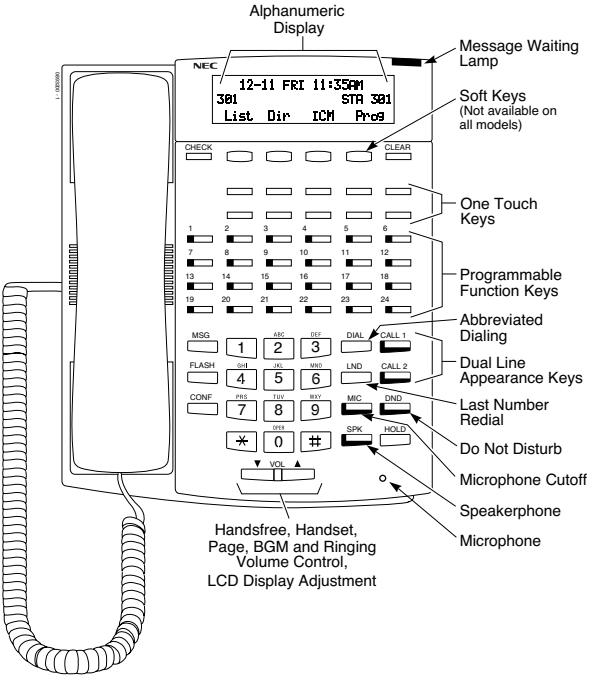
NEC

Aspire

Multibutton Telephone Feature Handbook

Your Multibutton Telephone



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This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA. On the system cabinet is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

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Using Your Telephone

Your telephone's **Alphanumeric Display** helps you use features and tells you about your calls. For example, a ringing outside line may display a name before you answer it. (You may be able to change the time on your phone if it's not correct. Turn to page 135 for more.)

Press a **One-Touch Key** for one-button contact with co-workers and outside callers, or when using certain features. To learn how to program your One-Touch Keys, go to page 96.

Function Keys are normally line keys, but you can program them for other features. In this handbook, the feature assigned to a function key appears in parentheses next to the key. For example, FUNCTION (Hotline) means press the function key set for Hotline. See page 114 for more.

Line Appearance Keys are Intercom keys for placing and answering calls. If you're busy on one - just use the other.

Press SPK for Handsfree calls, or use the handset instead. See Handsfree Options below. The Microphone picks up your voice for Handsfree calls, while Feature Keys speed up using common features.

Handsfree Options

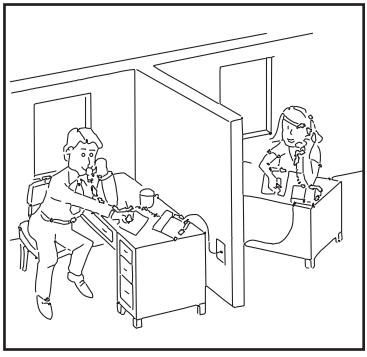
- **Handsfree** lets you place and answer calls by pressing SPK instead of using the handset. Your telephone must have a Speakerphone if you want to use Handsfree.
- With **Automatic Handsfree**, press a line or Line Appearance key without lifting the handset. You normally have this feature.
- If you have **Monitor**, you can place a call without lifting the handset but you must lift the handset to speak. Telephones without Speakerphones have Monitor.

Due to the flexibility built into the system, your dialing codes may differ from those in this guide. Review Your System's Dialing Plan on page 151 and check with your Communications Manager.

Also, the system may restrict you from using some of the features in this handbook.

Using All Those Features!

Calling a Co-Worker



You can dial a co-worker on the **Intercom** (page 75), or use **Paging** (page 106) if you don't know where they are.

When you must get through right away, interrupt a call using **Barge In** (page 18).

Certain Intercom calls may ring your phone on function keys as **Multiple Directory Numbers** (page 88).

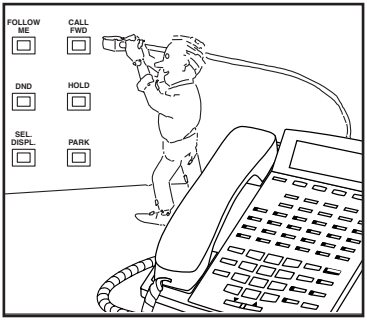
Visitors at your entrance door can call you on the Intercom using a **Door Box** (page 60).

Outside Calls

You can **Answer Outside Calls** that ring your phone or flash your line keys (page 100). **Caller ID** allows you to identify the caller before or after you pick up the handset (page 29). **Night Service** (page 92) may change the way these same calls ring your phone. Set your **Line Preference** (page 79) to answer ringing outside calls or Intercom calls first.

To **Place Outside Calls** (page 102), use your line keys or dial codes. You may have to enter **Account Codes** (page 14) before your call goes through. Use **Dial Number Preview** (page 53) to check your digits before you dial. Once your call goes through, the **Call Timer** (page 26) shows you how long you're on the phone. You may be able to use **Flash** (page 65) to place another call without losing your line.

Handling And Rerouting Your Calls

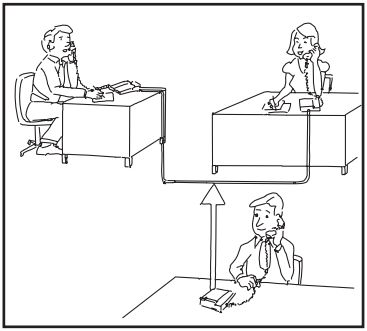


Use **Hold** (page 72) to have your call wait at your phone. Or, Park it in orbit for a co-worker (page 108).

Have a call for a co-worker? **Transfer** it to them (page 136). Don't know where they are? Use **Meet Me Paging Transfer** (page 139) so they can pick it up wherever they are. If you want the call to come back when your co-worker is done, use **Serial Call** (page 131).

When you leave your desk, think about **Call Forwarding** your calls to someone else (page 20). If that meeting runs long, go to another phone and bring your calls to you with **Call Forward Follow Me** (page 23). When you want callers to know where you are, set a **Selectable Display Message** at your phone (page 128). You may be able to **Override** (page 24) another user's Call Forward if you think they are still at their phone.

When Your Call Can't Go Through



Don't just hang up when your call can't get through to a co-worker! Use **Call Waiting** (page 27) to wait without hanging up. Send your co-worker **Off Hook Signaling** (page 94) to let them know you're waiting. If you don't have time to wait, leave a **Callback** request (page 28).

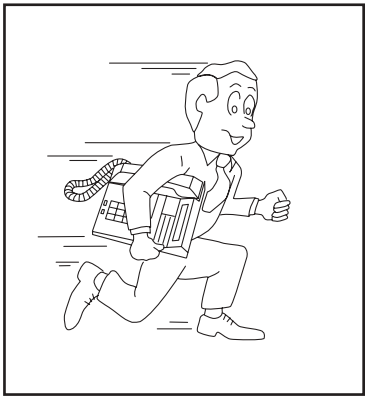
In a hurry? Think about leaving your co-worker a **Message Waiting** (page 85), or use optional **Voice Mail** (page 142) to record a voice message for them.

Using All Those Features!

There's no need to keep redialing your outside call if it's busy or unanswered - use **Repeat Redial** instead (page 119). And when your system's lines are busy, **Trunk Queuing** (page 141) lets you wait for a free one. If you have an emergency, **Forced Trunk Disconnect** (page 66) allows you to get through on a busy line right away.

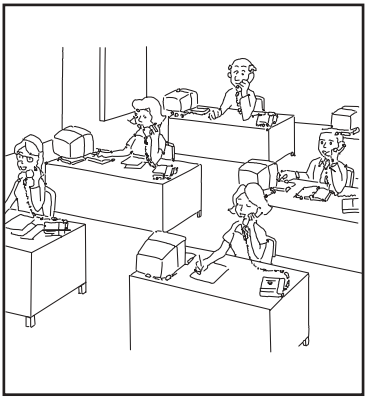
With **Voice Over** (page 146), talk to a busy user - while they keep talking to their initial caller. When you're busy on a call, you can do the same thing with **Reverse Voice Over** (page 120).

Placing Calls Quickly



Store numbers that you call often in **Abbreviated Dialing** bins (page 11). You can easily dial the stored number with just a few key presses. To quickly retry the number you just dialed, try **Last Number Redial** (page 77). If you'll need to redial the number later on, let **Save Number Dialed** (page 123) retain it for you. Ever call Directory Assistance for a number and not have a pen to write it down? Use **Memo Dial** (page 84) to jot the number down in your phone's memory instead.

When You Work In Groups

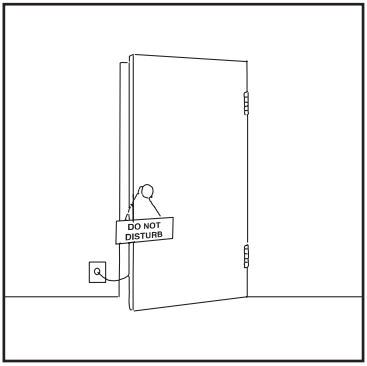


If you and your co-workers handle each other's calls, you might want to be in a **Department Calling** group (page 50). Someone calling your group's number goes through to anyone who's available. You can even have **Department Step Calling** (page 52) send your personal calls to your group when you're not available. To answer a call already ringing a co-worker's phone, use **Group Call Pickup** (page 68).

When you're on a call and you want the others in your area to listen in on the conversation, activate **Group Listen** (page 69). Your co-workers hear the call through your telephone's speaker.

If you frequently call the same co-worker, you can have **Ringdown** (page 121) automatically call them for you. All you have to do is lift your handset.

If You Need Privacy

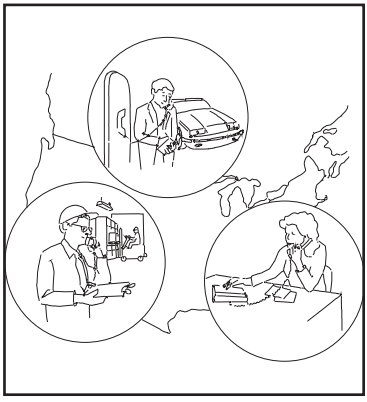


When you're busy in your office and don't want to be interrupted, use **Do Not Disturb** (page 59).

Before talking to someone at your desk while you're on the phone, try **Microphone Cutoff** (page 87). Your caller cannot hear your voice until you cancel Microphone Cutoff.

Using All Those Features!

Have a Telephone Meeting

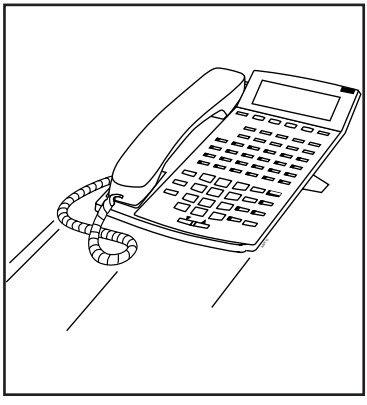


Conference (page 47) allows you to quickly set up a telephone meeting. When your phone allows **Voice Call Conference** (page 48), others can join your outside call just by pressing the line key.

Use **Meet Me Conference** (page 80) to set up a meeting which lets others join if they choose. Optionally, you can use **Meet Me Paging** (page 82) to set up a meeting on a page zone.

To join two or more *outside* callers together and leave them to talk privately, use **Tandem Trunking** (page 133).

Streamlining Your Telephone's Operation



Your telephone provides you with options that can dramatically streamline the way you handle calls. For example, you can program **One-Touch Keys** (page 96) for one-button access to co-workers, outside calls, Abbreviated Dialing bins and certain feature codes.

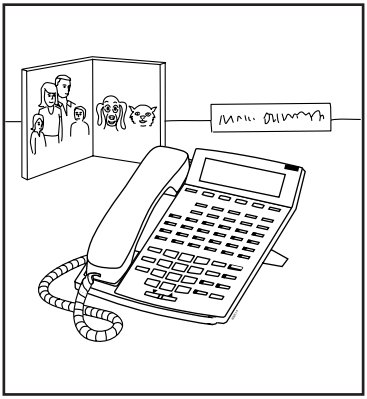
Want to automate Callback, Message Waiting or other features? Just assign these functions to available **Programmable Function Keys** (page 114). Need one-button Transfer and calling for a co-worker? Program a Hotline (page 74)

on another function key. (When you see FUNCTION in this handbook, the operation needs a Programmable Function Key.)

