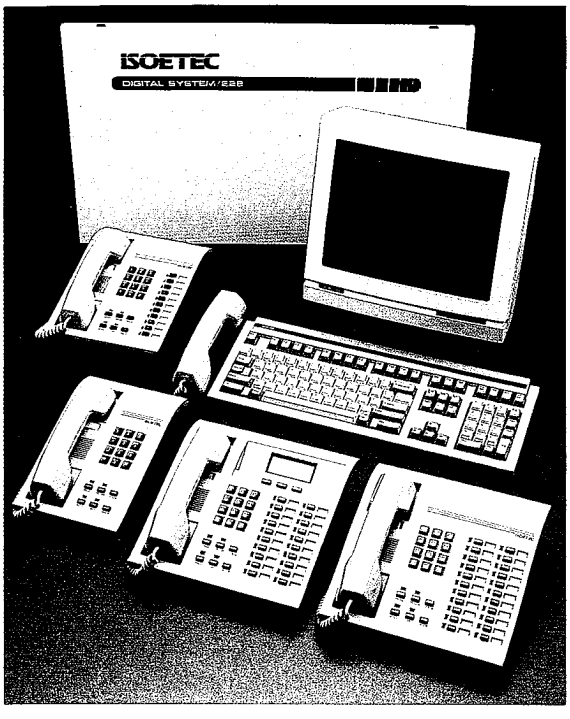
ISOETEC® Digital System



ISOETEC®
DIGITAL SYSTEM
USER GUIDE

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Foreword

The concept behind all ISOETEC products is to produce telephone systems which offer the user flexibility, efficiency and innovative features and functions. ISOETEC phone systems have the ability to grow and develop as your business needs change. With that in mind, it should be noted that all dial access codes, including extension numbers, may vary from the ones indicated in this User Guide. **The numbering system used in this guide is an example of the standard dial access numbering system only - your telephone system may or may not be numbered as illustrated in this User Guide.**

Your System Manager will inform you of any dial access codes on your particular phone system which are different from the ones used in this manual.

Spaces are provided below for entering dial access codes which relate to the way your particular system is programmed:

NAME	**NUMBER**
Account Codes	_____ thru _____
Background Music	_____
Background Music Over External Page	_____
Call Forwarding	_____
Call Forwarding To VMS	_____
Call Pick-Up	_____
Camp-On	_____
DISA	_____
Extension Numbers	_____ thru _____
Group Pick-Up	_____
Last Number Redial	_____
Meet Me Page	_____
Orbit	_____ thru _____
Page All	_____
Page Zones	_____ thru _____
Pick Up Calls On Hold	_____
Selecting Ring Tone	_____
Self-Test	_____
System Speed Dial	_____ thru _____
Station Speed Dial	_____ thru _____

Introduction

The ISOETEC Digital System is a fully featured, easy to use telephone system. It is designed with consideration for the business whose insistence on reliability, service, and flexibility are top priorities.

The ISOETEC Digital System offers up to 432 ports which can be assigned as either Outside lines, or as office extensions, whichever best suits your specific business needs. These designations can be changed as your business needs change and grow.

Note: The maximum number of ports available in the system depends on system configuration.

How To Use This Guide

This guide gives you easy to follow instructions on how to get the most from the features and functions of your new telephone. This section includes operating instructions for the 28-key phone, the 29-key Display Phone, and the 17-key phone. Each feature or function description is made up of seven parts:

Title: The feature or function name. Some features require that a key on your extension be programmed by your System Manager.

Description: A description of the feature or function.

How To: What the feature or function does.

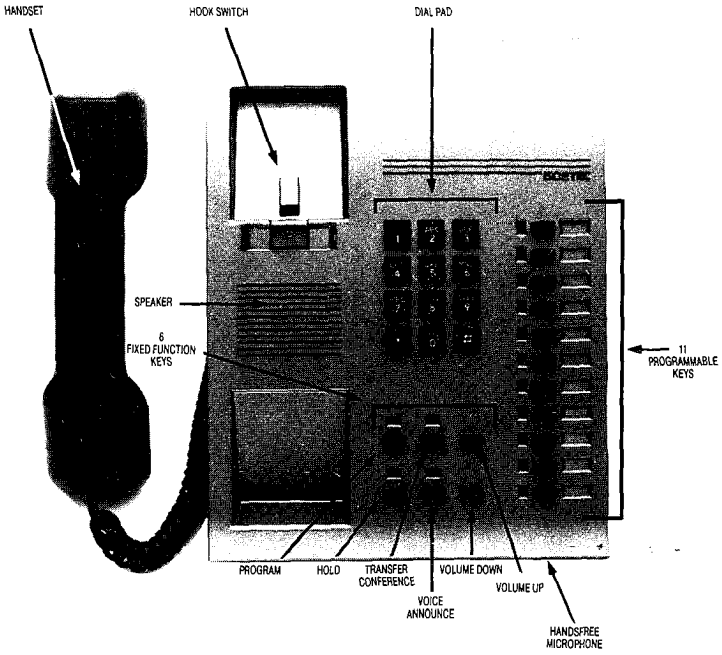
Graphics: A simple diagram of the action you must take in order to make the feature or function work.

Action: What you have to do in order to make the feature or function work.

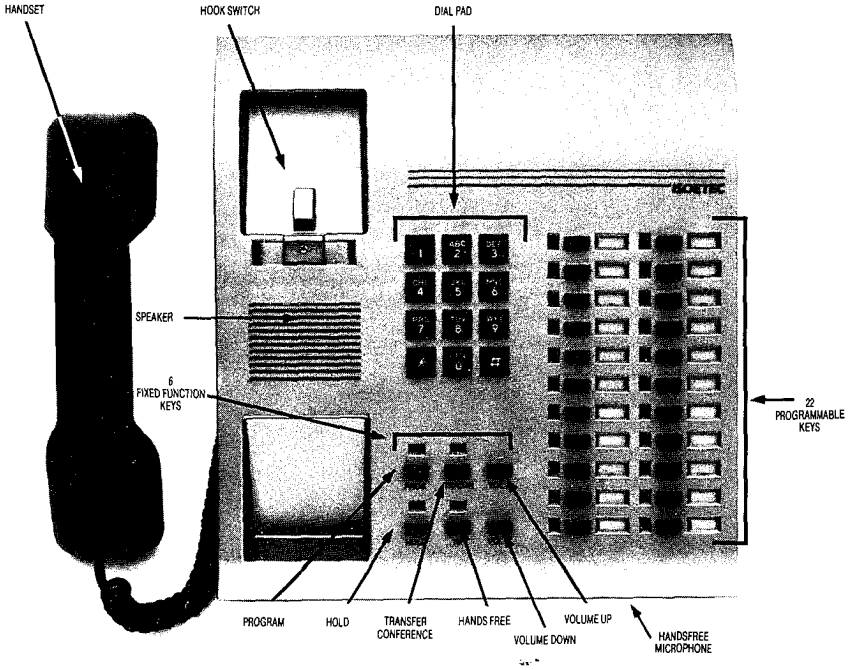
Result: The result of the action you have taken.

Comment: More information about the feature or function.

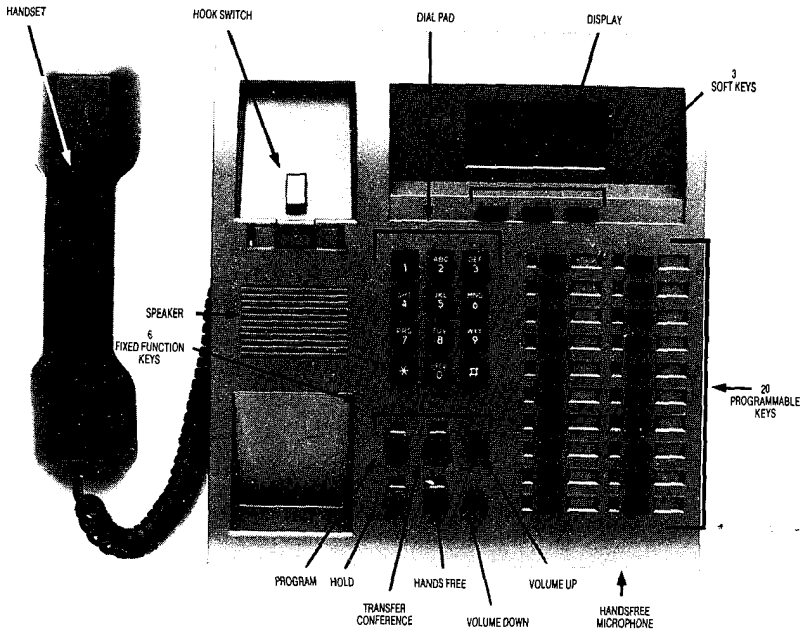
17-KEY PHONE



28-KEY PHONE



29-KEY DISPLAY PHONE



The Telephones

The ISOETEC digital telephone is available with either 28 keys: 22 programmable keys and six "fixed" keys, [PROG], [TR/CON], [VOL▲], [HOLD], [HF], [VOL▼], or with 17-keys: 11 programmable keys, five "fixed" keys, [PROG], [TR/CON], [VOL▲], [HOLD], a Voice Announce key [V/A], and [VOL▼]. A 29-key Display Phone is also available. The Display Phone has 20 programmable keys, 6 "fixed" keys, and 3 "soft" keys. The programmable keys on all phones may be changed to suit the user's feature requirements, while "fixed" keys always remain as their assigned function.

HOLD - Places your current call on Hold.

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

PROG - Program - Used in a specified sequence in order to enable programming of different features and functions. The [PROGRAM] LED will time out after approximately six seconds if no information is entered. In this case, you have waited too long, and must start the desired programming sequence again.

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

Note: Volume adjustments are made separately for each individual function.

1. Handset on Outside call.
2. Handset on Internal call.
3. Hands Free speaker on Outside call.
4. Hands Free speaker on an Internal call.
5. Page volume.
6. Outside Line ringing volume.
7. Internal Line ringing volume.
8. Background Music volume.

(continued)

The Telephones, Con't.

In addition, the 28-key telephone and 29-key Display Phone have the following 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 key:

V/A - 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.

And, all multi-line key phones have:

FEATURE KEYS - Your telephone also has 11, 20, or 22 feature keys, (depending on which ISOETEC digital telephone you have), which may be programmed by you or your SYSTEM Manager to give you the additional features, and Outside Lines which best suit the way you want to use your telephone. Features such as Direct Station Select (DSS), Station Speed Dial, Call Back, Message Waiting, Save/Repeat, Do Not Disturb, and Mute are just some of the standard features which are available.

A red Light Emitting Diode (LED) next to each key is used to provide status information.

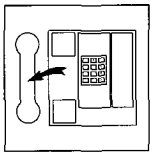
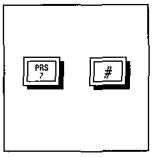
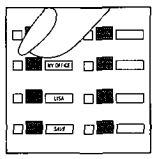
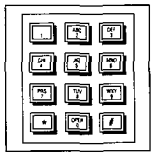
Note: Throughout this manual any operation that can be performed by lifting the handset on a 28-key telephone or 29-key Display Phone can also be performed by pressing the Hands Free [HF] key. Any operation that can be performed by lifting the handset on a 17-key telephone can also be performed with the Voice Announce [V/A] key with the exception of Outside Line calls. The Voice Announce key cannot be used for an Outside Line conversation on the 17- key telephone. However, the [V/A] key can be used to dial an Outside line call, but the handset must be lifted to converse with the Outside party.

