACTION	ACTIVE CALL BOX	COMMENT
1. While a call is in the *Active Call* box, type the name up to 10 characters.	4001 New Call ADAMS 00:15 *>Off Hook<*	
2. Press the [HOLD] key, or the [ORBIT] key as needed.	4001 New Call ADAMS 00:15 *>Off Hook<*	The call appears in the *Calls In Progress* box with the desired "tag".

VOLUME CONTROL

DESCRIPTION: The volume can be adjusted on the following functions:

1. CO calls.
2. Internal calls.
3. Page volume.
4. CO line ringing volume.
5 Internal ringing volume.
6. Background music volume.

PROGRAMMING

Required: None.

How To: Use The Volume ↑ Key.

ACTION	RESULT	COMMENT
1. With the phone using the desired function, press the Volume ↑ key.	The volume of the desired function increases.	By continually pressing the volume ↑ key, this feature allows the user degrees of volume to choose from MIN to MAX.

How To: Use The Volume ↓ Key.

ACTION	RESULT	COMMENT
1. With the phone using the desired function, press the Volume ↓ key.		