Are you a secretary - or do you have a secretary that handles your calls? Set up **Secretary Call** buzzer keys (page 125). You can use **Secretary Call Pickup** (page 126) to quickly pick up calls intended for your secretary or boss.

Tired of always reaching for the handset or cradling it under your chin while you type? Install a headset and enable **Headset Operation** (page 71).

Personalizing Your Telephone



If your phone is near other phones that ring the same way, choose unique **Selectable Ring Tones** (page 130) so you know which calls are for you.

When you need to cover up noise in your office that might be distracting to your work, turn on **Background Music** (page 17).

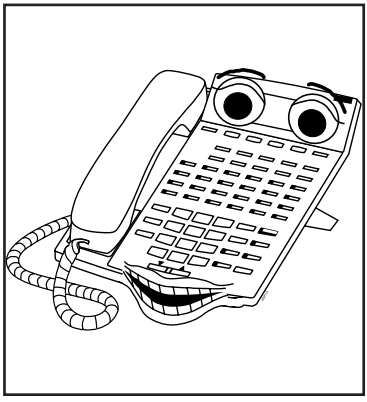
Don't forget about that important meeting - set an **Alarm** (page 15) to remind you.

Let the co-workers you call know who's on the line. Go to **Name Storing** (page 91) and assign a name to your extension.

To have your phone beep every time you press a dial pad key, enable the **Dial Pad Confirmation Tones** (page 54).

Using All Those Features!

Your Phone Does the Talking



The optional **Voice Response System** (page 149) gives your system digital recording and play back capability. This lets you handle callers with that important "Personal Touch". For example, if you don't have an operator, the **Automated Attendant** (page 16) can answer your calls and play a list of dialing options to your callers. Use **Personal Greeting** (page 112) to greet your callers with your own recorded voice, and then forward them to a co-worker. Or, you can have **Park and Page** (page 110) welcome your callers and automatically page you to pick up the call.

You'll find other VRS features handy when using your phone or staying in touch with others in your company. If there is an announcement everyone in your company should hear, just listen to your **General Message** (page 67). **Voice Prompting Messages** (page 147) tell you about your system, your own phone and the status of your call. You'll hear voice prompts reminding you when your calls are forwarded or when you have a message. You can even find out your extension number, the date and the time of day.

And, Your Super Display Does The Thinking

Do you want a feature but not know how to use it? Have you ever been busy on a call and not remembered the options your phone provides? If you have an optional *Super Display Telephone*, the Soft Keys on your telephone do the thinking for you.

When you use your Super Display, your One-Touch Keys automatically turn into Soft Keys. A Soft Key is a variable feature key - *the function of the key changes to match what you are doing*. This lets you spend more time thinking about your job and less time thinking about your telephone.

- For Your Notes -

Abbreviated Dialing

Abbreviated Dialing gives you quick access to numbers you call frequently. This saves time, for example, when calling a client with whom you deal often. Instead of dialing a long telephone number, you just use Abbreviated Dialing.

There are three types of Abbreviated Dialing: Common, Group and Personal. All co-workers can share the Common Abbreviated Dialing numbers. All co-workers in your Department Calling Group can share the Group Abbreviated Dialing numbers. (See page 50 for more on Department Calling.) Only you can use your Personal Abbreviated Dialing numbers. To set up Personal Abbreviated Dialing, turn to One-Touch Calling on page 96.

To store an Abbreviated Dialing number (recommended for display phones only):

1. CALL1 + 8 5 3 (for Common).

   OR

   8 5 4 (for Group).
2. Dial Abbreviated Dialing bin number (000-999).

   Ask your Communications Manager for your bin numbers. This range can be increased to 1999 in programming.
3. Dial telephone number you want to store (up to 24 digits).

   *Valid entries are 0-9, # and *. To enter a pause, press MIC.*
4. HOLD + Enter the name associated with the Abbreviated Dialing number.

   Refer to Name Storing on page 91 for instructions on entering names.
5. HOLD + SPK to hang up.

Abbreviated Dialing

To dial a Common Abbreviated Dialing number:

1. CALL1 + # 2 .
2. Dial bin number.

   The stored number dials out. The system selects a line for you.

   OR

1. CALL1 + DIAL or FUNCTION (Common Abbreviated Dialing).

   To preselect, press a line key instead of CALL1.
2. Dial Common Abbreviated Dialing bin number.

   The stored number dials out. Unless you preselect, the system selects a line for you.

To dial a Group Abbreviated Dialing number:

1. CALL1 + # 4 .
2. Dial bin number.

   The stored number dials out. The system selects a line for you.

   OR

1. CALL1 + FUNCTION (Group Abbreviated Dialing).

   To preselect, press a line key instead of CALL1.
2. Dial Group Abbreviated Dialing bin number.

   The stored number dials out. Unless you preselect, the system selects a line for you.

To check your stored Abbreviated Dialing numbers:

1. CHECK
2. DIAL (Common only).
3. Dial the Abbreviated Dialing code (e.g., 001).

   *If the entire stored number is too long for your phone's display, press * to see the rest of it.*

   To check more Abbreviated Dialing numbers, repeat from step 2.

4. CLEAR

Account Codes

Account Codes are codes you enter that help keep track of outside calls. There are two types of Account Codes: Optional and Forced. With optional codes, the Account Codes you enter are solely for categorizing your calls. For example, if you work in an accounting firm that must bill back customers for time on the phone, Optional Account Codes are for you. Forced Account Codes also let you categorize calls, but you must enter one before placing outgoing calls. If you don't enter the code, you can't place the call. This ensures that calls don't go out untracked. When forced and verified Account Codes are enabled for toll calls only, local and toll free numbers have optional account codes.

Check with your Communications Manager to find out if your system uses Account Codes - and which codes you should enter. Account Codes can be from 1-16 digits long, using 0-9 and #.

To enter an Account Code any time while on an outside call:

1. * + Account Code (1-16 digits) + *.

To enter an Account Code while placing an outside call:

1. Access trunk for outside call.

   You can access a trunk by pressing a line key or by dialing a code. Refer to page 102 for more on placing outside calls.

2. * + Account Code (1-16 digits) + *.

3. Dial the number you want to call.

   If you hear "stutter" dial tone after dialing the number, your system requires an ARS Authorization Code. Ask your Communications Manager for your codes.

Alarm

You can use your extension like an alarm clock to remind you of appointments and important meetings. Your phone has two types of alarms:

- Alarm 1 - which sounds only once at the preset time.
- Alarm 2 - which sounds every day at the preset time.

To set the alarm:

1. CALL1 + 8 2 7 + Alarm type (1 or 2).
2. Dial the alarm time (24-hour clock).
   For example, for 1:15 PM dial 1315.
3. SPK to hang up.

To silence an alarm:

1. CLEAR

To check the programmed alarm time:

1. CHECK + 8 2 7 + Alarm type 1 or 2 + CLEAR.

To cancel an alarm:

1. CALL1 + 8 2 7 + Alarm type 1 or 2.
2. 9 9 9 9 + SPK to hang up.

Automated Attendant (VRS)

☞ This feature requires the Voice Response System (VRS) provided by the DSP daughter board (DSPDB).

Automated Attendant automatically answers your system's outside calls, plays a prerecorded greeting and then lets callers directly dial you or your co-workers. This gives your system immediate answering and routing of calls without an operator or dispatcher. The Automated Attendant can:

- Simultaneously answer up to six calls.
- Route calls to an extension, Department Group or Voice Mail and provide additional options if the extension or group is unavailable.
- Give you the option of recording or modifying the Automated Attendant greetings (see below).

To record, listen to or erase an Automated Attendant greeting:

1. CALL1 + 1 1 6 .
2. To record, dial 7 .

   OR

   To listen, dial 5 .

   OR

   To erase, dial 3 .
3. Dial the VRS message number (01-48) for the Automated Attendant greeting you want to record, listen to or erase.

   Your Communications Manager can tell you which message to enter.

   If recording, begin when you hear the announcement, "Please start recording." When done, press # to end recording.

   When listening to a message, press # to hear the message again.

   If erasing, you can cancel erasing by pressing HOLD before hanging up.
4. SPK to hang up.

Background Music

Background Music (BGM) sends music from an FM receiver, tape deck or CD player your company provides to the speaker in your telephone. This helps give you a pleasant working environment. The Background Music plays whenever your phone is idle.

To Turn BGM on or off:

1. CALL1 + 8 2 5 .
2. SPK to hang up.

Barge In

Barge In permits you to break into a co-worker's established call. Use Barge In when you have to get a message through right away (such as in an emergency). Barge In sets up a three-way call between you, your co-worker and their caller.

Your system provides two Barge In modes: Monitor Mode and Speech Mode. With Monitor Mode, you can listen in on another user's conversation but you cannot participate. With Speech Mode, you can listen and join into the conversation. Check with your Communications Manager to see which type of Barge In you have.

CAUTION

Unauthorized intrusion on calls using the Barge In feature may be interpreted as an invasion of privacy.

To Barge In on a conversation in progress:

1. Call busy extension.
2. FUNCTION (Barge In).

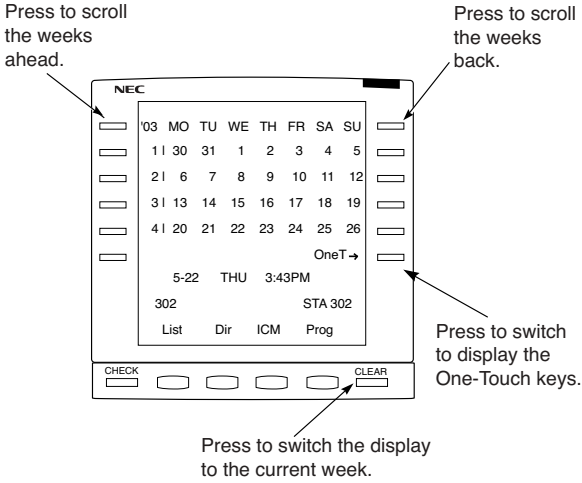
Super Display Telephone Only

If the Calendar is not displayed, press the “Cal.” soft key. This key changes from “OneT” to “Cal.” depending on the view currently active on the Super Display telephone.

When the Super Display phone is plugged in, the system sets the display in the calendar mode, with the current week displayed on the top row of the display.

To scroll the calendar ahead, week by week, press the Soft Key 1 (top left). Pressing Soft Key 6 (top right) scrolls the calendar weeks back.

To change the display back to the current week, press the Clear key.



Call Forwarding

Use Call Forwarding to redirect your calls to another extension. With Call Forwarding, you're sure your calls are covered when you are away from your work area. There are four types of Call Forwarding:

- ***Call Forwarding when Busy or Not Answered***
  Calls forward when your extension is busy or not answered.
- ***Call Forwarding Immediate***
  All calls forward immediately to the destination, and only the destination rings.
- ***Call Forwarding when Not Answered***
  Calls forward when your extension is not answered.
- ***Call Forwarding Immediate with Both Ringing***
  All calls forward immediately to the destination, and both the destination and your extension ring (not for Voice Mail).
- ***Personal Answering Machine Emulation***
  Have your phone emulate an answering machine. Turn to page 142 for more on Voice Mail.

Call Forwarding will reroute calls ringing your extension, including calls transferred from another extension. You must enable Call Forwarding from your phone. To redirect your calls if you are at another phone, use Call Forward Follow Me on page 23.

To activate or cancel Call Forwarding:

1. CALL + * 2 .
   OR
   FUNCTION (Call Forward to Station).
2. Dial Call Forwarding condition:
   1 = Personal Answering Machine Emulation (then skip to step 4)
   2 = Busy or not answered
   4 = Immediate
   6 = Not answered
   7 = Immediate with simultaneous ringing (not for Voice Mail)
   0 = Cancel

To activate or cancel Call Forwarding (Cont'd):

3. Dial destination extension, Voice Mail master number or press Voice Mail key.

   You cannot forward to a Department Group pilot number. Once you forward, only the destination user can place an Intercom call to you.