Self-Test (Testing Your Telephone)

Description: The Self-Test makes it possible to check the LED's (lights) beside each key on your telephone extension, in order to make certain that each is functioning properly. If you have some concern that your extension is not working properly, this function allows you to test your extension.

The Self-Test may also allow you to turn off an LED which is already lit or blinking.

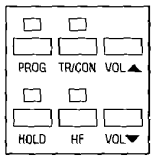
How To: Test Your Telephone Extension In Order To Determine Any Irregularities In The LED's Function Or Key Function.

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	
2.	 -Dial 7 #	Extension is in test mode.	
3.	 -Press each of the programmable keys.	The LED beside each key should light when you press the key.	
4.	 -Press each key on the dial pad.	An LED next to one of the programmable keys will light corresponding to the dial pad key pressed.	

(continued)

Self-Test (Testing Your Telephone)

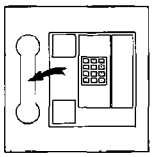
Test Your Telephone Extension In Order To Determine Any Irregularities In The LED's Function Or Key Function, Con't.

Action	Result	Comment
5.  -Press each of the "fixed" keys under the dial pad.	The LED above each key should light when the key is pressed.	The [VOLUME ▲] key will light the LED over the [PROG] key. The [VOLUME ▼] key will light the LED over the [HOLD] KEY.

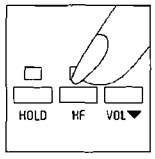
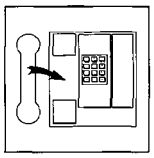
Mode Changes

Description: At any time during an Internal or External call, you may change from speaking through the handset, to Hands Free, or vice versa.

How To: Change From Hands Free [HF] To Handset, (28-key and 29-key phone).

Action	Result	Comment
1.  -(While on current [HF] call), lift handset.	Hands Free speaker and microphone is disabled. Call is now connected to handset Hands Free [HF] LED is not lit.	

How To: Change from Handset to Hands Free [HF], (28-key and 29-key phone).

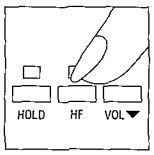
Action	Result	Comment
1.  (While on current call) using handset, press Hands Free [HF] key.	Handset is disabled. Call is now connected to speakerphone. [HF] LED is lit.	
2.  -Replace handset.		

Call Monitor Feature

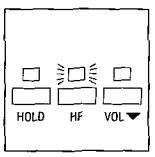
Description: While on either an Internal or External call using the handset, you may allow your conversation to be heard by other individuals who are in the room with you.

This feature is available with the 17-key, 28-key, and 29-key Display Phone only.

How To: Activate Call Monitor Feature.

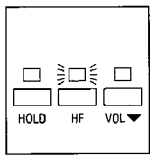
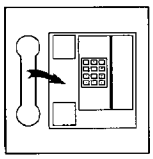
	Action	Result	Comment
1.	 (While on an Internal or External call using handset), press Hands Free, [HF] key. ([V/A] key on the 17-key phone).	Your current conversation can be heard through the speaker and thru the handset.	Remain on handset.
		[HF] LED lights. ([V/A] key for 17- key phone). Individuals near your extension can hear you and the party with whom you are speaking.	Volume control adjustments made while the Call Monitor feature is activated affect both the receiver and the speaker.

How To: Deactivate Call Monitor Feature, And Continue Your Call In Privacy.

	Action	Result	Comment
1.	 (While on an Internal or External call, with Call Monitor Feature Activated),press Hands Free [HF] key. ([V/A] key on 17-key phone).	Your call can no longer be heard through the Hands Free speaker.	Remain on handset.
		Hands Free [HF] LED goes out.([V/A] key on 17-key phone).	You can proceed with your call.

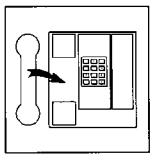
Call Monitor Feature, Con't.

How To: Disconnect A Call Monitor Conversation

	Action	Result	Comment
1.	 (While on an Internal or External call while the Call Monitor Feature is activated), press Hands Free [HF] key. [V/A] key on 17- key phone).	Hands Free LED goes out. ([V/A] key on 17- key phone).	Call is heard only through handset.
2.	 Replace handset.		

Note: When the Call Monitor Feature is activated, and you wish to end your current call, always remember to press the [HF] key before replacing the handset. Should you replace the handset before deactivating the Hands Free [HF] key, (the [HF] LED must not be lit), feedback may occur.

How To: Change To Hands Free [HF] Operation When Call Monitor Feature Is Activated. (28-key and 29-key Display Phone Only).

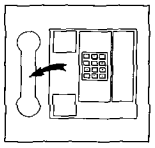
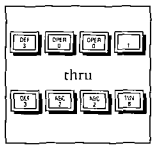
	Action	Result	Comment
1.	 (While on a call using handset and Call Monitor is activated), replace handset.	[HF] LED remains lit. You are now in the Hands Free [HF] mode.	Volume control adjustments made while the Call Monitor feature is activated will affect both the receiver and thespeaker.

Note: When the Call Monitor feature is activated, pressing the [MUTE] key will attenuate both the transmitter and the speaker (handset).The Call Monitor feature will function as an added convenience with Conference calls.

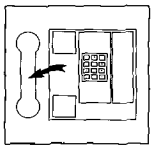
Dialing The Operator Extension From Another Extension In The System

Description: Should you wish to call the Operator from your extension, or from any other extension in the system, you may do so using one of 3 possible methods. The method used depends on convenience and/or how your system is programmed.

How To: Dial The Operator Station From Another Extension In The System Using An Extension Number.

	Action	Result	Comment
1.	 Lift handset.	Internal dial tone is heard.	
2.	 Dial Operator extension number.	You are 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. If the Operator station is busy, you must hang up and try again later.

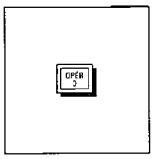
How To: Dial The Operator Station From Another Extension In The System Using "0".

	Action	Result	Comment
1.	 Lift handset.	Internal dial tone is heard.	

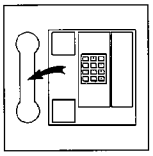
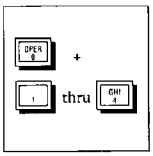
(continued)

Dialing The Operator Extension From Another Extension In The System

Dial The Operator Station From Another Extension In The System Using "0", Con't.

	Action	Result	Comment
2. 	Dial [0] on dial pad.	You are connected to the Operator station.	If the Operator station is busy, you must hang up and try again later.

How To: Dial The Operator Extension if The System Is Equipped With More Than One Operator Station.

	Action	Result	Comment
1. 	Lift handset.	Internal dial tone is heard.	
2. 	Dial [0] + number of desired Operator station, [1] thru [4].	You are connected to the desired operator station.	[0] + [1] = Operator 1 [0] + [2] = Operator 2 [0] + [3] = Operator 3 [0] + [4] = Operator 4 If Operator station is busy, hang up and try again.

Placing Internal (Intercom) Calls

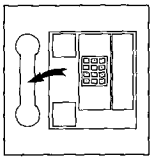
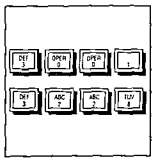
Description: Internal calls may be made to the receiving extension either using Ring or a Voice Announce call, (the call is received Hands Free if this feature is programmed by your System Manager).

Note: There is a difference between the [V/A] (Voice Announce) key, and the term "Voice Announce".

The 17-key phone is configured with a [V/A] (Voice Announce) key rather than a [HF] (Hands Free) key. The [V/A] key operates as a Hands Free mode for Internal calls and functions. Outside calls may not be accomplished using the [V/A] key on the 17-key phone.

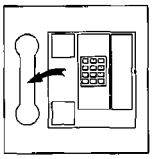
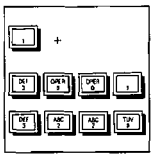
The term "Voice Announce" is used to describe the announcement made by one extension user when calling another extension user in the system, and "announcing" (rather than allowing the extension to ring) the call.

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

	Action	Result	Comment
1.	 -Lift handset,or press Hands Free [HF] key. ([V/A] key on 17-key phone).	Internal dial tone is heard in handset, or speaker. If Hands Free Mode is used, [HF] key LED will light. ([V/A] on 17-key phone).	
2.	 -Dial desired extension number.	Double tone is heard by you and other extension.	Double tone tells called extension HF speakerphone is activated. [HF] key LED will flash at called extension.

Placing Internal (Intercom) Calls, Con't.

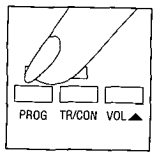
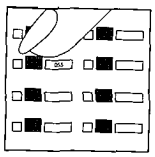
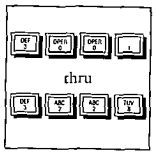
How To: Make An Internal Call (Ring)

	Action	Result	Comment
1.	 -Lift handset,or press Hands Free [HF] key. ([V/A] key on 17-key phone).	Internal dial tone is heard in handset, or speaker. If Hands Free Mode is used, [HF] key LED will light. ([V/A] key on 17-key phone).	
2.	 Dial [1] + extension number in order to make called extension ring.	Ring back tone is heard.	

Direct Station Select/Busy Lamp Field (DSS/BLF)

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.

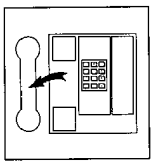
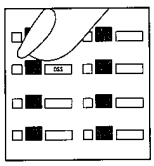
How To: Program A DSS Key.

	Action	Result	Comment
1.	 -(Without lifting handset, press [PROG] key).	[PROG] LED is lit steadily.	
2.	 -Press [DSS] key to be programmed.		
3.	 -Enter desired extension number ([3][0][0][1] thru [3][9][9][9]).	[PROG] LED goes out.	[PROG] LED will time out if no digits are entered within a six second time period, or when the maximum amount of digits has been entered. Programming ends.

(continued)

Direct Station Select/Busy Lamp Field, Con't.

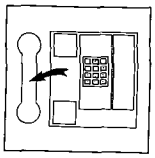
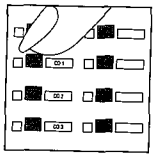
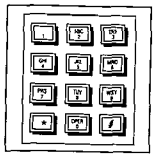
How To: Use A [DSS] key To Call Another Internal Extension By Pressing One Key Assigned To That Extension.

Action	Result	Comment
1.  -Lift handset.	Internal dial tone is heard.	
2.  -Press unlit [DSS] key.	DSS/BLF 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. **Flashing:** The extension is ringing with either an Internal or External call. **Unlit:** The extension is idle - not in use.

Placing Outside Line Calls

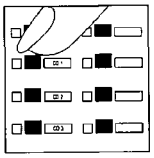
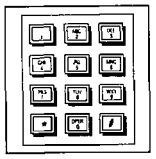
Description: External calls may be placed either using the handset or using the Hands Free [HF] option. (The [HF] option is applicable to the 28-key, and 29-key Display Phone only).