4. Dial Call Forwarding type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only

5.

to hang up (if you dialed
in step 1).

   Your DND or Call Forwarding (Station) Programmable Function Key flashes when Call Forwarding is activated.

Call Forwarding Off-Premise

Use Off-Premise Call Forwarding to forward your calls to an off-site location. Stay in touch when you're away from the office by forwarding to your cellular phone, home office, hotel or meeting room.

To activate Call Forwarding Off-Premise:

1. CALL1 + * 4 .

   OR

1. FUNCTION (Call Forward to Device).

2. 6 + Dial line access code.

   Line access codes are 9 (ARS/Trunk Group Routing), 804 + Line Group (1-9, 01-99 or 001-200) or #9 + Line number (e.g., 05 or 005 for line 5).

3. Dial the outside number to which your calls should be forwarded.

4. HOLD .

5. SPK to hang up (if you dialed *4 in step 1).

   Your DND or Call Forwarding (Device) Programmable Function Key flashes.

To cancel Call Forwarding Off-Premise

1. CALL1 + * 4 .

   OR

1. FUNCTION (Call Forward to Device).

2. 6 + HOLD .

3. SPK to hang up (if you dialed *4 in step 1).

   Your DND or Call Forwarding (Device) Programmable Function Key stops flashing.

Call Forward Follow Me

While you are at a co-worker's desk, you can direct your calls to your co-worker's extension. Use Call Forward Follow Me if you get detained with your co-worker longer than expected. Instead of ringing your own phone unanswered, your calls will ring you where you are. (To reroute calls from your own extension, use Call Forwarding on page 20.)

To activate Call Forward Follow Me:

1. CALL1 + * 2 .

OR

1. FUNCTION (Call Forward to Station).
2. 3 + Dial your own extension number (i.e., the source).
3. Dial Call Forwarding type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
4. SPK to hang up (if you dialed * 2 in step 1).

Your Call Forwarding (Station) Programmable Function Key flashes when Call Forwarding is activated.

To cancel Call Forward Follow Me:

1. CALL1 + * 2 .

OR

1. FUNCTION (Call Forward to Station).
2. 0 .
3. SPK to hang up (if you dialed * 2 in step 1).

Your Call Forwarding (Station) Programmable Function Key goes out.

Call Forward/DND Override

If you call an extension that is Call Forwarded or in Do Not Disturb, use Call Forwarding/DND Override to talk to the extension user anyway. This is helpful, for example, if you have an important message or emergency and you must get through.

To override an extension:

1. Call the forwarded or DND extension.
2. FUNCTION (Override).

Call Redirect

Call Redirect allows you to transfer a call to a pre-defined destination (such as an operator, voice mail, or another extension) without answering the call. This can be useful if you are on a call and another rings in to your extension. By pressing the Call Redirect key, the call is transferred, allowing you to continue with your current call.

The following types of calls cannot be redirected with the feature:

- ACD
- Transferred
- Department Group (all ring mode)
- Door Box
- Virtual Extension

The pre-defined destination has to be an extension number or voice mail pilot number.

To redirect a ringing call:

1. With an incoming call ringing your extension, press FUNCTION (Call Redirect) without lifting the handset or pressing the CALL keys.

   A confirmation tone is heard over the telephone's speaker.

   After pressing the Call Redirect key, the call will not recall the extension.

Call Timer

You can time your outside calls on your telephone display. You'll find Call Timer indispensable if you must keep track of your time on the phone. For incoming calls, the Call Timer begins as soon as you answer the call. For outgoing calls, the Call Timer starts about 10 seconds after you dial the last digit.

To time your outside calls:

1. Place or answer the outside call.
   The Call Timer starts automatically.

Call Waiting/Camp On

After you call a busy extension, use Call Waiting to wait in line (i.e., Camp On) without hanging up. When you Camp On, the system signals the busy user indicating that you are waiting. Your call goes through when the busy extension becomes free.

Call Waiting also helps when you are on the phone because it lets you know when additional calls are trying to get through. Call Waiting lets your callers wait in line without being forgotten.

Note: When you call a busy attendant, your call will normally "stack up" in queue behind other waiting callers.

To Camp On to a busy extension:

1. Call the busy extension. You must hear busy tone.
2. 2 or FUNCTION (Camp On).
3. Wait without hanging up.

   Your Camp On Programmable Function Key lights while you wait.

   If you hang up, the system converts your Camp On to a Callback (see page 28).

   To Camp On to a trunk, see the Trunk Queuing feature on page 141.

To cancel a Camp On request:

1. Hang up.

   If you skip step 2, the extension will call you back when it becomes free.
2. CALL1 + 8 7 0 .

   OR

   FUNCTION (Camp On).

   Your Camp On Programmable Function Key goes out.

Callback

When you call a busy extension, you can leave a Callback request for a return call. You do not have to repeatedly call the busy extension back, hoping to find it idle. When you leave a Callback, the system handles your request as follows:

- When the busy extension becomes idle, the system rings you.
- After you answer the Callback ring, the system then rings the formerly busy extension. (If that extension doesn't answer, the system cancels the Callback.)
- As soon as the other extension answers, the system sets up an Intercom call between you and them.

If your phone has Automatic Callback, you answer the Callback ring as soon as you lift the handset. If your phone doesn't have Automatic Callback, you must press the ringing line appearance key to answer the Callback ring.

To place a Callback:

1. Call a busy extension.
2. 2 or FUNCTION (Callback).
3. Hang up.
4. LIFT when busy extension calls you back.

   If you don't have Automatic Callback, you'll have to press the ringing Line Appearance key.

To cancel a Callback:

1. CALL + 8 7 0 .

   OR

   FUNCTION (Callback).

Caller ID

Caller ID allows a display keyset to show an incoming caller's telephone number (up to 12 digits) and optional name. The Caller ID information can be displayed before and after answering a call. The system provides the Caller ID pre-answer display which allows you to preview the caller's number before picking up the ringing line. Depending on programming, it may also be displayed after answering a call. This information is stored in Abbreviated Dialing bins or under one-touch keys.

Display telephone users have the ability to check the identity of an incoming call while they are currently busy on a call. The type of information that displays will depend on the type of call being received. Intercom calls will display station names, while incoming trunk calls will display Caller ID, ANI or the name assigned to the line. Depending on the system programming, this information can be displayed either automatically or manually.

Caller ID will temporarily store 50 calls (this included abandoned or unanswered calls). New calls replace the old calls when the maximum number of calls is reached. An unanswered call will cause the Call History key to flash, indicating a new call has been placed in the temporary memory. If enabled in programming, the telephone's display will show "CHECK LIST".

To display Caller ID for calls lamping your phone or not automatically displayed (*without* Automatic Handsfree enabled):

1. Do not lift the handset and press LINE.
   *If the Caller ID data includes the name, you can scroll left and right by pressing * and #.*
2. LIFT or press SPK to answer the call.

To display Caller ID for calls in Park:

1. Do not lift the handset + FUNCTION (Park).
   If Automatic Handsfree is enabled, press FLASH then the PARK key.

Caller ID

To manually display caller information for a second call:

1. While on a call with a second call ringing in, press CHECK + flashing LINE.
   The display indicates caller information.
   To view Caller ID after answering a call when Privacy Release is used, press CHECK + CLEAR. Pressing the line key can also be done, but the call is then made private.
2. To clear the display, either press CLEAR or it will clear on its own.

To review your answered/ unanswered Caller ID calls:

1. Press the LIST soft key.
2. Press the CID soft key.
   The first row of your display shows the Caller ID number. If there is an "" next to the call record number in the left-hand corner, this indicates that it is a call you missed. The second row shows the date and time of the call.*
   If the Caller ID includes a name, you can press the CHECK key to view the number of the caller.
3. Press the UP and DOWN soft keys to see the list of calls available in the buffer.
4. To call the displayed number, press LINE.
   OR
   To erase the displayed number without returning the call, press the DEL soft key.
5. You may be given the option to deleted One or All numbers. Press the desired Soft Key. When deleting all, press YES to confirm the deletion or press CLEAR to exit without deleting.
5. SPK to hang up.

To store a Caller ID number in an Abbreviated Dial bin:

You can store the Caller ID data in the system's Abbreviated Dial Table or in one of your One Touch keys.

1. With a keyset in an idle condition, press the LIST Soft Key.
2. Press the CID Soft Key (Caller ID). The display shows:

```
##:              xxxxxxxxxxxxx
                 mm-dd  hh:mm
↑        ↓       Store      DEL
```

   ## = List Number
   xx = Caller ID number
   mm-dd hh:mm = incoming date/time
   ↑ = Preview List
   ↓ = Next List
   Store = Store in List
   DEL = Delete from List

3. Press the STORE Soft Key. The display shows:

```
##:              xxxxxxxxxxxxx
                 mm-dd  hh:mm
OneT    AbbC    ABBg
```

   ## = List Number
   xx = Caller ID number
   mm-dd hh:mm = incoming date/time
   OneT = Store in One-Touch key
   ABBc = Store in Common Abbreviated Dial bin
   ABBg = Store in Group Abbreviated Dial bin

4. Press the ABBC or ABBG Soft Key.
5. Dial the Abbreviated Dial bin in which the number is to be stored.

   If you press HOLD, the next available Abbreviated Dial bin will be used.

   If all Abbreviated Dial bins are used, the display shows "TABLE IS FULL".

6.

.

To store a Caller ID number in an Abbreviated Dial bin (Cont'd):

7. Enter the name to be associated with the stored number.
   For information on entering names, refer to the Name Storing feature.
   Names can be up to 12 digits long.
8. HOLD .
9. SPK to hang up.

To store a Caller ID number in a One-Touch key:

You can store the Caller ID data in the system's Abbreviated Dial Table or in one of your One Touch keys.

1. With a keyset in an idle condition, press the LIST Soft Key.
2. Press the CID Soft Key (Caller ID). The display shows:

```
##:              xxxxxxxxxxxxx
                 mm-dd  hh:mm
↑        ↓       Store      DEL
```

   ## = List Number
   xx = Caller ID number
   mm-dd hh:mm = incoming date/time
   ↑ = Preview List
   ↓ = Next List
   Store = Store in List
   DEL = Delete from List

3. Press the STORE Soft Key. The display shows:

```
##:              xxxxxxxxxxxxx
                 mm-dd  hh:mm
OneT    AbbC    ABBg
```

   ## = List Number
   xx = Caller ID number
   mm-dd hh:mm = incoming date/time

To store a Caller ID number in a One-Touch key (Cont'd):

OneT = Store in One-Touch key
ABBc = Store in Common Abbreviated Dial bin
ABBg = Store in Group Abbreviated Dial bin

4. Press the ONET Soft Key.
5. Press the One-Touch key in which the number is to be stored or dial 1-9, 0.
   If you press HOLD, the next available One-Touch key will be used.
   If all One-Touch keys are used, the display shows "TABLE IS FULL".
6. HOLD .
7. Enter the name to be associated with the stored number.
   For information on entering names, refer to the Name Storing feature.
   Names can be up to 12 digits long.
8. HOLD .
9. SPK to hang up

To call a number stored in temporary memory:

1. Press FUNCTION (Call History) or press the LIST Soft Key and CID.
   The last addition to the list is displayed.
2. Press the ARROW DOWN Soft Key to scroll through the list of numbers in memory.
3. Press the DEL Soft Key to delete the entry and scroll to the next entry.
   The Call History key will remain on as long as entries remain in memory.
   For i-Series phones, press CHECK + 9 to delete all call entries.
4. To place a call back to a number in the temporary memory list, with the number to be dialed displayed, press a line, loop or CALL key.

Center Telephone Book

The Center Telephone Book provides each user one or two personal telephone books which can be used to store numbers (50 or 100 depending on your system). Multiple extensions can be assigned the same telephone book allowing users to share commonly used numbers.

Numbers can be stored using Last Number Dialed and Caller ID and each Telephone Book can be password protected.

Register a new telephone book to enter new data:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 1 (Registration).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. You may need to press Soft Key 1 or 2 to select the Telephone Book to register new data.
5. Input the name (up to 12 digits) + HOLD.
6. Using the dial pad, select the Group number.
7. Enter the number to be stored + HOLD.
8. Enter the bin number where the telephone number is to be stored + HOLD.

   The number is stored and the next available bin number is automatically displayed.

Search the Center Telephone Book by name:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 2 (Search).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. You may need to press Soft Key 1 or 2 to select the Telephone Book to select the Telephone Book to search.

   By default, the user will search by name (indicated by the [A] in the upper right-hand corner of the display. Soft Key 1 will step through the different search options (numbers, Kana, alpha). To search by number, press the NUM soft key - the [A] changes to [1].
5. Enter the search characters.
6. Press VOL or VOL keys to search.
7. To dial the selected name, press CALL1 .

   OR

   To view the detail of the flashing item, press HOLD + CALL1 to dial the number.
8. Pressing the item number on the dial pad selects an item.

   Pressing the CONF key will back up the view to the previous screen.

Center Telephone Book

Search the Center Telephone Book by group name:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 2 (Search).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. You may need to press Soft Key 1 or 2 to select the Telephone Book to search.

   By default, the user will search by name (indicated by the [A] in the upper right-hand corner of the display. Soft Key 1 will step through the different search options (numbers, Kana, alpha). To search by number, press the NUM soft key - the [A] changes to [1].
5. Press Soft Key 2 (Menu).
6. Press Soft Key 2 (Group).
7. Using the dial pad, select the group to search + HOLD .
8. Press ▼VOL or VOL▲ to search.
9. To dial the selected name, press CALL1 .

   OR

   To view the detail of the flashing item, press HOLD . You can then press CALL1 to dial the number.

   Pressing the item number on the dial pad selects an item.

   Pressing the CONF key will back up the view to the previous screen.

Search the Center Telephone Book by telephone number:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 2 (Search).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. You may need to press Soft Key 1 or 2 to select the Telephone Book to search.
5. Press Soft Key 2 (Menu).
6. Press Soft Key 3 (Number).
7. Enter the search number(s).

   At least one digit must be entered before the search can be done.
8. Press VOL or VOL to search.
9. To dial the selected name, press CALL1.

   OR

   To view the detail of the flashing item, press HOLD. You can then press CALL1 to dial the number.

   Pressing the item number on the dial pad selects an item.

   Pressing the CONF key will back up the view to the previous screen.

Center Telephone Book

Search the Center Telephone Book by memory number:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 2 (Search).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. You may need to press Soft Key 1 or 2 to select the Telephone Book to search.
5. Press Soft Key 2 (Menu).
6. Press Soft Key 4 (Memory).
7. Enter the memory number to be searched.

   At least one digit must be entered before the search can be done.
8. Press VOL or VOL to search.
9. To dial the selected name, press CALL1.

   Pressing the CONF key will back up the view to the previous screen.

Delete ALL the Center Telephone Book information:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 4 (Delete All).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. You may need to press Soft Key 1 or 2 to select the Telephone Book to search.
5. Enter the 4-digit password assigned in system programming or through the SETTING Soft Key.

Delete ALL the Center Telephone Book information (Cont'd):

6. Press Soft Key 3 (Yes) to delete all the entered data, or press Soft Key 4 (No) to back up.

   Press the CONF key to back up the view to the previous screen.

Delete ONE entry in the Center Telephone Book:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 2 (Search).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. You may need to press Soft Key 1 or 2 to select the Telephone Book to search.
5. Press Soft Key 2 (Menu).
6. Press the appropriate Soft Key to search by Name, Group, Number, or Memory Number.

   Refer to the "Search" operations above for details on the specific steps for the option you select.
7. Locate the entry to be changed + HOLD to display the details of the entry.
8. Press Soft Key 4 (Delete).
9. Press Soft Key 3 (Yes) to delete the record or press Soft Key 4 (No) to cancel the deletion process. Pressing YES displays a confirmation message.
10. Press CONF as needed to exit out of the displays or press CLEAR to return the phone to an idle state.

Center Telephone Book

Change the Telephone Book data:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 2 (Search).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. You may need to press Soft Key 1 or 2 to select the Telephone Book to search.
5. Press Soft Key 2 (Menu).
6. Press the appropriate Soft Key to search by Name, Group, Number, or Memory Number.

   Refer to the "Search" operations above for details on the specific steps for the option you select.
7. Locate the entry to be changed and press HOLD to display the details of the entry.
8. Press Soft Key 3 (Change).
9. ***To change the name,*** press HOLD + the new name + HOLD. You can now change the group or memory number or press CONF to exit.

   OR

   To change the memory number, press VOL ▲, at the ENTER REGIST MEMORY display, press HOLD. Select the new memory number to be used for the number + HOLD. Press Soft Key 3 to

Change the Telephone Book data (Cont'd):

overwrite the current information or press Soft Key 4 to cancel and allow you to select a new memory number. You can now select a new entry to edit or press CONF to exit.

OR

To change the group and memory number, press ▼VOL + HOLD then using the dial pad, select the group number to be assigned. The display flashes the saved telephone number - press HOLD. You can now change the telephone number + HOLD. At the ENTER REGIST MEMORY display, press HOLD. Select the new memory number to be used for the number + HOLD. Press Soft Key 3 to overwrite the current information or press Soft Key 4 to cancel and allow you to select a new memory number. You can now select a new entry to edit or press CONF to exit.

Register a Caller ID number to the Center Telephone Book:

While reviewing the Caller ID list, a user can add a record into the Center Telephone Book with the following operation. This function can only be performed if the Center Telephone Book is unlocked.

Center Telephone Book

Register a Caller ID number to the Center Telephone Book (Cont'd):

1. From an idle keyset, press Soft Key 1 for List.
2. Press Soft Key 1 (Redial).
3. From an idle keyset, press Soft Key 1 for List.
4. Press Soft Key 2 (CID).
5. Use the ↑ and ↓ Soft Keys to display the desired Caller ID record.
6. Press Soft Key 3 (Store).
7. Press Soft Key 3 (TELBK).
8. You may need to press Soft Key 1 or 2 to select the Telephone Book to be used.
9. To enter/change the name, press HOLD + enter the new name. Press HOLD.
10. Enter the group number. Press HOLD, then using the dial pad, select the group number to be assigned. The display flashes the saved telephone number - press HOLD. You can now change the telephone number, then press HOLD. At the ENTER REGIST MEMORY display, press HOLD. Select the new memory number to be used for the number and press HOLD. If the memory number selected was already defined, press Soft Key 3 to overwrite the current information or press Soft Key 4 to cancel

Register a Caller ID number to the Center Telephone Book (Cont'd):

and allow you to select a new memory number. You can now select a new entry to edit or press CONF to back up the displayed window.

Register a LND number to the Center Telephone Book:

While reviewing the Last Number Dialed (LND) list, a user can add a record into the Center Telephone Book with the following operation. This function can only be performed if the Center Telephone Book is unlocked.

1. From an idle keyset, press Soft Key 1 for List.
2. Press Soft Key 1 (Redial).
3. Use the ↑ and ↓ Soft Keys to display the desired LND record.
4. Press Soft Key 3 (Store).
5. Press Soft Key 3 (TELBK).
6. You may need to press Soft Key 1 or 2 to select the Telephone Book in which the number should be stored.
7. To enter/change the name, press HOLD + enter the new name + HOLD .
8. Enter the group number. Press HOLD , then using the dial pad, select the group number to be assigned. The display flashes the saved telephone number - press HOLD . You can now change the telephone number, then press HOLD . At the ENTER REGIST MEMORY display,

Register a LND number to the Center Telephone Book (Cont'd):

press HOLD. Select the new memory number to be used for the number + HOLD. If the memory number selected was already defined, press Soft Key 3 to overwrite the current information or press Soft Key 4 to cancel and allow you to select a new memory number. You can now select a new entry to edit or press CONF to back up the displayed window.

Change the Group Name:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 3 (Setting).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. You may need to press Soft Key 1 or 2 to select the Telephone Book to edit.
5. Press Soft Key 1 (Group Name Edit).
6. Using the dial pad, select the Group number.
7. Enter the new name to be stored + HOLD.

   The display indicates "REGISTERED!" then returns to the Select Group display.
8. You can now edit another group name, press CONF to return to the previous menu display, or press CLEAR to exit.

Lock or Unlock a Telephone to prevent or allow changes:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 3 (Setting).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. Press Soft Key 3 (Lock).
5. Using the dial pad, select the Group number.
6. ***If the Telephone Book is unlocked,*** the display shows "[LOCK TELBOOK]". Enter the 4-digit password.
   If the Telephone Book is locked, the display shows "[UNLOCK TELBOOK]". Enter the 4-digit password.
7. Press CONF to return to the previous menu display or press CLEAR to exit.

Lock or Unlock a Telephone using a service code:

1. Press CALL1 .
2. Enter the Lock Telephone Book service code (contact your telephone administrator for this code).
3. Enter the destination extension number.
4. Enter the extension's password (contact your telephone administrator for this code).

Center Telephone Book

Change the password a user enters to lock/unlock the Telephone Book:

1. Press PROG Soft Key + ↓ Soft Key twice.
2. Press the TELBK Soft Key.
3. Press Soft Key 3 (Setting).

   Pressing the CONF key from this screen on will back up the view to the previous screen.
4. Press Soft Key 4 (Password).
5. Using the dial pad, enter the current password (0000 by default, or contact your telephone administrator for this code).
6. Enter the new 4-digit password.

   The display indicates NEW PASSWORD IS SET.
7. You can now press CONF to return to the previous menu display or press CLEAR to exit.

Conference

Conference lets you add additional inside and outside callers to your conversation. With Conference, you can set up a multiple-party telephone meeting without leaving the office.

In addition to Conference, there are other ways to have a telephone meeting. See Voice Call Conference (page 48), Meet Me Conference (page 80), Meet Me Paging (page 82) and Tandem Trunking (page 133).

To set up a Conference:

1. Place or answer call.
2. CONF or FUNCTION (Conference).
3. Place the next call.

   To access the outside call, either press LINE *or dial a trunk access code. See Outside Calls on pages 84 and 86 for more.*

   If the second call to be conferenced is ringing in, place the first call on hold, answer the ringing call, then follow the steps below.
4. CONF or FUNCTION (Conference).

   You may be able to have up to 32 callers. Repeat this step to add more parties.
5. After adding all parties, press CONF again to begin the Conference.

   Split (separate) the Conference calls by pressing HOLD + 894.

To exit a Conference (without affecting the other parties):

1. SPK to hang up.

   You can set up a Conference with two outside callers and then drop out of the call - leaving the callers talking in an Unsupervised Conference. Refer to Tandem Trunking on page 133 for more.

Conference, Voice Call

With Voice Call Conference, others in your work area can easily join into your outside calls. To initiate a Voice Call Conference, press a uniquely programmed Voice Call Conference key and tell your co-workers to join the call. The system releases the privacy on the line, and other users can just press the line key to join in. The system allows either four or eight parties maximum per Conference. Voice Call Conference does not use the telephone system features to announce the call. You just announce it "through the air" to your co-workers.

In addition to Voice Call Conference, there are other ways to have a telephone meeting. See Conference (page 47), Meet Me Conference (page 80), Meet Me Paging (page 82) and Tandem Trunking (page 133).

To set up a Voice Call Conference with a co-worker in your immediate work area:

1. Place or answer trunk call.
2. FUNCTION (Voice Call Conference).
3. Announce Voice Call Conference.

   Just tell your co-worker's about the call. Do not use telephone system features to announce it.

To join a Voice Call Conference (if invited):

1. After Conference request, press indicated line key (LINE).

To exit a Voice Call Conference without affecting the other parties:

1. SPK to hang up.

Conversation Record

☞ This feature requires either an optional NVM-Series Voice Mail system or an AspireMail PCB installed in the system.

While on a call, press your Record key to record the conversation in your mailbox. Voice Mail stores the conversation like any other voice message. You can then save, edit or delete the recorded conversation.

For additional voice mail features, refer to page 142.