How To: Make External Call Using Handset.

	Action	Result	Comment
1.	 -Lift handset.		
2.	 -Press idle [OUTSIDE LINE] key.	[OUTSIDE LINE] key LED will light. Dial tone is heard in handset.	Before pressing [OUTSIDE LINE] key be sure Outside line is idle. ([OUT SIDE LINE] LED is not lit).
3.	 -Dial desired telephone number.	Dialing pulses/tones are heard in handset.	

Placing Outside Line Calls, Con't.

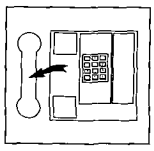
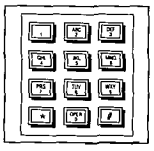
How To: Make External Hands Free Call (28-key and 29-key Display phone only).

Action	Result	Comment
1.  -Press idle [OUTSIDE LINE] key.	[OUTSIDE LINE] LED will light.	Before pressing [OUTSIDE LINE] key, be certain Outside Line is idle. ([OUTSIDE LINE] key LED is not lit).
2.  -Dial desired telephone number.	Dialing pulses/tones are heard in speaker.	

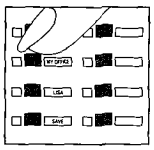
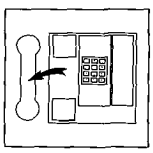
Prime Line

Description: If you intend to make mostly External calls, the phone can be programmed to seize an Outside line each time the handset is lifted or the [HF] key is pressed. Conversely, if you intend to make mostly Internal calls, the phone can be programmed to seize the line for Internal dial tone each time the handset is lifted, or the [HF] key is pressed.This feature must be enabled by system programming.

How To: Place An External Call While Prime Line Is Activated.

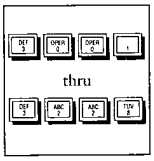
	Action	Result	Comment
1.	 -Lift handset or press Hands Free [HF] key.	External dial tone is heard in handset or speaker. [HF] LED will light if HF key is pressed.	
2.	 -Dial desired telephone number on dial pad, or press preprogrammed speed dial key.		

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

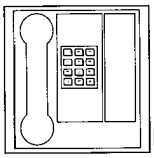
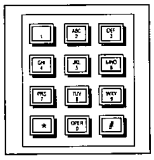
	Action	Result	Comment
1.	 -(Without lifting handset, pressing [HF] or [V/A] keys), press [ICM] key.		
2.	 -Lift handset or press Hands Free [HF] key. ([V/A] key on 17-key phone).	Internal dial tone is heard in handset or speaker. [HF] LED will light if [HF] key is pressed. ([V/A] key on 17-key phone).	

Prime Line

Place An Internal Call While Prime Line Is Activated, (Using [ICM] key), Con't.

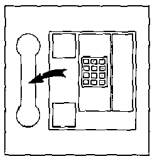
	Action	Result	Comment
3.	 -Dial desired extension number [3][0][0][1] thru [3][9][9][9].		You may also dial Page access code, Call Pick Up, or dial any other code for other features.

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

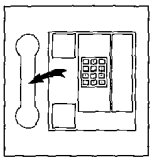
	Action	Result	Comment
1.	 (Without lifting handset, dial desired extension number, ([3][0][0][1] thru [3][9][9][9]), Page Zone, or any Internal function desired.		
	+		
			

Receiving Internal (Intercom) Calls

How To: Answer A Call Made To Your Extension From Another Extension When The Caller Has Dialed Your Extension Number, [3][0][0][1] thru [3][9][9][9].

	Action	Result	Comment
1.	 -(When double tone is heard), lift handset, or speak into [HF] microphone. ([V/A] key on 17-key phone).	[HF] LED blinks, and [HF] speaker is activated. ([V/A] key LED on 17-key phone).	You are connected to the Internal call.

How To: Answer A Call Made To Your Extension From Another Extension When The Caller Has Dialed [1] + Your Extension Number, [3][0][0][1] thru [3][9][9][9].

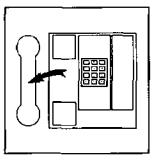
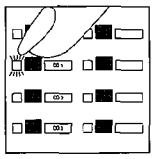
	Action	Result	Comment
1.	 -(When your extension rings), lift handset or press [HF] key. ([V/A] key on 17-key phone).	If [HF] key is used, [HF] LED lights steadily. ([V/A] key LED on 17-key phone).	You are connected to the Internal call.

Auto Answer -"No"

Description: Each extension can be programmed for Auto Answer by your System Manager to allow different methods of answering External (Outside) calls.

If your System Manager has programmed your extension for Auto Answer "No", you will need to press the blinking Outside Line key in order to receive your call.

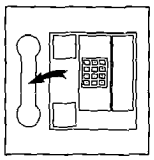
How To: Answer An External Ringing Call Ringing At Your Extension When Auto Answer Is Programmed "No".

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With hands free use, ignore step 1, and begin with step 2. (Hands free use is not possible with the 17-key phone for this feature).
2.	 -Press blinking [OUTSIDE LINE] key.	Call is connected.	

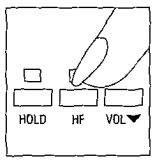
Note: If your System Manager has programmed your extension for Direct External Line appearance, the LED next to an Outside line key will blink anytime that line is ringing. You may pick up an Outside call even if your extension in not programmed to ring, by pressing the blinking key.

Auto Answer - "Yes"

How To: Answer External Calls Ringing At Your Extension Using Handset When Auto Answer Is Programmed "Yes".

Action	Result	Comment
1.  -Lift handset.	Call is connected. LED corresponding to [OUTSIDE LINE] key blinks slowly.	Lift handset when phone rings.

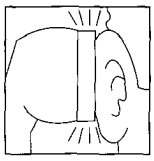
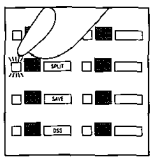
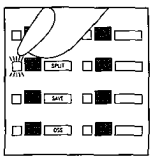
How To: Answer External Calls Ringing At Your Extension Using Hands Free [HF] When Auto Answer Is Programmed "Yes". (28-key and 29-key Display Phone only).

Action	Result	Comment
1.  -Press Hands Free [HF] key.	Call is connected. LED corresponding to [OUTSIDE LINE] blinks slowly.	Press when phone rings. LED above [HF]key will light.

Split Key

Description: The [SPLIT] key allows a user to place one call on Hold and answer an Incoming or a camped-on call by pressing one key. The user can use the [SPLIT] key to toggle back and forth between the two calls at any time.

How To: Put One Call On Hold In Order To Answer Another Incoming Call By Using Just One Key.

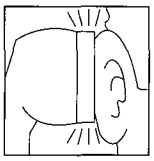
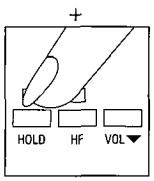
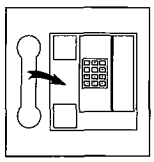
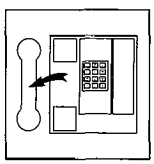
Action	Result	Comment
		While on a first call, a double tone is heard indicating that an Incoming call is waiting to be answered. Go to Step (1). [SPLIT] key LED will blink.
1.  -Press blinking [SPLIT] key.	First call is put on Hold automatically, and 2nd call is connected.	To return to first call see (2).
2.  -Press blinking [SPLIT] key.	Second call is put on Hold, and first call is reconnected.	Repeat steps 1 and 2 if desired. 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.

Answering A Camped-On Call

Description: When a busy tone is encountered on an Internal call, a camp-on tone (an indication that a call is waiting) can be given to the called party by dialing the digit [2] on the dial pad. A double tone will be heard by both parties and the calling party will remain camped on the other extension as long as the extension remains in use.

When the camped extension becomes free or uses the [SPLIT] key, the call will automatically be connected. When transferring an outside call to a busy extension, the Outside Line can be automatically camped-on to the busy line by transferring the call and replacing the handset.

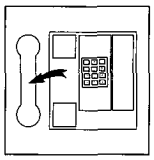
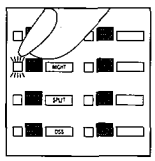
How To: Answer Camped-On Calls.

Action	Result	Comment
1.  +  -(Upon hearing a camp-on tone while on current call), press [HOLD] key.	Outside call on corresponding [OUTSIDE LINE] LED blinks rapidly.	Camped-on calls can also be answered by using the [SPLIT] key.
2.  Replace handset or press and hold the hookswitch.	Camped-on call will ring.	
3.  -Lift handset, or release the hookswitch.	Camped-on call is connected in normal manner.	To return to other call, press [OUTSIDE LINE] key.

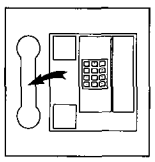
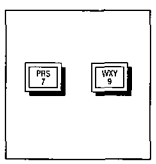
Night Answer Key

Description: A Night Answer Key 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 Night Mode at the Operator station.

How To: Answer A Night Ring Using A Dedicated Key.

	Action	Result	Comment
1.	 -Lift handset or press Hands Free [HF] key.	Internal dial tone is heard.	[NIGHT ANSWER] LED will blink on Incoming Outside call.
2.	 -Press blinking [NIGHT ANSWER] key.	Incoming Call is connected. [NIGHT ANSWER] LED goes out, and appropriate [OUTSIDE LINE] key LED blinks slowly.	

How To: Answer A Night Ring Using A Dial Code.

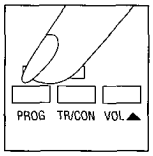
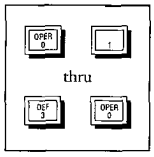
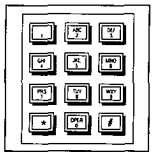
	Action	Result	Comment
1.	 Lift handset or press Hands Free [HF] key.	Internal dial tone is heard.	
2.	 Dial 7 9 on dial pad.	Incoming call is connected. [OUTSIDE LINE] key LED will light.	

Station Speed Dial

Description: The system is capable of a maximum of 30 Station Speed Dial numbers for each extension, and these can be programmed or accessed using either of two methods: a dedicated feature key (pre-programmed as a Station Speed Dial key by your System Manager), or a bin number for dialing the code in manually. The user may use either method separately, or a combination of both methods up to a maximum of 30 Station Speed Dial numbers.

For convenience, you may program frequently used External numbers, (e.g. business contacts, private numbers, etc.), enabling you to dial the External number automatically instead of dialing manually.

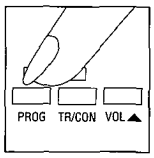
How To: Program Station Speed Dial Using Bin Method.

	Action	Result	Comment
1.	 -(Without lifting handset), press [PROG] key.	[PROG] key LED is steadily lit.	
2.	 -Dial desired bin number. ([0] [1] thru [3] [0]).	[PROG] key LED will begin to blink.	If, when entering the bin number, the [PROG] key LED goes out, the bin number entered is already dedicated to a key. You may use that Dedicated key, or initiate the procedure again using another bin number.
3.	 -Enter telephone number.		You may enter up to 30 digits.

(continued)

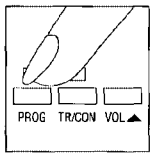
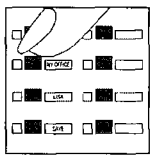
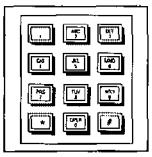
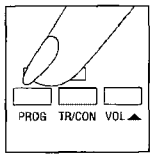
Station Speed Dial

Program Station Speed Dial Using Bin Method, Con't.

	Action	Result	Comment
4.	 -Press [PROG] key.	[PROG] key LED goes out.	Programming ends. External telephone number is stored in memory.

Station Speed Dial, Con't.

How To: Program Station Speed Dial Using Dedicated Key Access Method.

	Action	Result	Comment
1.	 -(Without lifting handset), press [PROG] key.	[PROG] key LED is lit steadily.	
2.	 -Press dedicated [STATION SPEED DIAL] key.	[PROG] key LED will begin to blink.	
3.	 -Enter telephone number.		You may enter up to 30 digits.
4.	 -Press [PROG] key.	[PROG] key LED goes out.	Programming ends. External telephone number is stored in memory.

Note: Pauses between digits may be required when other common carriers such as Sprint or MCI are used. Pauses of a pre-programmed duration are entered by pressing [*] and [1] on the dial pad. Press [*] and [2] in order to chain station to station. Automatic pauses which wait for dial tone are set by pressing [*] and [4]. Press [*] and [3] to chain a Station Speed Dial to a System Speed Dial or vice versa. To send a [*] in a speed dial, it must be pressed twice to be entered, although it will still only count as one digit.

Every key entered after the bin number counts as one digit, (including [*] and [#] towards the maximum of 30).

If the PROGRAM 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.

Station Speed Dial, Con't.

Chaining

Description: When more than the maximum 30 digits are required, they may be chained together by "joining" two or more Station Speed Dial bins together.

Note: Pauses between digits may be required when programming common carrier numbers and codes such as MCI, Sprint, etc.

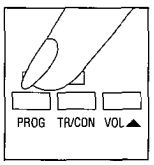
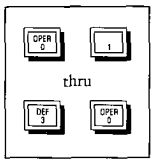
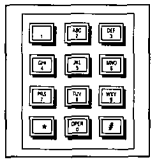
[*] [1] *enters pauses of pre-programmed duration.*

[*] [2] *chains station to station.*

[*] [3] *chains Station Speed dial to System Speed dial or vice versa.*

[*] [4] *enters automatic pauses which wait for dial tone.*

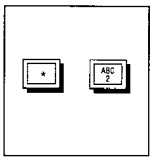
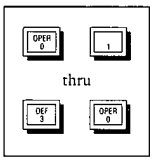
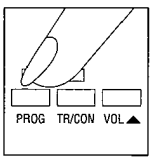
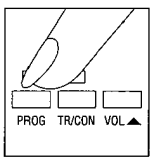
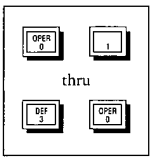
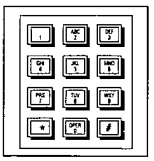
How To: Program Chained Station Speed Dial Numbers.

	Action	Result	Comment
1.	 -(Without lifting handset), press [PROG] key.	The LED above the [PROG] key should be steadily lit.	
2.	 -Dial bin number [0] [1] thru [3] [0] on dial pad.		
3.	 -Dial desired phone number dial pad.		

(continued)

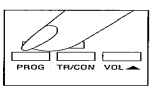
Station Speed Dial (Chaining)

Program Chained Station Speed Dial Numbers., Con't.

	Action	Result	Comment
4.	 -Dial [*] [2].		The chaining command is initiated.
5.	 -Dial number of second desired bin ([0] [1] thru [3] [0]).		Make certain the second bin chosen is different than the first one.
6.	 -Press [PROG] key.	The LED above the [PROG] key will go out.	
7.	 -Press [PROG] key.	[PROG] key LED will be steadily lit.	To continue the chaining process to the second bin.
8.	 -Press number of second bin desired, ([0] [1] thru [3] [0]).		This bin number will be the same as in step 5, above.
9.	 -Dial desired number to be entered.		

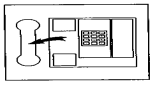
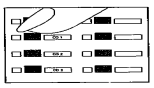
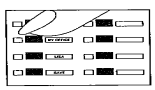
Station Speed Dial (Chaining)

Program Chained Station Speed Dial Numbers., Con't.

Action	Result	Comment
10.  Press [PROG] key.	Chaining is completed.	

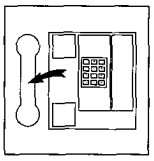
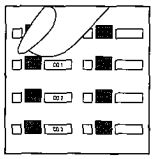
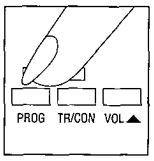
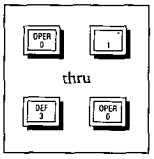
Station Speed Dial, Con't.

How To: Use Station Speed Dial, (Dedicated Key Method).

	Action	Result	Comment
1.	 -Lift handset.		For Hands Free [HF] operation ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key.	[OUTSIDE LINE] LED lights. External dial tone is heard.	With Hands Free operation, [HF] key LED will light.
3.	 -Press [STATION SPEED DIAL] key.	Speed dialing of digits is heard.	[PROG.] key LED will flash momentarily.

Station Speed Dial, Con't.

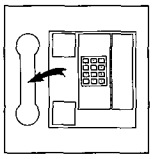
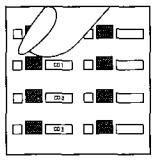
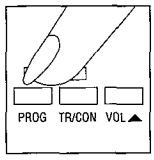
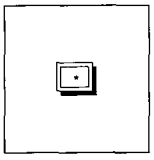
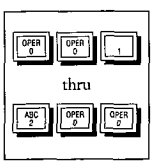
How To: Use Station Speed Dial, (Bin Method).

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	For Hands Free operation, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key.	[OUTSIDE LINE] LED blinks slowly. External dial tone is heard.	With Hands Free operation, [HF] key LED will light.
3.	 -Press [PROG] key.	[PROG] LED will light.	
4.	 -Press desired bin number, [0] [1] thru [3] [0].	[PROG] LED goes out. Dialing of digits is heard.	

System Speed Dial

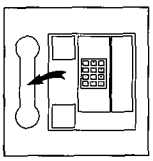
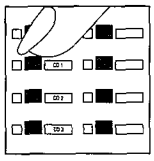
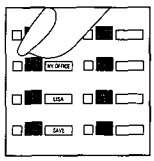
Description: The system is capable of storing 200 System Speed Dial numbers ([0] [0] [1] thru [2] [0] [0]) with a maximum of 30 digits for each number, which must be programmed from the main Operator extension. Any telephone number which is frequently dialed by all extension users in the system, can be programmed by the Operator to provide System Speed Dial as a time saving feature for all extension users.

How To: Use System Speed Dial With Bin Number Access Method.

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With [HF] use, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key.	[OUTSIDE LINE] key LED blinks slowly. External dial tone is heard.	With [HF] operation the [HF] key LED will light.
3.	 -Press [PROG] key.	[PROG] LED will light.	
4.	 -Dial [*] on dial pad.		Command for System Speed Dial.
5.	 -Dial desired bin number, on dial pad [0] [0] [1] thru [2] [0] [0].	Speed dialing of digits is heard in handset. [PROG] key LED goes out.	

System Speed Dial, Con't.

How To: Use System Speed Dial With Dedicated Key Access Method.

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With Hands Free operation, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key.	[OUTSIDE LINE] key LED blinks slowly. External dial tone is heard.	With Hands Free operation, the [HF] key LED will light.
3.	 -Press [SYSTEM SPEED DIAL] key.	Speed dialing of digits is heard.	

ISOETEC® Digital System

17–key and 28–key User Guide

Addendum 10/89

Add On Conference

Description: The Add On Conference feature provides you 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. For the first call, you may place an intercom or outside line call.

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. Notify 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 3 until all desired parties have been added to the conference.		
6. Press the [ADD ON] key again to add yourself.	The conference is established.	

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

Action	Result	Comment
1. Press the [ADD ON] key.	Internal dial tone is heard.	Your extension is removed from the conference.
2. Dial the desired party.	Call is connected.	Notify the 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.		

Dial By Name

DESCRIPTION: The system has an optional feature called *Dial By Name*. This feature utilizes the names exactly as they appear in the *Directory* programming screen. 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.

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.

Additional Features

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 transfer a call to Mary's extension by name, press the TR/CON key, and dial TUV 8 + M + A + R + Y. That is, dial TUV 8 + MNO 6 ABC 2 PRS 7 WXY 9.

Do Not Disturb Override Key

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

How To: Use The [DND] 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.	

Unsupervised Conference Key

DESCRIPTION: An Unsupervised Conference is established when you originate a Two External Party Conference call, leave the conference, and want to free your extension of the conference call. This allows the two Outside parties to continue their conversation after you have left the conference. However, you cannot re-enter the conference.

How To: Use The [UNSUPERVISED CONFERENCE] Key.

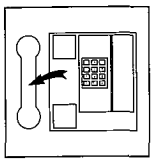
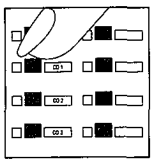
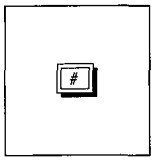
Action	Result	Comment
1. While a two external conference is in progress, press the [UNSUPERVISED CONFERENCE] key.		
2. Replace the handset.	You have left the conference. The LEDs next to the two [OUTSIDE LINE] keys remain lit for two seconds and then go out.	
3. Should you desire to re-enter the conference, 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.	

Last Number Redial

Description: This feature enables you to redial the last number dialed on an Outside Line after the termination of that call.

Note: The Last Number Redial feature will not store a telephone number overnight.

How To: Use Last Number Redial.

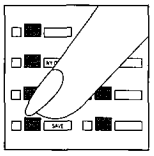
	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With Hands Free use, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key.	[OUTSIDE LINE] LED blinks slowly. External dial tone is heard.	With Hands Free use, [HF] LED will light.
3.	 Dial [#] on dial pad.	Redialing of digits is heard in handset.	

Save/Repeat

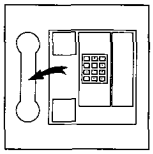
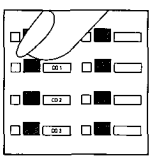
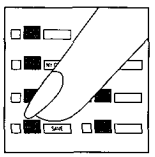
Description: This feature allows a user to dial an External number and save it (store in memory) in order to enable redialing that number at a later time with a single 1 key access. The number can be saved any time after the number is dialed, and before disconnecting. The number can be redialed repeatedly until another number is saved.

Note: A saved number is not saved in the system overnight.

How To: Save A Dialed Telephone Number.

	Action	Result	Comment
1.	 -(While on a call which you have dialed), press [SAVE/ REPEAT] key.	Dialed number is saved in memory.	

How To: Repeat Dialing A Saved Telephone Number.

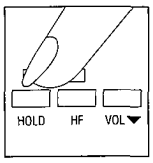
	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With Hands Free operation, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key.	Outside dial tone is heard in handset.	With Hands Free operation, the [HF] LED will light.
3.	 -Press [SAVE/ REPEAT] key.	Saved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

Hold/Exclusive Hold

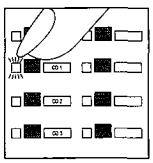
Description: Any External or Internal call may be placed on Hold. If an External call is placed on Hold, anyone with access to that Outside line can remove the call from Hold.