Recording Your Call

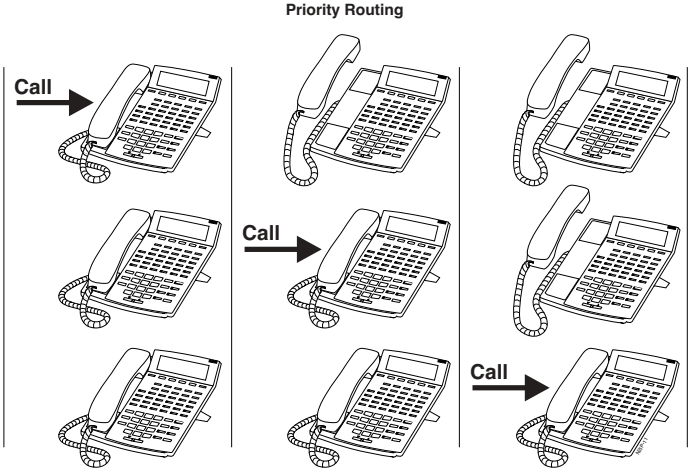
To record your active call in your mailbox:

1. FUNCTION (Conversation Record).
   You hear two beeps and your Record key flashes. The beeps periodically remind you that you are recording.

Department Calling

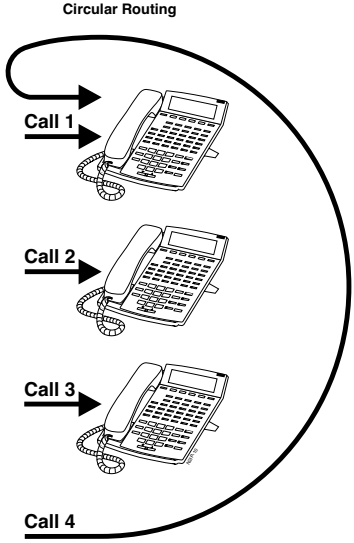
If you work closely with a group of co-workers, your Communications Manager may have programmed you into a Department Calling Group. Department Calling makes it easier for others in your company to send calls to your group. This is because your Department Calling Group has a dedicated pilot number. To get a free group member, co-workers can just dial the pilot number instead of the group member's extensions. If you don't want to receive Department Calls, you can log out of your group. You can log back in when you again want to receive calls.

Calls into your Department Group can route in two different ways: Priority Routing and Circular Routing. With Priority Routing, incoming calls route to your group's highest priority extensions first.



Department Calling

With Circular Routing, each call rings a new extension.



To call a Department Group:

1. CALL1 + Department Group pilot number.

To log out of your Department Group:

1. CALL1 + 1 5 0 + 1 .

OR

FUNCTION (Department Group log out).

The key lights while you are logged out.

To return to your Department Group:

1. CALL1 + 1 5 0 + 0 .

OR

1. FUNCTION (Department Group log in).

The key goes out when you log back in.

Department Step Calling

If you place an Intercom call to a busy Department Group member, Department Step Calling allows you to quickly call another member in the same group. You don't have to hang up and place another Intercom call. You can also use Department Step Calling to cycle through the members of a Department Group.

To make a Step Call:

1. Place call to busy Department Group member.

   OR

   Place call to Department Group pilot number.

2. # or FUNCTION (Step Call).
3. Repeat step 2 to call other Department Group members.

Dial Number Preview

Use Dial Number Preview to preview a number in your telephone's display before you dial it out. This helps you avoid dialing errors. For example, if you review the previewed number and find an error, you can cancel the number and re-enter it correctly. Dial Number Preview is available for both outside and Intercom calls.

To use Dial Number Preview to place a call:

1. Do not lift handset or press CALL1 .
2. Dial the number you want to preview.
   *If VRS is installed, you will need to press * then dial the number to be previewed.*
3. CALL1 to dial out the displayed number. If the displayed number is an outside number, it must contain a line access code.
   OR
   HOLD to cancel the number without dialing it out.
   OR
   LINE to dial out the displayed outside number on the selected line.
   If your previewed outside number has a trunk access code (e.g., 9), you can press CALL1 instead.
   The system will <u>not</u> *automatically strip out a trunk access code when you press a line key.*

Dial Pad Confirmation Tone

When you enable Dial Pad Confirmation Tone for your extension, you hear a beep each time you press a dial pad key. This beep reminds you that you have pressed a key. The confirmation tone is particularly helpful for Intercom calls and calls on Dial Pulse lines. For these types of calls, you don't hear tones echoed back to your handset or speaker to confirm your dialing.

To enable or disable Dial Pad Confirmation Tone:

1. CALL + 8 2 4 .
   You hear confirmation beeps.
2. SPK to hang up.

Directed Call Pickup

Use Directed Call Pickup when you need to answer a call ringing another extension without leaving your phone. This lets you easily cover a co-worker's calls when they have to be away from their desk.

To intercept calls ringing a co-worker's phone:

1. SPK or LIFT .
2. * * .
3. Dial your co-worker's extension number.

Directory Dialing

If you have a Display or Super Display phone, Directory Dialing allows you to select a co-worker or outside number from a list of names, rather than dialing the phone number. There are four types of Directory Dialing:

ABBC - Company (Common) Abbreviated Dialing
ABBG - Department (Group) Abbreviated Dialing
OneT - Personal Abbreviated Dialing (One-Touch Keys)
EXT - Co-worker's extension

Directory Dialing follows any feature restrictions that your system may have enabled. For example, if your extension cannot normally use Common Abbreviated Dialing, Directory Dialing can't access it either.

To use Directory Dialing from a display keyset:

1. Do not press SPK or LIFT.
2. Press the Directory Dialing Soft Key.

   If you wait too long between your selections, Directory Dialing automatically cancels.
3. Press the Soft Key for the Directory Dialing type from the table below:

ABBc =	Company (Common Abbreviated Dialing)
ABBg =	Department (Group) Abbreviated Dialing
OneT =	Personal Abbreviated Dialing (One-Touch Keys)
EXT =	Extensions

Directory Dialing follows any feature restrictions that your system may have enabled. For example, if your extension cannot normally use Common Abbreviated Dialing, Directory Dialing can't access it either.

To use Directory Dialing from a display keyset (Cont'd):

4. Dial the first letter/number for the name/number you want to call.
   For example, dial 2 for A, B, C or 2.
5. Press the Down Arrow Soft Key to jump to that section.
6. Press VOL or VOL to scroll through all the names/numbers that begin with that letter/number.
   If you wait too long between your selections, Directory Dialing automatically cancels.
   OR
   LIFT or press DIAL, CALL1 or SPK to place the selected call.

To cancel Directory Dialing:

1. Press CLEAR.

Display Adjustment

The keyset's display provides a 3-line, 24 character per line alphanumeric display that displays various information for the telephone either while on a call or while idle. You can change the contrast of the display as well as the language used when displaying the prompts.

To adjust contrast:

1.On an idle telephone with no BGM,

or

.

Pressing either volume key adjusts the LCD display.

If BGM is enabled for the phone, in order to change the contrast, it must first be disabled (CALL + 825) or it will adjust the speaker volume.

To change the displayed language:

1. Press

+

+ the language number to be displayed (00-12).

0 = Japanese	*1 = English*
2 = German	*3 = French*
4 = Italian	*5 = Spanish*
6 = Dutch	*7 = Portuguese*
8 = Norwegian	*9 = Danish*
10 = Swedish	*11 = Turkish*
12 = Latin American Spanish	

Do Not Disturb

Do Not Disturb (DND) blocks incoming calls, Call Forwards and Paging announcements to your extension. DND permits you to work undisturbed at your desk without interruptions from your phone. When you activate DND, incoming calls still flash your line keys. While in DND, you may use your phone in the normal manner for placing and processing calls.

There are four Do Not Disturb options:

Do Not Disturb Options	
1	Blocks your outside calls
2	Blocks Paging, Intercom calls, Call Forwards and transferred outside calls
3	Blocks all calls
4	Blocks Call Forwards
0	Cancels Do Not Disturb

To activate or deactivate Do Not Disturb:

1. Do not lift the handset.

   Depending on your software, you may be able to set DND while on a call by pressing DND.

2.

   OR

.

   If you wait more than 10 seconds before going to step 3, your system automatically enables option 3. If you already have DND enabled, waiting more than 10 seconds cancels it.

3. Dial the DND option code (0-4).

Door Box

Your system may have Door Boxes. A Door Box is a self-contained Intercom unit typically used to monitor entrance doors. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chimes to certain extensions. If you receive Door Box chimes, you can just lift the handset to answer them. You can then talk to the visitor at the door.

Door Boxes come in handy at delivery entrances. Your company doesn't have to have someone at the door to monitor the entrance. You can just answer the Door Box instead. If the door has an electric strike, you can even use your telephone to release the door.

To call a Door Box: 1. CALL1 + 8 0 2 + Door Box number (1-8).

To answer a Door Box chime: 1. LIFT

To activate the Door Box strike: 1. While talking to the Door Box, press FLASH.

DSS Console

If you do a lot of call processing (like an operator or dispatcher), you may have either a 110-Button DSS Console or 24-Button Direct Line Selection (DLS) Console. The DSS Console gives you a Busy Lamp Field (BLF) and one-button access to extensions, trunks and certain system features. Use the DSS Console to help you:

- Call Extensions and Door Boxes
- Place, answer and Transfer outside calls
- Make Internal or External Pages
- Switch the Night Service mode
- Activate DSS Console Alternate Answer (i.e., redirect your calls to another DSS Console)

Your DSS Console may also have keys stored with dialing codes or Programmable Function Key operations. This gives your DSS Console many of the features available on One-Touch and function keys. Check with your Communications Manager to see if your console has these functions.

To call an extension from your DSS Console:

1. With the 110-button console, press EXT.1 or EXT.2 to select the range.
2. Press DSS Console key.

   If your call voice-announces, you can make it ring by dialing 1. If you don't have Handsfree, lift the handset to speak.

Extension BLF

If DSS key is . . .	Extension is . . .
On	Busy on a call
Off	Idle
Flashing fast	In DND

DSS Console

To place an outside call from your DSS Console:

1. Press DSS Console key assigned to outside line.
2. Dial outside telephone number.

   If you don't have Handsfree, you must lift the handset to speak.

Outside Line BLF

If DSS key is . . .	Outside line is . . .
On	Busy on a call
Off	Idle
Flashing slowly	Ringing

To answer an outside call from your DSS Console:

1. Press flashing DSS Console key assigned to outside line.

To call a Door Box from your DSS Console:

1. Press DOOR + DSS Console key for Door Box you want to call (1-8).

   If you don't have Handsfree, you must lift the handset to talk to the Door Box.

Door Box BLF

If DSS key is . . .	Door Box is . . .
On	Busy or ringing in
Off	Idle

To Transfer a call using your DSS Console:

1. Place or answer call.

   If you are on an Intercom call, press HOLD *before going to the next step.*

2. Press DSS Console key for extension that will receive Transfer.

   You cannot Transfer to an extension that is busy or in DND.

3. (Optional) Announce call.

   If the called party doesn't want the call, press flashing LINE *to retrieve it.*

4. SPK to hang up.

To make a Page using your DSS Console:

1. Press PAGE (for External Paging) or GROUP (for Internal Paging).
2. Press DSS Console Paging key.

   DSS keys 1-8 are for External Paging zones 1-8. DSS keys 1-64 are for Internal Paging zones 1-64. (If the zone is busy, try again later.)

   If you don't have Handsfree, lift the handset to make your announcement.

Paging BLF

If DSS key is . . .	Zone is . . .
On	Busy
Off	Idle

Switching the Night Service mode from your DSS Console:

1. Press Night Service key (NIGHT, DAY, BREAK or NITE 2).

Night Service BLF

If this key is lit . . .	System in the . . .
NIGHT	Night Mode
DAY	Day Mode
BREAK	Rest Mode
NITE2	Midnight Mode

To activate DSS Console Alternate Answer:

1. Press ALT.

   You hear a short confirmation tone.

   If you hear a long tone, you cannot enable Alternate Answer. Another user has already enabled your console as their Alternate Answer destination.