If an External call is placed on Exclusive Hold, the call can only be removed from Hold at the extension which placed the call on Hold.

How To: Place An Outside Line Call On Hold.

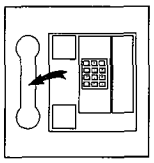
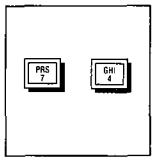
	Action	Result	Comment
1.	 -(While on current External call), press [HOLD] key.	[OUTSIDE LINE] LED blinks rapidly.	Press [HOLD] only once. LEDs corresponding to the Outside line on other phones in the system will blink slowly. Other users with blinking LEDs are able to answer the call on Hold.

How To: Retrieve An Outside Line Call On Hold.

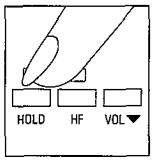
	Action	Result	Comment
1.	 -Press blinking [OUTSIDE LINE] key.	[OUTSIDE LINE] key LED stops blinking rapidly.	Outside line call retrieved.

Hold/Exclusive Hold, Con't.

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

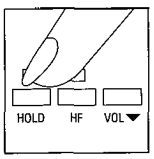
	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	
2.	 -Dial 7 4 plus extension number where call is on Hold.	The call is taken off hold, and has been answered at your extension.	

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

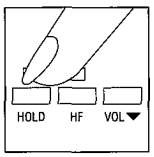
	Action	Result	Comment
1.	 -(While on current call), press [HOLD] key twice.	LED above [HOLD] key blinks slowly.	[OUTSIDE LINE] key LED corresponding to Outside line on other phones in the system is lighted. No other users in the system are able to retrieve the call from Hold.

Hold/Exclusive Hold, Con't.

How To: Place An Internal Call On Hold.

	Action	Result	Comment
1.	 (While on Internal call), press [HOLD] key.	Internal call is placed on [HOLD].	

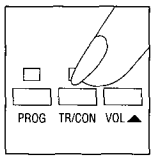
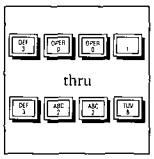
How To: Retrieve An Internal Call On Hold.

	Action	Result	Comment
1.	 (With Internal call already on Hold), press [HOLD] key.	You are connected to Internal call which was placed on Hold.	

Call Transfer

Description: This feature allows any Internal or External call to be answered at one extension, and then transferred to another extension user.

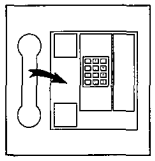
How To: Transfer A Call From One Extension To Another.

	Action	Result	Comment
1.	 (While on current call), press [TR/CON] key.	[OUTSIDE LINE] key blinks slowly for External calls.	Call is put on hold automatically.
2.	 -Dial desired extension number ([3][0][0][1] thru [3][9][9][9]).	Both the transferring and receiving extension will hear a double tone, and are connected to each other.	Second extension will receive transferred call if so desired. 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 handset after dialing the receiving extension number.

(continued)

Call Transfer

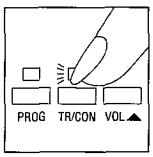
Transfer A Call From One Extension To Another, Con't.

Action	Result	Comment
3.  -Replace handset.		Call Transfer is completed. If transferred call is not answered in set Transfer Recall Time, Outside call returns to transferring extension.

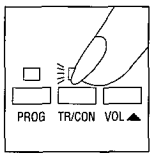
Auto Transfer

Description: If one 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 just the assigned [DSS] key. There is no need to press the TR/CON key in order to complete the transfer.

How To: Activate Auto Transfer.

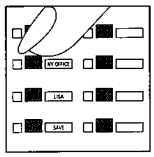
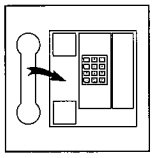
	Action	Result	Comment
1.	 (Without lifting handset), press [TR/CON] key.	[TR/CON] key LED will light.	Auto Transfer is activated.

How To: Deactivate Auto Transfer.

	Action	Result	Comment
1.	 (With Auto Transfer already activated, and without lifting handset), press [TR/CON] key.	[TR/CON] key LED will go out.	Auto Transfer is deactivated.

Auto Transfer, Con't.

How To: Use Auto Transfer.

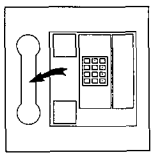
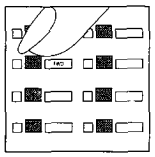
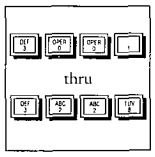
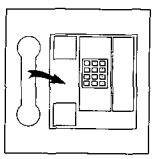
Action	Result	Comment
1.  -When Auto Transfer has been activated and while on current call, press desired [DSS] key.	Double tone is heard by you and called extension [DSS] key LED blinks.	Outside party is placed on Hold automatically. You are connected to transferred party. Inform called party of transfer. If called party does not wish to accept the call, press blinking [OUTSIDE LINE] key to return to Outside call.
2.  -Replace handset.		Call is transferred if other party is NOT busy. If called extension is busy, you may replace handset, and call will automatically be camped on to the busy extension. If the camped on call remains unanswered for the pre-programmed amount of time, it will recall your extension.

Call Forwarding

Description: The Call Forwarding feature allows a user 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.

Note: The CALL FORWARD key must be programmed for your extension by your System Manager.

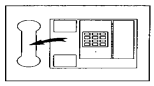
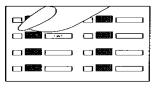
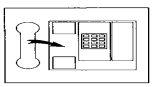
How To: Forward (Re-Route) Your Calls To Another Extension - Day Mode.

	Action	Result	Comment
1.	 -Lift handset, or press Hands Free [HF] key.	Dial tone is heard in handset or speaker. If [HF] key is used, the Hands Free LED lights.	
2.	 -Press [CALL FORWARD] key.		
3.	 -Dial extension number to which you wish to forward your calls ([3][0][0][1] thru [3][9][9][9]).	LED next to [CALL FORWARD] key blinks.	Notify party to which you have forwarded your calls that you have done so.
4.	 -Replace handset or press Hands Free [HF].	Call Forwarding completed.	When your extension is forwarded, the only extension in your System which may call your phone is the one to which your phone is forwarded.

(continued)

Call Forwarding

How To: Forward (Re-Route) Your Calls To Another Extension - Night Mode.

	Action	Result	Comment
1.	 -Lift handset, or press Hands Free [HF] key.	Dial tone is heard in handset or speaker. If [HF] key is used, the Hands Free LED lights.	
2.	 -Press [CALL FORWARD] key, and dial [5].		
3.	-Dial extension number to which you wish to forward your calls ([3][0][0][1] thru [3][9][9][9]).	LED next to [CALL FORWARD] key blinks.	Notify party to which you have forwarded your calls that you have done so.
4.	 -Replace handset or press Hands Free [HF].	Call Forwarding completed.	When your extension is forwarded, the only extension in your System which may call your phone is the one to which your phone is forwarded.

Note: When a call is forwarded, the FWD key LED remains steadily lit. To cancel a call forwarding request, press Call Forwarding key without lifting the handset. The LED will go out.

Call Forward Alternate Methods

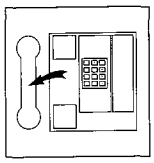
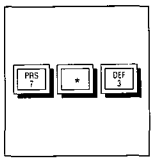
Call Forward can also be turned on and off using dial codes. The following is a list of all the valid phone dial codes for forwarding from a telephone.

DIAL	TO
PRS 7 * DEF 3	Forward all intercom and CO calls to VMS in the DAY mode.
PRS 7 * JKL 5	Forward all intercom and CO calls to VMS in the NIGHT mode.
PRS 7 * PRS 7	Forward all intercom and CO calls to the programmed extension in the DAY mode.
PRS 7 * TUV 8	Forward all intercom and CO calls to the programmed extension in the NIGHT mode.
PRS 7 * *	Turn off Call Forward All Calls in the DAY mode. This includes Call Forward All Calls to VMS.
PRS 7 * WXY 9	Turn off Call Forward All Calls in the NIGHT mode. This includes Call Forward All Calls to VMS.

Call Forward To VMS

Description: - You may forward your phone to VMS (Voice Message System), so that callers may leave a message for you at your extension when you are not available.

How To: Forward Your Extension To VMS.

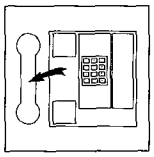
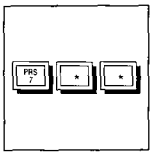
Action	Result	Comment
1.  Lift handset.	Internal dial tone is heard.	
2.  Dial 7 * 3.	4 short beeps are heard to confirm the entry of forwarding code.	The [MAIL] key on your phone will light when the first message is left in VMS. The [MAIL] key LED will go out when the last message is heard from VMS.

Note: The [MAIL] key LED will light when the first message is in VMS. The [MAIL] key LED will go out after the last message in VMS is heard.

*Note: To Call Forward to VMS in the Night mode, dial 7 * 5.*

Call Forward To VMS, Con't.

How To: Cancel Forwarding To VMS.

	Action	Result	Comment
1.	 Lift handset.	Internal dial tone is heard.	
2.	 Dial 7 * *.	Call forwarding is cancelled.	

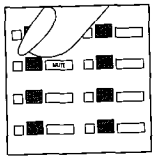
Note: The [MAIL] key LED will light when the first message is in VMS. The [MAIL] key LED will go out after the last message in VMS is heard.

*Note: To Cancel Call Forward to VMS in the Night mode, dial 7 * 9.*

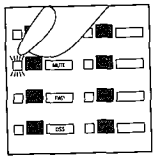
Mute On/Off

Description: The [MUTE] key, when pressed, attenuates the microphone for the handset as well as Hands Free (HF), so that for purposes of privacy, you can hear the External caller, but your voice is not heard by the other party until you press [MUTE] key again. The microphone is attenuated for normal levels of speech, although very loud speech may be heard by the Outside party.

How To: Activate MUTE Key.

	Action	Result	Comment
1.	 (While on current call), press [MUTE] key.	Transmitter in handset and microphone in speakerphone is attenuated. [MUTE] key LED blinks.	MUTE is activated.

How To: Deactivate MUTE Key.

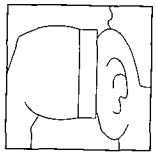
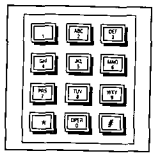
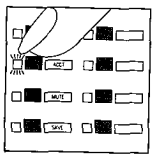
	Action	Result	Comment
1.	 -Press blinking [MUTE] key.	Transmitter in handset and microphone in speakerphone is active. MUTE key LED goes out.	MUTE is turned OFF (normal operation).

Account Code Key

Description: An [ACCOUNT CODE] key is used to enter an account number into your system's call record. This helps your System Supervisor keep track of individual call history in order to minimize costs.

Up to 10 digits may be entered as an account code, and it may be entered at any time during the conversation.

How To: Enter An Account Code.

	Action	Result	Comment
1.	 -(While an External call is in progress), press [ACCOUNT CODE] key.	[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 current call.
2.	 -Enter Account Code (1 to 10 digits).		
3.	 -Press [ACCOUNT CODE] key.	[ACCOUNT CODE] 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.