Alternate Answer BLF

When the ALT key is . . .	Alternate Answer is . . .
On	Enabled
Off	Disabled

Flash

Flash allows you to access certain features of the telephone company or PBX to which your phone system is connected. This lets you take full advantage of whatever features the connected telephone company or PBX offers. Flash accesses these features by momentarily interrupting the loop current on your outside line. This is much like briefly pressing and then releasing the hookswitch on your telephone at home.

To flash the outside line you are on:

1.

Forced Trunk Disconnect

Forced Trunk Disconnect enables you to disconnect (release) another extension's active outside call if you need to use their line. You can then place a call on the released line.

CAUTION

Forced Trunk Disconnect abruptly terminates the active call on the line. You should use this feature only in an emergency and when no other lines are available.

To disconnect a busy trunk:

1. Press LINE for the busy trunk.

   OR

   Dial trunk access code (e.g., # 9 + trunk number).

2. * 3 .

   You hear confirmation beeps as the system disconnects the line. You can now place a call on the free line.

3. SPK to hang up.

General Message

☞ This feature requires the Voice Response System (VRS) provided by the DSP daughter board (DSPDB).

A General Message is a prerecorded Voice Response System (VRS) message to which you and your co-worker's can listen. This message typically contains important company information that all employees should hear.

To listen to the General Message:

1. Do not lift the handset or press CALL1 .
2. 4

To record, listen to or erase your General Message:

1. CALL1 + 1 1 2 .
2. To record, dial 7 .

   OR

   To listen, dial 5 .

   OR

   To erase, dial 3 .

   If you dial 5 or 7, you can dial # to hear the message again.

   If you dial 3, you can press HOLD to cancel before going to the next step.
3. SPK to hang up.

   MW flashes on each phone until the user listens to the message.

Group Call Pickup

If you frequently work together with the same people, your extensions may be in a Call Pickup Group. This allows you and your co-workers to use Group Call Pickup to easily answer each other's ringing calls. Group Call Pickup also helps if you frequently cover for co-workers in another Pickup Group. When a call rings one of their phones, you can intercept it even if you don't know their extension numbers.

With Group Call Pickup, you can intercept the following types of calls:

- A call ringing an extension in your own Pickup Group.
- A call ringing an extension in another Pickup Group when you know the group number.
- A call ringing an extension in another Pickup Group when you don't know the group number.

To answer a call ringing another phone in your Pickup Group:

1. CALL1 + FUNCTION (Pickup).

   OR

   CALL1 + * #.

To answer a call ringing a phone in another Pickup Group:

When you don't know the Pickup Group Number

1. CALL1 + FUNCTION (Pickup).

   OR

   CALL1 + 8 6 9.

When you know the Pickup Group number

1. CALL1 + FUNCTION (Pickup).

   OR

   CALL1 + 8 6 8 + Pickup Group number (1-9 or 01-64).

Group Listen

Use Group Listen when you want others in your office to listen in on your call. While you talk on the handset, your caller's voice broadcasts over your telephone's speaker. Group Listen automatically turns your Handsfree microphone off so your caller cannot hear the conversation in your office.

To initiate Group Listen:

1. Place or answer call using the handset.
2. SPK twice (but do not hang up).

   SPK flashes slowly.

   You can talk to the caller through your handset. Your co-workers hear your caller's voice over your phone's speaker.

   When you press SPK once, you turn your Speakerphone on and your handset off. The second press turns on Group Listen.

To talk Handsfree after initiating Group Listen:

1. HANG UP

   You must have a speakerphone for Handsfree operation.

To cancel Group Listen (without hanging up your call):

1. Do not hang up + Press flashing SPK.

   You can talk to your caller over your handset. Your co-workers can no longer hear your caller's voice.

Handsfree and Monitor

When it's inconvenient to hold the handset, you can use the speaker and microphone in your telephone and talk Handsfree instead. Handsfree is great when you don't have a free hand for the phone. (For example, you may want to enter data at a computer terminal while talking to a customer on the phone.)

There are three types of Handsfree operation:

Handsfree	You can place and answer calls by pressing SPK instead of using the handset. ***You must have a Speakerphone to have Handsfree.*** Check with your Communications Manager.
Automatic Handsfree	You can press a line or line appearance key without first lifting the handset or pressing SPK. Your Communications Manager may have enabled this option for you.
Monitor	You can place a call without lifting the handset, but you must lift the handset to speak. You always have this option - regardless of the type of phone you have or how your system is set up.

To talk Handsfree:

1. SPK or CALL1 or LINE.
2. Place call.
3. Speak toward phone when called party answers.

To change a handset call into a Handsfree call:

1. SPK and hang up the handset.
2. SPK to hang up when you are done.

To change a Handsfree call into a handset call:

1. LIFT

Headset Operation

To get even more freedom and convenience than with Handsfree, purchase a Headset and connect it to your telephone. In addition to having your hands free for other work, you'll have privacy on a call that is not available with Handsfree. With a Headset installed, either the handset or Headset can be used for calls.

To enable the headset:

1. Plug in the headset into the headset jack on the bottom of the phone.

To use the headset:

1. Press FUNCTION (Headset) then press LINE to make an outside call.

   OR

   Press FUNCTION (Headset) to get Intercom dial tone.

   OR

   If on a call, FUNCTION (Headset) to hang up.

   The headset FUNCTION key lights when you enable the headset mode.

   You can still receive and respond to voice-announced Intercom calls with a headset connected to the phone.

Hold

Don't place your handset down on the desk when you need your caller to wait, use Hold instead. Hold places your call in a temporary waiting state until you can get back to it. While the call waits, you can process calls or use other features. And don't worry if you forget about the call and leave it on Hold too long - it will recall back to you.

Your telephone system provides four types of Hold (see the chart below). Your Communications Manager can tell you which types you can use.

System Hold	***For your normal calls . . .*** When you place an outside call on System Hold, it flashes your line key and the line keys on your co-worker's phones as well. Either you or another co-worker can pick up the call on Hold.
Exclusive Hold	***For high priority calls . . .*** After you place an outside call on Exclusive Hold, it flashes your line key but looks busy to your co-workers. Only you can pick up the call from Hold.
Group Hold	***Put calls on Hold for your Department Group . . .*** If you are a member of a Department Calling Group, you can use Group Hold. When you place an outside call on Group Hold, only you and the members of your Department Calling Group can pick it up.
Intercom Hold	***While talking to a co-worker . . .*** Intercom calls can also go on Hold. However, the Intercom call on Hold stays on your phone. Another extension user cannot pick it up.

System Hold

To place an outside call on System Hold:

1. HOLD

   The LINE *or* CALL1 *key flashes slowly while on Hold; flashes fast when recalling.*

To pick up an outside call on System Hold:	1. Pressing flashing LINE.

Exclusive Hold

To place an outside call on Exclusive Hold:	1. FUNCTION (Exclusive Hold). *The LINE key flashes fast while on Hold; flashes slowly when recalling.*
To pick up an outside call on Exclusive Hold:	1. Pressing flashing LINE.

Group Hold

To place a call on Hold so anyone in your group can pick it up:	1. HOLD + 8 3 2 + SPK to hang up.
To pick up a call on Group Hold:	1. CALL1 + 8 6 2.

Intercom Hold

To place an Intercom call on Hold:	1. HOLD + SPK to hang up.
To pick up an Intercom call from Hold:	1. SPK + CALL1.

Hotline

When you need one-button calling and Transfer to a co-worker, use Hotline. You'll find Hotline to be a great convenience if there is someone in your company with whom you work closely (such as your business partner). You and your partner can call or Transfer calls to each other just by pressing a single key.

Your Hotline key shows the status of your Partner's extension:

When the key is . . .	Your partner's phone is . . .
Off	Idle
On	Busy or ringing
Fast Flash	In Do Not Disturb
Double Wink On	ACD Agent logged into group
Wink Off	ACD Agent logged off

To place a call to your Hotline partner:

1. FUNCTION (Hotline).
   Optionally lift the handset.

To Transfer your outside call to your Hotline partner:

1. FUNCTION (Hotline) + Announce call and hang up.
   OR
   FUNCTION (Hotline) + Hang up to have your call wait at your Hotline partner unannounced.
   If unanswered, the call recalls to you.

To answer a call from your Hotline partner:

1. If you hear two beeps, speak toward the phone.
   OR
   If your telephone rings, LIFT or SPK.

Call a co-worker over the Intercom. Normally, you are not restricted from placing an Intercom call to any other extension. However, if your telephone system is shared by several businesses, you may not be able to call the other business's extensions. Check with your Communications Manager.

To place an Intercom call:

1. CALL1 + Extension number.

   *You can optionally dial 0 for your operator or *8 for your Voice Mailbox.*

   If the extension you call is busy or doesn't answer, you can (without hanging up):

   - Dial another extension.

   - Dial 8 to leave a message in your co-worker's mailbox.

   For one-touch calling, see Hotline (page 74), Call Coverage (page 88) or One-Touch Keys (page 96) instead.

To answer an Intercom call:

1. If you hear two beeps, speak toward the phone.

   Your telephone picks up your voice.

   OR

   If your telephone rings, LIFT.

Intercom calls *you place* may either ring or voice-announce at your co-worker's extension. What happens depends on how your co-worker's extension is set up. You can, however, dial a code to change from one method to the other.

The Intercom calls *you receive* can also either ring or voice-announce. You decide the best way to answer your Intercom calls and then enable the option you want.

Intercom

To change the mode of an Intercom call you placed:

1. 1

   If the call is ringing, this makes it voice-announce. If the call voice-announces, this makes it ring.

To make your incoming Intercom calls voice-announce:

1. CALL1 + 8 2 1 + SPK to hang up.

To make your incoming Intercom calls ring:

1. CALL1 + 8 2 3 + SPK to hang up.

Intercom Abandoned Call Display

You can display a list of the Intercom calls placed to you while you were away from your phone.

To display the list of Intercom calls you did not answer:

1. CHECK + CALL2.

   Press CALL2 repeatedly until no more calls display.

2. CLEAR to return to the normal Time and Date display.

Last Number Redial

Instead of dialing a busy or unanswered outside call again, quickly redial it with Last Number Redial. Last Number Redial stores the last 10 outside call you placed in memory so you can easily recall it. The stored number can be up to 24 digits long, using 0-9, # or *.

You can also quickly redial your last call using Repeat Redial (page 119) and Save Number Dialed (page 123).

To redial your last call:

1. LINE + LND + call placed on line selected.
   For i-Series phones, press LINE + LND + #.
   OR
   LND + CALL1 + system selects line.
   For i-Series phones, press CALL1 + #5.
   OR
   LND + VOL ▼ or VOL ▲ to scroll + CALL1.
   If you don't press a line key after the Volume keys, the system automatically selects a trunk from the same group as your original call.
   For i-Series phones, press LND + LND to scroll to number, then press # or CALL1.
   OR
   CALL1 + # 5.
   The system automatically selects a trunk from the same group as your original call.

To check the stored number:

1. LND
   The stored number displays for six seconds. The stored number dials out if you:
   - Lift the handset
   - Press an idle line key
   - Press an idle CALL key, or
   - Press SPK
2. CLEAR

Last Number Redial

To erase the stored numbers:

1. To clear all numbers, CALL1 + 8 7 6. Or, to select to delete one or all by LND + display the number to be deleted using ↑or↓ + DEL + One or All.

Line Preference

Line Preference determines how you place and answer calls. There are two types of Line Preference: Incoming Line Preference and Outgoing Line Preference. Ask your Communications Manager which type you have.

Incoming Line Preference	Incoming Line Preference sets how you answer calls. When a call rings your phone, lifting the handset answers either the ringing call *(Ringing Line Preference)* or seizes an idle line *(Idle Line Preference)*. If you primarily answer calls and seldom place calls, Ringing Line Preference is for you. If you normally place calls and seldom answer them, then Idle Line Preference is for you.
Outgoing Line Preference	Outgoing Line Preference sets how you place calls. With *Outgoing Intercom Line Preference*, you hear Intercom dial tone when you lift the handset. With *Outgoing Trunk Line Preference*, you get dial tone on an outside line when you lift the handset. If you normally call co-workers, use Outgoing Intercom Line Preference. If you frequently call outside your company, use Outgoing Trunk Line Preference. If you have Incoming Idle Line Preference, Outgoing Line Preference also determines how your phone works as a call rings.