PBX Feature Key

Description: The PBX Feature Key (Private Branch Exchange) is used on lines which are connected to a PBX instead of an Outside line. The PBX key enables you to emulate various dial accessible features of the PBX to which your telephone system is connected.

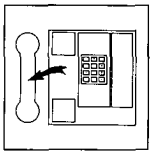
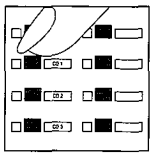
Your System Manager will assist you in using this function if your telephone system is programmed for this feature.

Conferences

Description: The Three-Way conference feature enables a station user to hold a conference with two other persons simultaneously. The conference may be made up of one Internal and two External parties, or two Internal and one External party. Conference can be established whether the External calls are incoming or outgoing. When the party who established the conference hangs up, the other two parties will be disconnected.

Note: By default, the Operator cannot make a conference call. If you would like the Operator to be able to make conference calls, there is an option in system programming to enable operator conferencing.

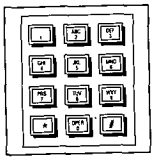
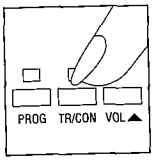
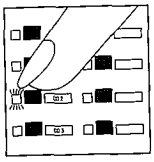
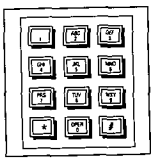
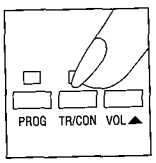
How To: Establish A Three-way Conference With One Internal And Two External Parties Simultaneously.

Action	Result	Comment
1.  -Lift handset.	Internal dial tone is heard.	If you are on a current call, and wish to initiate conferencing, ignore steps 1 thru 3 and begin with step 4. 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 29-key Display Phone only.
2.  -Press available [OUTSIDE LINE] key.	[OUTSIDE LINE] key LED blinks slowly. Dial tone is heard.	

(continued)

Conferences

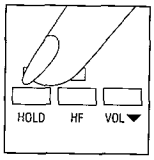
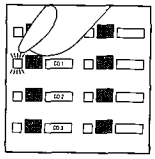
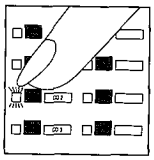
Establish A Three-way Conference With One Internal And Two External Parties Simultaneously, Con't.

	Action	Result	Comment
3.	 -Dial 1st External number.	Dialing pulses/tones are heard in handset.	Wait until call is answered before proceeding.
4.	 -Press [TR/CON] key.	[OUTSIDE LINE] key LEDblinks and call is automatically placed on hold.	
5.	 -Press another available [OUTSIDE LINE] key.	[OUTSIDE LINE] key LED blinks slowly. External dial tone is heard.	Before pressing [OUTSIDE LINE], be certain the LED next to that line is not lit.
6.	 -Dial 2nd External number.	Dialing pulses/tones are heard.	Wait until call is answered before pressing [TR/CON] key.
7.	 -Press [TR/CON] key.	[TR/CON] key LED blinks. Both Outside line lights are lit.	Conference is established.

Note: A Conference can be made with either Incoming or Outgoing calls, or in combinations of both. If the Internal party hangs up, the conference will be terminated.

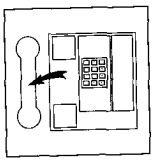
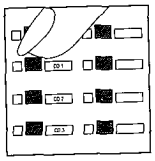
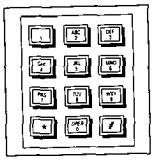
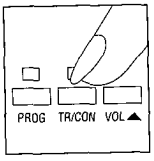
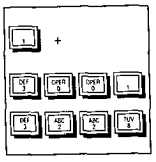
Conferences, Con't.

How To: Drop One External Call From A One Internal/Two External Party Conference.

	Action	Result	Comment
1.	 -Press [HOLD] key.	[OUTSIDE LINE] keys LEDs will blink.	Both External calls are placed on Hold. Both [OUTSIDE LINE] key LEDs will blink rapidly.
2.	 -Press [OUTSIDE LINE] key for line you wish to drop.	[OUTSIDE LINE] LED will blink slowly.	Line has been seized.
3.	 -Press [OUTSIDE LINE] key for remaining call.	Connection made to remaining party. First call is dropped.	[OUTSIDE LINE] LED for remaining call blinks slowly. LED for dropped call goes out.

Conferences, Con't.

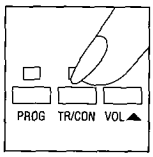
How To: Establish A Conference With One External And Two Internal Parties.

Action	Result	Comment
Note: To conference using Hands Free, start with step 2. If you are on a current Outside call, and wish to initiate conferencing, ignore steps 1 through 3 and begin with step 4.		
1.  -Lift handset.	Internal dial tone is heard.	With Hands Free operation, ignore step 1, and begin with step 2.
2.  -Press available [OUTSIDE LINE] key.	[OUTSIDE LINE] LED blinks slowly. Dial tone is heard.	With Hands Free operation, [HF] LED will light.
3.  -Dial External number.	Dialing pulses/tones are heard in handset or speaker.	Wait until call is answered before pressing [TR/CON] key.
4.  -Press [TR/CON] key.	[OUTSIDE LINE] LED begins blinking. External call is automatically put on hold.	
5.  -Dial [1] + extension number to make called extension ring, ([3][0][0][1] thru [3][9][9][9]).	Internal extension rings.	Wait until call is answered before pressing [TR/CON] key. Called Internal extension must use the handset.

(continued) 65

Conferences

Establish A Conference With One External And Two Internal Parties, Con't.

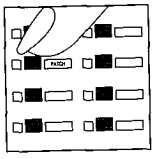
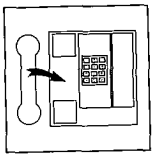
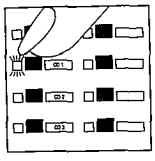
	Action	Result	Comment
6.	 -Press [TR/CON] key.	[TR/CON] key LED blinks. [OUTSIDE LINE] LED lights.	Conference is established.

Note: Either Internal extension can drop out of the conference by disconnecting, and the remaining Internal party will stay connected to the External call.

Patch (Unsupervised Conference) Key

Description: An Unsupervised Conference is established when an extension user who originated a One Internal, Two External Party Conference Call leaves the conference. This allows the two Outside parties to continue their conversation after the Internal extension user has left the conference.

How To: Leave A Conference And Allow The Two Outside Parties To Continue.

	Action	Result	Comment
1.	 -(While one Internal and two External conference is in progress), press [PATCH] key.		
2.	 -Replace handset.	Internal party has left the conference. The LEDs next to the two [OUTSIDE LINE]keys remaining will be lit steadily on your extension until the two external parties end their conversation.	The LEDs associated with the two External calls will remain steadily lit until their conversation is terminated.
3.	 -Should you desire to re-enter the conference, you may press either of the Outside lines on which the External parties are still speaking.		

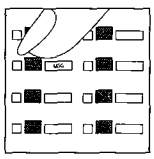
Message Waiting

Description: If you call an Internal extension and receive a busy signal, or there is no answer, you may use the Message Waiting, [MSG] key. The called extension is informed visually by means of a blinking LED that a message has been left.

If a [MSG] key has been dedicated by your System Manager, the LED next to that key will blink at the called extension.

Note: The sending extension, (the extension from which the message is sent), must have and use the [MSG] key in order to send a message to another extension.

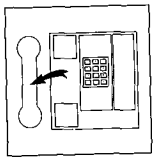
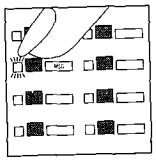
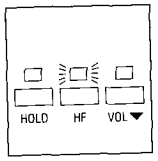
How To: Leave A Message At Another Extension.

	Action	Result	Comment
1.	 (When calling a busy extension and receiving a busy tone or no answer), press the [MSG] key.	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. As many messages as desired may be left at an extension. The messages will wait in queue until answered.

Note: To cancel a Message Indicator, press blinking [MSG] key without lifting handset.

Message Waiting, Con't.

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

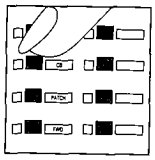
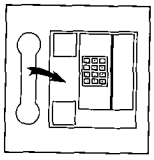
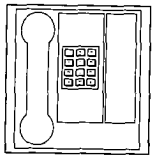
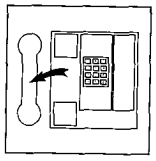
	Action	Result	Comment
1.	 -Lift handset, or press Hands Free [HF] key.	Internal dial tone is heard. If the Hands Free mode is used, the [HF] LED is lighted.	
2.	 -Press blinking [MSG] key.	Called party rings. LED continues to blink until called party answers.	[MSG] key LED should be blinking before pressing key. If the party that left the message is not available at that extension, the message is cancelled. If there is more than one message left at an extension, the [MSG] key LED will continue blinking until all accumulated messages are answered or cancelled.
			

Note: When answering a message to an extension which does not answer, you must leave a message for them, or the message will be cancelled.

Call Back

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

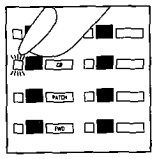
How To: Provide An Audio (Ringing) And Visual (Blinking LED) IndicationThat A Busy Extension Is Available By Use Of The Call Back Feature.

	Action	Result	Comment
1.	 (Upon reaching a busy extension), press [CALL BACK] key.	[CALL BACK] key LED flickers momentarily.	Press while busy tone is heard.
2.	 -Replace handset or press Hands Free [HF] key.		Press [HF] to deactivate speakerphone (if applicable).
3.	 -Wait for Call Back.	When other party is idle, [CALL BACK] key LED will blink and phone will ring.	
4.	 Lift handset or press Hands Free [HF] key.	Internal dial tone is heard.	

(continued)

Call Back

Provide An Audio (Ringing) And Visual (Blinking LED) IndicationThat A Busy Extension Is Available By Use Of The Call Back Feature, Con't.

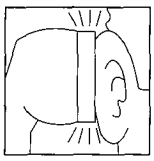
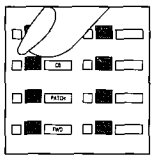
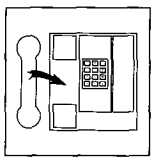
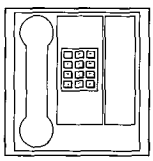
	Action	Result	Comment
5.	 -Press blinking [CALL BACK] key.	Extension on which the Call Back was left rings.	Before pressing, LED should be flashing. Call Back is completed.

Note: To cancel a Call Back, press CALL BACK key without lifting Handset or pressing Hands Free while phone is ringing. A Call Back will automatically be cancelled if the extension does not respond to the ring back, flashing [CALL BACK] key in 30 seconds.

Trunk Queueing (Call Back To An Outside Line)

Description: If all Outside lines are busy, this feature will notify the user when a line is idle (free) by means of audio (ringing) and visual (blinking LED) indications.

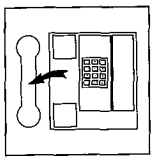
How To: Notify A User By Means Of An Audio (Ringing) And Visual (Blinking LED), That An Outside Line Is Idle And Available.

	Action	Result	Comment
1.	 (After pressing an [OUTSIDE LINE] and encountering a busy tone), press [CALL BACK] key.	[CALL BACK] key LED flickers momentarily.	This feature may be used in conjunction with the Least Cost Routing (LCR) option.
			
2.	 -Replace handset or press Hands Free [HF].		Press [HF] key to deactivate speakerphone (if applicable).
3.	 -Wait for idle line.	When a line is idle, phone will ring. [OUTSIDE LINE] and [CALL BACK] LED blinks.	

(continued)

Trunk Queueing (Call Back To An Outside Line)

Notify A User By Means Of An Audio (Ringing) And Visual (Blinking LED), That An Outside Line Is Idle And Available, Con't.

	Action	Result	Comment
4.	 -Lift handset or press Hands Free [HF] key.	[CALL BACK] LED will go out, and ringing will stop if Auto Answer is programmed for "YES". Dial tone is heard. Line is seized. [OUTSIDE LINE] LED blinks slowly.	If Auto Answer is programmed for "No" you must press blinking [OUTSIDE LINE] key to seize line.

Note: With the Least Cost Routing (LCR) Option installed in your System, Outside telephone numbers will automatically be dialed.

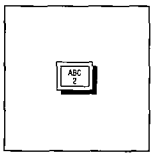
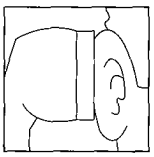
Sending A Camp-On Tone

Description: When a busy tone is encountered on an Internal call, a camp-on tone (an indication that a call is waiting) can be given to the called party by dialing the digit [2] on the dial pad. A double tone will be heard by both parties and the calling party will remain camped-on the other extension as long as the extension remains in use.

When the camped extension becomes free or uses the [SPLIT] key, the call will automatically be connected. When transferring an outside call to a busy extension, the Outside Line can be automatically camped-on to the busy line by transferring the call and replacing the handset.

Note: When an External camped-on call is left at a busy extension, you will not be able to screen (announce) the call unless you stay on the line and wait for the busy extension to become available.

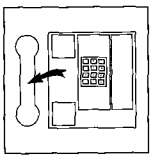
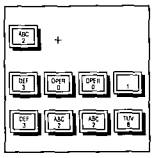
How To: Indicate To Another Busy Internal Extension That A Call Is Waiting.

	Action	Result	Comment
1.	 -(After dialing an extension which is busy), dial [2].	Double tone is heard by you and other party. You are now camped-on. Busy party has been notified of waiting call by double tone.	Dial [2] while busy tone is heard. If busy tone ends before [2] is dialed, call party again.
2.	 -Remain on call.		You may remain on the line and wait for busy party to become available, or replace the handset, and try again later.

Call Pickup

Description: The Call Pick Up feature allows an extension user to answer a call that is ringing at another extension.

How To: Answer A Call Which Is Ringing At Another Extension.

	Action	Result	Comment
1.	 -Lift handset or press Hands Free [HF] key.	Internal dial tone is heard. If in Hands Free mode, [HF] LED is lit.	
2.	 -Dial [2] + ringing extension number, ([3][0][0][1] thru [3][9][9][9]), or [2] + [DSS] key. You may also press a blinking [GROUP] key if your phone is programmed for Group pickup.		Call is now connected to answering extension.

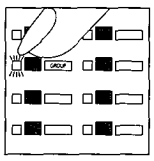
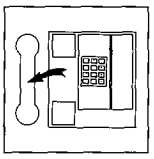
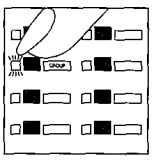
Group Pickup

If your phone system is programmed for Group Pickup, the need for dialing [2] plus the ringing extension number desired in order to pick up a ringing extension other than your own, is eliminated.

Extensions may be arranged, by your System Manager, in groups to allow an Outside line call to be transferred to these groups of extensions rather than to just one specific extension. Group pickup is a valuable method for aiding in quick, efficient answering of calls to your department.

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 will light when a call in another pickup group is ringing, but will not ring at your extension.

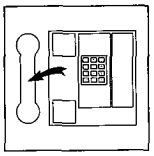
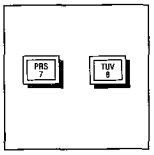
How To: Pick Up An External Call When Your System Has Been Programmed For Group Pickup.

	Action	Result	Comment
1.	 (Upon seeing [GROUP PICKUP] Key LED blink), lift handset.		[GROUP PICKUP] key LED will be blinking to indicate an Incoming call.
			
2.	 Press [GROUP PICKUP] key associated with the blinking LED.	[GROUP PICKUP] key LED will go out.	Call has been answered, and may be processed as desired.

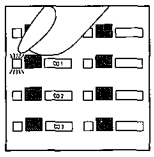
Pick Up Calls On Hold

Description: This feature allows you to retrieve calls which have been placed on Hold either at your extension, or at another extension in the system.

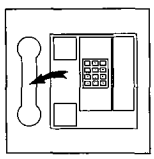
How To: Pick Up An Outside Line On Hold.

	Action	Result	Comment
1.	 -Lift handset or press Hands Free [HF] key.	Internal dial tone is heard. If in Hands Free mode, the [HF] key LED is lit.	
2.	 -Dial [7][8] + Outside line number which is on Hold.	Call is connected to answering extension.	Dial [7][8] + the Outside line number on which the call is holding. (e.g.) [7][8] + [0][0][1].

How To: Answer A Call On Hold.

	Action	Result	Comment
1.	 -Press blinking [OUTSIDE LINE] key.	[OUTSIDE LINE] key LED stops blinking and shows a steady light.	

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

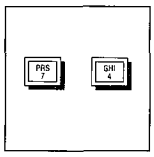
	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	

(continued)

Pick Up Calls On Hold

Description: This feature allows you to retrieve calls which have been placed on Hold either at your extension, or at another extension in the system.

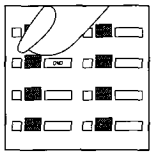
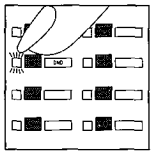
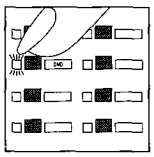
Retrieve A Call On Hold At Another Extension, Con't.

	Action	Result	Comment
2.	 -Dial 7 4 plus extension number where call is on Hold.	The call is taken off hold, and has been answered at your extension.	

Do Not Disturb (DND)

Description: When activated, the DND feature will block all Incoming calls and receiving pages. This does not prevent the user from making calls, paging and using all other features.

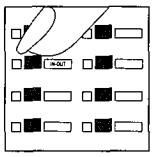
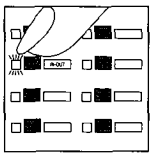
How To: Block Paging Only, Or Place Your Extension In A Privacy Mode, So That You Will Not Be Disturbed By Paging, Incoming Calls, Or Background Music.

Action	Result	Comment
To Block Page Only:		
1.  Press [DND] key once.	[DND] LED is lit steadily.	System paging is blocked at your extension. You may initiate paging from your extension while in this mode.
To Place Extension In Privacy Mode:		
2.  -Press [DND] key a second time.	[DND] LED blinks.	Paging, Incoming calls, and background music are blocked.
To Deactivate DND:		
3.  -Press [DND] key a third time.	[DND] LED goes out.	[DND] is deactivated.

In - Out Key

Description: By pressing the IN-OUT key on your phone, you completely disable all functions, and automatically leave an indication on the Operator Terminal screen that you are OUT.

How To: Indicate To The Operator, Or To Someone Calling From Another Extension, That You Are Away From Your Desk.

	Action	Result	Comment
1.	 -Press [IN-OUT] key.	LED next to [IN-OUT] key blinks steadily. IN-OUT is activated.	Indication on Operator screen indicates you are out. Your extension is disabled. Any extension which calls another extension which has activated the [IN-OUT] key will hear a fast busy tone.
2.	 -Press [IN-OUT] key a second time.	[IN-OUT] is deactivated.	

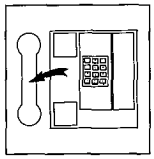
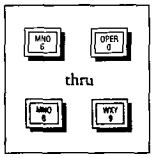
Paging

Description: The paging feature enables an extension user to broadcast a message to any one of nine page zones (6 1 to 6 9) or to all nine zones simultaneously. Two types of paging are available:

Internal Paging. With Internal paging, messages are transmitted to zones where telephones are installed. Messages are heard through the Hands Free speaker in the telephones.

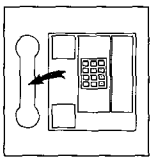
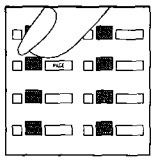
External Paging. With External paging, messages are broadcast through external loudspeakers independent of the telephone extensions, in locations where telephone extensions are not installed, or in zones beyond the audible range of paged messages from telephone extensions.

How To: Broadcast A Message To Any One Of Nine Page Zones In Your System, Or To All Page Zones At Once - Using The Access Code Method.

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard in handset.	
2.	 -Dial Page Zone.	Tone is heard in handset. Wait to begin announcement until after tone is heard. [ALL PAGE] key allows you to page in all nine zones simultaneously.	Dial 6 0 for All Page Dial 6 1 for zone 1. Dial 6 2 for zone 2. Dial 6 3 for zone 3. Dial 6 4 for zone 4. Dial 6 5 for zone 5. Dial 6 6 for zone 6. Dial 6 7 for zone 7. Dial 6 8 for zone 8. Dial 6 9 for zone 9.

Paging, Con't.

How To: Broadcast A Message To Any One Of Nine Page Zones In Your System, Or To All Page Zones At Once, (Dedicated Key Method).

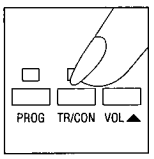
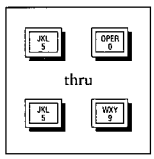
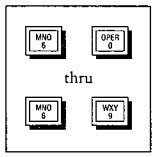
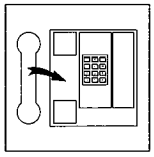
	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard in handset.	
2.	 -Press [PAGE] key. ([PAGE] key may be programmed for All Page, or for any selected Page Zone.)	Tone is heard in handset. Page Zone LED will light.	[PAGE] key must be pre-programmed for your extension by your System Manager for either All Page or for any desired Page Zone. [ALL PAGE] key allows you to Page in all nine zones at once.

Orbit (Park And Page)

Description: Ten Orbit lines, numbered [5][0] - [5][9], are available for parking a call awaiting pick-up by paged individuals.

These 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.

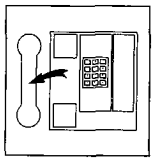
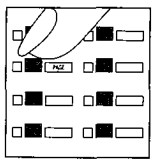
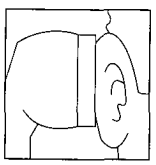
How To: Park A Call In Orbit.

	Action	Result	Comment
1.	 -While an Outside call is in progress, press [TR/CON] key.	[OUTSIDE LINE] LED will blink slowly.	
2.	 -Dial desired Orbit number [5][0] - [5][9]).	Confirmation tone is heard. Should a confirmation tone (3 beeps) not be heard after dialing an Orbit Zone, it means that the selected Orbit Zone is busy, and another must be tried.	Call is placed in Orbit.
3.	 -Dial desired PAGE Zone [6][0] - [6][9].	Upon hearing dial tone, select another Orbit Zone [5][0] thru [5][9], and continue with step 3.	Announce the call, the name of the individual for whom the call is parked, and the assigned Orbit Zone.
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.