Meet Me Conference

Use Meet Me Conference to have a telephone meeting which lets others join if they choose. After you announce the Meet Me Conference over the Paging, a co-worker joins the meeting by dialing the Meet Me Conference code. There are two types of Meet Me Conference: Meet Me External Conference and Meet Me Internal Conference. With Meet Me External Conference, announce the meeting with External Paging. With Meet Me Internal Conference, announce the meeting with Internal Paging. The system allows either four or eight parties maximum per Meet Me Conference.

In addition to Meet Me Conference, there are other ways to have a telephone meeting. See Conference (page 47), Voice Call Conference (page 48), Meet Me Paging (page 82) and Tandem Trunking (page 132).

Meet Me External Conference

To make a Meet Me External Conference:

1. While on a call, press CONF.
2. 8 0 3 + External Paging zone (1-8 or 0 for All Call).

   OR

   FUNCTION (External Paging).

   *You can optionally press CALL1 and dial combined zones *10 to *18 instead. See Paging on page 106 for more on combined zones.*
3. Announce the zone.
4. CONF twice when co-worker answers your page.
5. Repeat steps 1-4 for each co-worker you want to add.

To join a Meet Me External Conference:

1. CALL1 + 8 6 5 + External Paging zone (1-8 or 0 for All Call).
   You connect to the other parties.

Meet Me Internal Conference

To make a Meet Me Internal Conference:

1. While on a call, CONF.
2. 8 0 1 + Internal Paging zone (0-9 or 00-64).

   OR

   FUNCTION (Internal Paging).

   *You can optionally press CALL1 and dial combined zones *10 to *18 instead. See Paging on page 106 for more on combined zones.*
3. Announce the call.
4. CONF twice when co-worker answers your page.
5. Repeat steps 1-4 for each co-worker you want to add.

To join a Meet Me Internal Conference:

1. CALL1 + 8 6 3 (if your phone is in the zone called).

   OR

   CALL1 + 8 6 4 + Zone (0-9 or 00-64) (if your phone is not in the zone called).

   OR

   FUNCTION (Internal Paging Zone Answer) (if your phone is in the zone called).

Meet Me Paging

Need to talk to a co-worker and don't know where they are? Meet Me Paging allows you to set up a private meeting on a Page zone. While you meet on the zone, no one else can hear your conversation, join in or make an announcement using that zone. There are two types of Meet Me Paging: Meet Me External Paging and Meet Me Internal Paging. With Meet Me External Paging, you hold the meeting on an External Paging zone. With Meet Me Internal Paging, you hold the meeting on an Internal Paging zone.

In addition to Meet Me Paging, there are other ways to have a telephone meeting. See Conference (page 47), Voice Call Conference (page 48), Meet Me Conference (page 80) and Tandem Trunking (page 132).

Meet Me External Paging

To make a Meet Me External Page:

1. CALL1 + 8 0 3 + External Paging zone (1-8 or 0 for All Call).

   OR

   FUNCTION (External Paging Zone).
2. Announce the zone.

   *You can optionally press CALL1 and dial combined zones *10 to *18 instead. See Paging on page 106 for more on combined zones.*

To join a Meet Me External Page:

1. CALL1 + 8 6 5 + External Paging zone (1-8 or 0 for All Call).

   You connect to the other party.

Meet Me Internal Paging

To make a Meet Me Internal Page:

1. CALL1 + 8 0 1 + Internal Paging zone (0-9 or 00-64).

   OR

   FUNCTION (Internal Paging Zone).

   *You can optionally press CALL1 and dial combined zones *10 to *18 instead. See Paging on page 106 for more on combined zones.*

2. Announce the zone.

To join a Meet Me Internal Page:

1. CALL1 + 8 6 3 (if your phone is in the zone called).

   OR

   FUNCTION (Internal Paging Zone Answer) (if your phone is in the zone called).

   OR

   CALL1 + 8 6 4 (if your phone is not in the zone called).

Memo Dial

While on an outside call, use Memo Dial to jot a number down in your phone's memory. Memo Dial is like a notepad. For example, if you dial Directory Assistance and ask for a number, you can use Memo Dial to remember it. You can then quickly call the stored Memo Dial number after you hang up.

To store a number while on a call:

1. FUNCTION (Memo Dial) + Dial number you want to store + FUNCTION (Memo Dial).
   Continue with conversation.
2. SPK to hang up when you are done.

To call a stored Memo Dial number:

1. Do not lift the handset + FUNCTION (Memo Dial).
2. CALL1
   The stored number dials out only if you store a trunk access code before the number.
   OR
   LINE
   The stored number dials out.

To check the stored Memo Dial number:

1. Do not lift the handset + FUNCTION (Memo Dial).
   The stored number displays.

To erase the stored Memo Dial number:

1. CALL1 + FUNCTION (Memo Dial).
2. SPK to hang up when you are done.

Message Waiting

Don't keep recalling a busy or unanswered co-worker. Leave them a Message Waiting request for a return call instead. The request is a flashing lamp at the extension you call and a steadily lit lamp on your phone. When your co-worker answers the Message Waiting, they automatically call your extension. And if someone leaves you a Message Waiting, you'll know you didn't miss their call.

In addition, Message Waiting lets you:

- View and selectively answer messages left at your display extension.
- Cancel messages left at your extension.
- Cancel messages you left at other extensions.

You can leave messages at any number of extensions simultaneously. Also, any number of co-workers can leave you a message at the same time.

To leave a Message Waiting:

1. Call busy or unanswered extension.
2. 0 or FUNCTION (Message Waiting).
3. SPK to hang up.

   Your MW lights.

To answer a Message Waiting:

When you have a Message Waiting, MW flashes fast (the color is based on system programming).

1. CALL1 + * 0 .

   OR

   CALL1 + FUNCTION (Message Waiting).

   If the called extension doesn't answer, dial 0 or press FUNCTION (Message Waiting) to leave them a message.

Message Waiting

To display/check your Messages Waiting list:

These are the messages co-workers left at your extension. The messages left first display first.

1. CHECK + * 0 + ▼VOL or VOL ▲ to scroll through your messages.

   Press your Message Waiting key or CALL1 to call the displayed extension.

2. CLEAR to return to the Time and Date display.

   OR

1. FUNCTION (Message Waiting).

2. ▼VOL or VOL ▲ to scroll through your messages.

   Press your Message Waiting key or CALL1 to call the displayed extension.

To cancel all your Messages Waiting:

This includes messages you have left for other extensions and messages other extensions left for you.

1. CALL1 + 8 7 3 .

2. SPK to hang up.

To cancel messages you left at an extension:

1. CALL1 + 8 7 1 + Extension.

2. SPK to hang up.

Microphone Cutoff

Turn your telephone's Handsfree and handset microphone off when you don't want your caller to hear your voice. When you turn your Handsfree or handset microphone off, it stays off until you choose to turn it back on.

To turn your Handsfree microphone off and on:

1. MIC

   This turns your Handsfree microphone off. You can press this key anytime while your phone is idle, busy on a call or ringing.

   OR

   MIC

   This turns your Handsfree microphone back on.

To turn your Handsfree and handset microphone off and on:

1. FUNCTION (Microphone Cutoff).

   You hear confirmation beeps. Your mic is off when the key is lit.

   You can press this key anytime while on an outside call. For Intercom calls, you can only press this key when the co-worker you call lifts the handset or presses SPK *to answer.*

Multiple Directory Numbers/Call Coverage

Multiple Directory Numbers

Multiple Directory Numbers allow you to have more than one extension number. In addition to your "normal" extension number (e.g., 320), you can have additional "virtual" extension numbers on Multiple Directory Number function keys. For example, you can have virtual extension number 600 for your sales calls. When a call routes to 600, it goes to your Multiple Directory Number key assigned to virtual extension 600. In this way, you can easily tell calls to your extension from sales-specific calls. Check with your Communications Manager to see if you have any Multiple Directory Number keys.

Call Coverage

Use a Multiple Directory Number key assigned to a co-worker's extension when you need Call Coverage for their calls. The Multiple Directory Number key shows you when your co-worker is busy and flashes slowly when they have an incoming call. You can even press the key to intercept the incoming call.

Place and Receive Calls on Call Coverage/Multiple Directory Number Keys

Multiple Directory Number keys/Call Coverage keys can be used three separate ways, depending on how the key is set up in system programming.

- a DSS key to the extension and for receiving incoming calls
- answering incoming calls with the ability to place outgoing ICM or CO calls
  OR
- just for receiving incoming calls

You can have Multiple Directory Number keys for many different extensions and virtual extensions. In addition, you and other co-workers can share the same Multiple Directory Number keys. For example, everyone in your department could have a key for the sales virtual extension. Your Multiple Directory Number keys can ring or not ring. Your Communications Manager can tell you how your keys are set up.

To answer a call ringing your Multiple Directory Number/Call Coverage key:

1. Press flashing FUNCTION (Multiple Directory Number).

To place a call to a Multiple Directory Number:

1. CALL1
2. FUNCTION (Multiple Directory Number).

   OR

   Dial virtual extension number.

Music on Hold

When you place a call on Hold or in a Park orbit, Music on Hold (MOH) can be provided to the caller so they know their call is waiting. Without Music on Hold, the caller only hears silence. The Music on Hold source can be from a customer-provided source or it can be an internal (synthesized) selection provided by the system.

When the internal source is used, you can choose from 3 difference options:

00 = No tone/music
01 = General music
02 = Holiday music

This option should be used only by the system administrator. When changing the internal music source with this option, you are changing the selection for everyone on the phone system.

To change the internal Music on Hold selection:

1. CALL1 + 8 8 1 .
2. Enter the code for the desired selection:
   00, 01, or 02.
   You hear the MOH selected.
3. SPK to hang up.

You can program a name for your extension. The name can be up to 12 digits long. When you call a co-worker that has a display telephone, they see your name instead of your extension number. Your co-worker knows who's calling without having to look up your extension number.

Use the following chart when entering or editing your name. When using the One-Touch (DSS) keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times.

Use this keypad digit . . .	When you want to. . .
1	Enter characters: 1 @ [¥] ^ _ ` { | } → ← Á À Â Ã Ç É Ê ì ó
2	Enter characters A-C, a-c, 2.
3	Enter characters D-F, d-f, 3.
4	Enter characters G-I, g-i, 4.
5	Enter characters J-L, j-l, 5.
6	Enter characters M-O, m-o, 6.
7	Enter characters P-S, p-s, 7.
8	Enter characters T-V, t-v, 8.
9	Enter characters W-Z, w-z, 9.
0	Enter characters: 0 ! “ # $ % & ’ ( ) ô Õ ú ä ö ü α ε θ
*	Enter characters: * + , - . / : ; < = > ? π ∑ σ Ω ∞ ¢ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: **TOM**). Pressing # again = Space.
CONF	Clear the character entry one character at a time.
CLEAR	Clear all the entries from the point of the flashing cursor and to the right.

To program your extension's name:

1. CALL1 + 8 0 0 + Dial your extension number + Enter name (see the chart above).
   Your name can be up to 12 digits long.
2. HOLD .
   You hear confirmation beeps.
3. SPK to hang up.
   This feature may be restricted for some users.

Night Service

You may be able to activate Night Service for your system. Used after normal working hours, Night Service redirects your system's incoming calls to where they should ring at night. For example, when most of your co-workers have left for home, your system may redirect calls to the security desk. When you activate Night Service, select one of eight modes of operation:

- Day Mode - normal working hours.
- Night Mode - after hours (usually evening).
- Midnight Mode - late at night to early in the morning.
- Rest Mode - lunch and early evening (dinner time).
- Day Mode 2 - normal working hours.
- Night Mode 2 - after hours (usually evening).
- Midnight Mode 2 - late at night to early in the morning.
- Rest Mode 2 - lunch and early evening (dinner time).