Meet Me Page

Description: This feature enables an extension user to page someone and stay on the page until the paged party dials a code and automatically connects to the person who placed the page.

How To: Page Someone And Stay On The Page Until The Paged Party Connects To You By Dialing A Code.

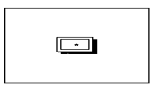
	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard in handset.	
2.	 -Dial desired page zone, [6][0] thru [6][9] or press [PAGE] key.	Tone is heard in handset. [PAGE ALL] key LED blinks if applicable.	Announce page and ask party to dial: Code for Zone 710 [6][0] All Page 711 [6][1] 1 712 [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
3.	 -Wait for answer.	When paged party dials code, a tone is heard by both parties. Both parties are connected.	Both parties can talk, and page system returns to idle state.

Background Music

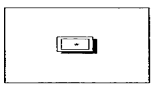
Description: Any extension user can listen to music through the Integrated speaker. The music is turned off temporarily when the extension rings, a paged message is broadcast, the user lifts the handset, or activates the Hands Free mode. The music resumes automatically when the extension becomes idle. Dialing the [*] on your dial pad turns music on or off.

Note: Your system must be programmed by your System Programmer for Background music in order for this feature to work.

How To: Activate Background Music.

	Action	Result	Comment
1.	 -(Without lifting handset), press [*] on dial pad.	Background music is activated.	Music is heard from [HF] speaker. Adjust volume to a comfortable level by pressing Volume control key up or down. Music will be interrupted if the user lifts the handset, or if a paged message is broadcast.

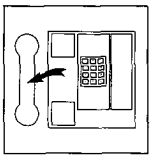
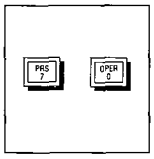
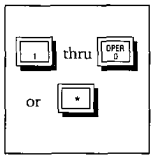
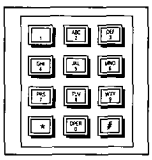
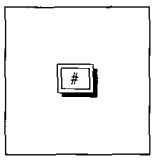
How To: Deactivate Background Music.

	Action	Result	Comment
1.	 -(Without lifting handset), and while Background Music is activated, press [*] on dial pad.	Background music is deactivated.	

Selecting Ring Tone

Description: The tone of the ring signal when the phone is ringing may be changed by the station user. One of 11 different tones may be selected.

How To: Select A Desired Ring Tone For Your Telephone.

	Action	Result	Comment
1.	 Lift handset.	Internal dial tone is heard.	
2.	 Dial [7] [0] on the dial pad.	Dial tone stops.	
3.	 Dial a digit [1] through [0] or [*] 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.	 When the desired tone is heard, press [#] key on the dial pad.		The system uses this tone to ring your telephone.

Additional Features

Description: - Your ISOETEC Digital System may be equipped with optional features which your company has acquired in order to accomplish more efficiency and ultimately lower operating costs. Should these features be installed in your system, your System Manager will instruct you as to their usage. A brief description of some of these features follows:

Least Cost Routing (LCR): Enables your system to automatically choose the least expensive method of dialing each call. When Least Cost Routing is installed, a LCR Dial Tone is heard after pressing an Outside line key. LCR will pick the long distance route which will be the most cost effective at that time.

On Outgoing LCR calls, (if program is set to LCR Out Only), and you have a group key, you can only dial out with an LCR key. Group keys are for Incoming calls, and visual appearance only.

Toll Restriction: Your phones may be Toll Restricted, meaning that certain area codes and exchanges are not accessible from your extension. Also, if LCR is installed in your System, Outside call cost limits can be set to restrict a call.

Account Codes: An Account Code key is used to enter an account number into an SMDR (Station Message Detail Recorder) call record. A digit, 1 thru 10, may be entered as an account code. An account code can be entered on an External call at anytime during the course of the conversation.

An Account Code is entered by pressing the ACCOUNT CODE key while on an Outside line, followed by the Account Code number. The LED next to the key will light. To deactivate the ACCOUNT CODE key, press a second time. The LED will go out.

Forced Account Code: When Forced Account code is programmed, you must enter your Account Code before dialing a telephone number. A 1 to 8 digit account code may be entered.

Release Key: A Release Key is used in conjunction with a headset. It is used to act the same as lifting or replacing the handset, and to answer External calls. When using a headset in place of a handset, the Release key must be pressed to answer or disconnect from calls, or to make calls.

ICM Key: Used to put Internal calls on hold, and transfer Internal calls. In order to transfer External calls, you must lift the handset, and then dial the desired extension number. The ICM key may also be used for 3 party Internal conferences.

Additional Features

Bad Line Key: Used with Least Cost Routing to indicate bad service. The LCR statistics report should be checked in order to find a total of bad calls.

Mail Key: The [MAIL] key is used in conjunction with the VMS option to indicate when you have a VMS voice message. When the [MAIL] key appears blinking at your extension, it indicates that at least one message has been left in your VMS mail box. After lifting the handset, press the blinking [MAIL] key. The system will automatically call VMS, and you may proceed with VMS instructions in order to receive your messages.

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

Audible Tones Listing

Ring Back Tone: Indicates to a calling party that the called party is being rung.

Splash Tone: Double beep heard when an extension is called Hands Free.

Reorder Tone: Fast busy signal indicating an incorrect operation.

Busy Tone: An interrupted tone indicating an extension on line is in use.

Internal Dial: A continuous frequency tone. This is an indication that Tone dialing may be started.

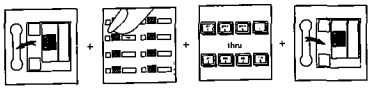
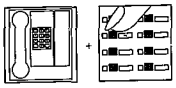
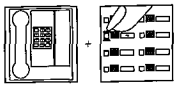
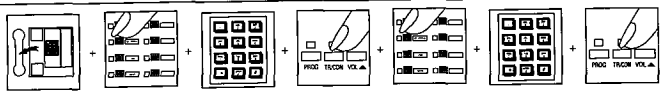
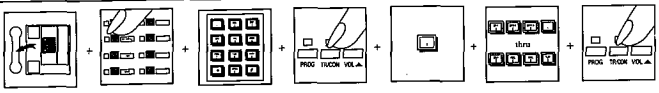
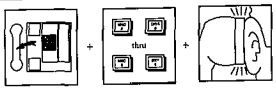
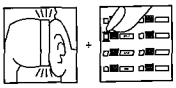
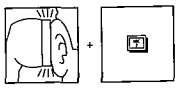
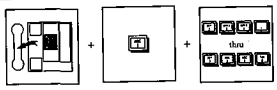
Self Test: The System is equipped with a self-test. A tone may be heard when the System tests itself and re-sets.

Ring Tone Audible: Tone heard to indicate an extension has been dialed. A single ring indicates an Outside line call. A double ring indicates an extension call.

Camp-On Tone: A double splash tone heard during an in-progress call which indicates another call is waiting to ring through.

LCR Dial Tone: An interrupted Internal dial tone which indicates Least Cost Routing is in use. Should LCR malfunction for some reason, a fast busy tone will be heard.

Cost Limit Tone: If your System is equipped with LCR, a cost limit may be set. Should a call reach this ultimate cost, a tone will be heard, 30 seconds after which the call will automatically be disconnected.

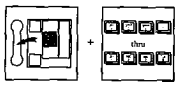
Call Forward: p. 54	 Lift Handset + Press [CALL FORWARD] + Dial Extension Number + Replace Handset
Activate Do Not Disturb: p.79	 (Without Lifting Handset), press [DND] key twice
Deactivate Do Not Disturb: p.79	 (Without Lifting Handset), press blinking [DND] key
Conference/1 Internal/ 2 External Parties: p. 62	 Lift Handset + press [OUTSIDE LINE] key, + Dial 1st External Phone Number, + press [TR/CON] key + press another [OUTSIDE LINE] key + Dial 2nd External Number + Press [TR/CON] key
Conference/2 Internal Parties + 1 External Party: p.65	 Lift Handset + Press [OUTSIDE LINE] key + Dial External Phone Number + Press [TR/CON] key + Dial [1] + Internal Extension Number + press [TR/CON] key
Page: p. 81	 Lift Handset + Dial desired page zone [6] [0] thru [6] [9] + Page after tone
Split: p. 32	 (While on current call, and upon hearing a tone), press blinking [SPLIT] key
Camp-On: p.74	 (Upon reaching a busy extension), dial [2]
Call Pick-Up: p. 75	 Lift Handset + Dial [2] + Ringing Extension Number
Night Answer: p. 34	Press blinking [NIGHT ANSWER] key. You are connected to incoming call

Quick Reference Guide

This Quick Reference Guide illustrates one possible way to use a feature on your ISOETEC DIGITAL SYSTEM telephone system. Various methods of operation depend on how your particular system is programmed.

For detailed descriptions of systems features' operation, please refer to the User Guide.

Place An Internal Call: p. 21

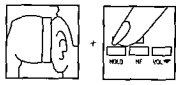


Lift Handset + Dial Extension number

Place An External Call: p. 25

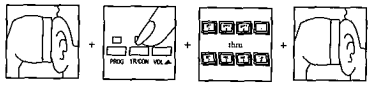
Lift Handset + Press [OUTSIDE LINE] key + Dial Number

Place A Call On Hold: p. 47



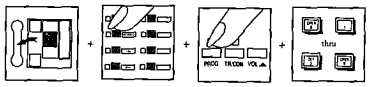
(While current call is in progress), press [HOLD] key

Call Transfer: p. 50



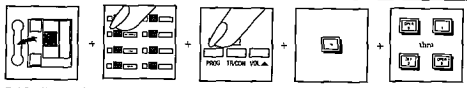
(While current call is in progress), press [TR/CON] key + Dial Extension Number + Announce call

Station Speed Dial: p. 35



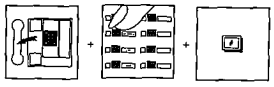
Lift Handset + press [OUTSIDE LINE] key + press [PROG] key + Dial Bin Number, (0 1 thru 3 0)

System Speed Dial: p.43



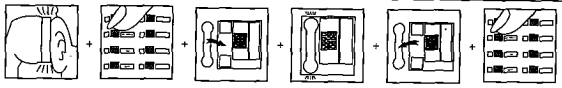
Lift Handset + Press [OUTSIDE LINE] key + press [PROG] key + press * + Dial Bin Number (0 0 1 thru 9 9 9).

Last Number Redial: p.45



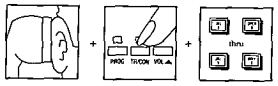
Lift Handset + Press [OUTSIDE LINE] key + press # key

Station Call Back: p. 70



(Upon Reaching A Busy Extension), press [CALL BACK] key +Replace Handset + (When called extension becomes idle and your phone rings) + Lift Handset + Press [CALL BACK] key.

Orbit (Park and Page): p.83



(While Current Call Is In Progress), press [TR/CON] key + Dial Orbit Zone (5 0 thru 5 9) + Dial Desired Page Zone (6 0)