There are two types of Night Service ringing for outside calls: Assigned Night Answer (ANA) and Universal Night Answer (UNA). With ANA, specific telephones are programmed to ring at night (like the security desk in the example above). UNA causes incoming calls to ring over the External Paging speakers. If your extension has a line key for the call, just press the line key to pick up the UNA call. In addition, you may be able to dial the Universal Answer Code to pick up calls for which you don't have line keys.

Your system may switch Night Service modes automatically. Check with your Communications Manager if this happens, and when the switch-over occurs.

To activate Night Service by dialing codes:

1. CALL1 + 8 1 8 + Night Service Password.
2. Dial the Night Service Mode: 1= Day Mode, 2 = Night Mode, 3 = Midnight Mode, 4 = Rest Mode, 5= Day 2 Mode, 6 = Night 2 Mode, 7 = Midnight 2 Mode, 8 = Rest 2 Mode

   You hear confirmation beeps.
3. SPK to hang up.

To activate Night Service using programmable keys:

1. FUNCTION (Night Service).

   You hear a beep and the key lights to indicate the mode selected:

   Day Mode Key
   Night Mode Key
   Midnight Mode Key
   Rest Mode Key
   Day 2 Mode Key
   Night 2 Mode Key
   Midnight 2 Mode Key
   Rest 2 Mode Key

To use Universal Answer to pick up a UNA call:

1. CALL1 + # 0.

   You are connected to the call.

Off Hook Signaling

Trying to get in touch with a co-worker who is busy on a handset call? Use Off Hook Signaling to let your co-worker know you're trying to get through. The off hook signal you send to your co-worker is ringing over their idle (second) line appearance or through their speaker, depending on system programming.

Your phone system provides four Off Hook Signaling options (see the chart below). Ask your Communications Manager which options you have.

Automatic Signaling	Calling a busy extension automatically initiates Off Hook Signaling. You'll find this option helpful if you are someone that must quickly process calls (such as a receptionist or operator).
Manual Signaling	After reaching a busy extension, manual signaling gives you the choice of using Off Hook Signaling or activating another feature. If you don't have Automatic Signaling, you have Manual Signaling.
Selectable Off Hook Signaling Mode	If your extension has Handsfree, you can have Off Hook Signaling ring your phone's second channel or voice announce - at your discretion. There are four types of Off Hook Signaling rings you can receive (ask your Communications Manager): - Muted off hook ringing - Normal off hook ringing - Two beeps over the speaker - One beep in the handset
Called Extension Block	Your extension may block Off Hook Signaling from other extensions. Use this option if you don't like to be interrupted while on a call.

Off Hook Signaling

Your co-worker receives Off Hook Signaling ring. They must first place their initial call on Hold before they can respond to you. They cannot just speak toward their phone.

You can use other options when you are trying to get through. Use Call Waiting (page 27) to wait in line without hanging up. Or, you can leave a Callback request for a return call (page 28). If you want, send your co-worker a Message Waiting indication (page 85) or a Voice Mail message (page 142). You may also be able to Voice Over (page 146) to your busy co-worker while they stay on their initial call.

To send Off Hook Signals to an extension busy on a handset call:

1.

   OR

   FUNCTION (Off Hook Signaling).

One-Touch Calling

Use your One-Touch Keys for one button access to co-workers, outside lines and selected system features. You'll find this a great time saver when calling the clients and co-workers you talk to most often. Instead of dialing the codes, just press the One-Touch Key.

Your One-Touch Keys give you:

- **Direct Station Selection -** One button access to your co-worker's extensions.
- **Personal Speed Dial (Outside Calling) -** One button access to outside lines, line groups and telephone numbers. (You can also have Personal Speed Dial if your phone doesn't have One-Touch Keys - see page 99).
- **Abbreviated Dialing -** One button access to Common and Group Abbreviated Dialing bins.
- **Service Codes -** One button access to Servicec Codes (e.g., 2 for Callback).
- **Chain Dialing -** Linking two or more One-Touch Keys for lengthy dialing scenarios.

One-Touch Calling is the first level of operation on the One-Touch Keys. In other words, One-Touch Calling occurs when you just press the One-Touch Key.

To program a One-Touch Key for DSS (extension) calling:

1. CALL1 + 8 5 5 + 1-TOUCH you want to program.
2. Dial extension number you want assigned to that key + HOLD .
3. ***Optional for Display Phones:*** Enter a name for the One-Touch key (see Name Storing on page 91) + HOLD .
3. SPK to hang up.

To program a One-Touch Key for outside calling (Personal Speed Dial):

1. CALL1 + 8 5 5 + 1-TOUCH you want to program.
2. 9 for Trunk Group Access code.

   OR

   # 9 + trunk number (01-200) for a specific trunk.

   OR

   8 0 4 + Trunk Group number (e.g., 1) for a Trunk Group.
3. Dial the number you want to call + HOLD .

   To enter a pause, press MIC .
4. ***Optional for Display Phones:*** Enter a name for the One-Touch key (see Name Storing on page 91) + HOLD .
5. SPK to hang up.

To program a One-Touch Key for Abbreviated Dialing:

1. CALL1 + 8 5 5 + 1-TOUCH you want to program.
2. # 2 for Common or # 4 for Group Abbreviated Dialing.
3. Dial Abbreviated Dialing storage code (e.g., 001) + HOLD .
4. ***Optional for Display Phones:*** Enter a name for the One-Touch key (see Name Storing on page 91) + HOLD .
5. SPK to hang up.

One-Touch Calling

To assign a Service Code to a One-Touch Key:

1. CALL1 + 8 5 5 + 1-TOUCH you want to program.
2. Dial Service Code you want to store + HOLD.

   For example, store 2 to make a call-back key. Refer to the features in this handbook for the appropriate Service Codes. Optional: Display phone users can enter a name + HOLD.

3. SPK to hang up.

To use a One-Touch Key:

1. 1-TOUCH

   If you press a line key before pressing a One-Touch Key for outside calling, the system automatically removes any stored trunk codes.

To chain the functions of two One-Touch Keys:

1. 1-TOUCH

   Let the stored number dial out.

2. Press another 1-TOUCH.

   The stored digits dial out.

To check the function of a One-Touch Key:

1. CHECK + 1-TOUCH.

   The stored function displays. Repeat this step to check additional keys. If you cannot see the entire number stored, dial *.

2. CLEAR.

To clear a One-Touch Key:

1. CHECK + 8 5 5 + 1-TOUCH + CLEAR .
2. CLEAR .

Using Personal Speed Dial without One-Touch Keys

To program a Personal Speed Dial number if your phone doesn't have One-Touch Keys:

1. CALL1 + 8 5 5 .
2. Dial a Personal Speed Dial bin number (1-9 or 0).

   Bins 1-9 correspond to One-Touch Keys 1-9. Bin 0 corresponds to key 10.
3. Dial outside number you want to call.

   The bin should contain a trunk access code: 9, #9 + Trunk number or 804 + Trunk Group number. To enter a pause, press MIC.
4. SPK to hang up.

To dial a Personal Speed Dial number if your phone doesn't have One-Touch Keys:

1. CALL1 + # 7 .
2. Dial a Personal Speed Dial bin number (1-9 or 0).

   The stored number dials out.

Outside Calls, Answering

There are many types of outside calls that you can answer from your phone. You can tell a lot about the call coming in by listening for ringing, watching your phone's keys and checking the display (if you have one). Also use the chart below as a guide. Ask your Communications Manager about the different types of calls you are expected to answer.

You may have line and loop keys on your phone. A line key is dedicated to a particular outside line. When you press the line key to answer a call, you always get the same line. A loop key works just like a line key, except that it is for any line in a preset line group. When you press a loop key to answer a call, you get whichever line in the group happens to be ringing.

For this type of call...	You hear...	And see...
Outside Call that rings your phone (If you have a line key for it)	Two quick rings - repeated	LINE flashing slowly (red) CALL1 flashing slowly
Direct Inward Line[1] (If you have a line key for it)	Two quick rings - repeated	LINE flashing slowly (green) CALL1 flashing slowly
Outside call or DIL that rings your phone (If you don't have a line key for it)	Two quick rings - repeated	CALL1 flashing slowly
Outside call that just flashes a line key without ringing	No Ringing	LINE flashing slowly (red)

For this type of call...	You hear...	And see...
Transferred Call (If you have a line key for it)	Two quick rings - repeated	LINE flashing slowly (green) CALL1 flashing fast
Transferred Call (If you don't have a line key for it)	Two quick rings - repeated	CALL1 flashing fast

[1]These calls initially ring only at your phone.

To answer an outside call:

1. LIFT or SPK.

   Depending on how your phone is set up, you may answer the call automatically. You phone's Line Preference (page 79) determines what happens when you lift the handset or press SPK to answer a call.

2. Press flashing LINE or CALL1.

   You may be able to dial #0 at night to pick up calls not ringing your phone.

Outside Calls, Placing

Your phone offers you several ways to place outside calls. You can:

- **Press a line key** for one-button access to a specific line.
- **Press a loop key** for one-button access to the first available line in a line group.
- **Dial a code** to select a specific line.
- **Dial a code** to select the first available line in a line group.
- **Dial 9** to use Trunk Group Routing or Automatic Route Selection (ARS).

The method you use depends on how your system and your phone are set up. For example, if you should use only ARS for outgoing calls, don't press line keys or dial up lines and line groups. On the other hand, if your office is set up like a "key system", you and your co-workers will have line keys for the same outside lines. Your Communications Manager can tell you which methods you should use for placing outside calls.

To place an outside call using a line key:

1. LINE.
   You may have to press SPK or lift the handset before pressing the line key.
   The line key lights (green).
2. Listen for dial tone.
3. Dial number.

To dial a code to select a specific line:

1. CALL1 + # 9 + Line number (001-200).
2. Dial number.
   Check with your Communications Manager to see which lines you can use.

To dial a code to select a line group:

1. CALL1 + 8 0 4 + Line group number.

To dial a code to a select line group (Cont'd)

Your line group numbers are 1-9, 01-99 or 001-200. Ask your Communications Manager.

2. Dial number.

To use Trunk Group Routing or ARS:

1. CALL1 + 9.

The system automatically routes your call using ARS or Trunk Group Routing - whichever is installed.

Converting from Pulse to Tone Dialing

If your company is in a Dial Pulse area, you may need to change the dialing mode of your phone to tone (DTMF) after you place your initial call. This allows you to use dial-up services like electronic banking or a client's Voice Mail.

To change your dialing mode to DTMF:

1. Place outside call normally.

Your call dials out as Dial Pulse.

2. #.

The next digits you dial go out as DTMF.

Instead of dialing #, the system may automatically convert to DTMF 10 seconds after you dial the last digit of your outside call.

Are You Behind a PBX?

Your telephone system may be connected to a Private Branch Exchange (PBX) rather than to the telephone company's lines. This means that when you get dial tone on an outside line, you are really getting dial tone from the PBX. This may affect the way you place outside calls. For example:

- After you press a line key, you may have to dial an additional access code (e.g., 9) before you can dial your outside number.

Outside Calls, Placing

- The PBX may restrict you from placing certain types of calls.
- If you use Automatic Route Selection, your telephone system may automatically insert whatever codes the PBX requires. For example, when you dial 9 926 5400 for an outside call, your system may send 9 9 926 5400 to the PBX.
- You may be able to Transfer to and Conference with other systems connected to the same PBX.

Ask your Communication's Manager if you are behind a PBX.

You May Have a Private Line

A Private Line is simply a line on your phone that nobody else in the system can use. Only you can place and answer calls on your Private Line. Your Communications Manager can tell you if you have a Private Line.

If You Hear a Warning Tone

While on an outside call, you may hear occasional beeps through your speaker or handset. These tones remind you that you have been on the call a long time.

How Prime Line Works

If you have Prime Line, you can place or answer a call on a specific line just by lifting the handset. With *Outgoing Prime Line Preference*, you get dial tone on your Prime Line when you lift the handset. This happens even if another call is ringing in. If you usually need to place calls, Outgoing Prime Line Preference may help you.

With *Incoming Prime Line Preference*, lifting the handset answers a ringing call. If you want easy answering of incoming calls, Incoming Prime Line Preference may be for you.

If Prime Line sounds helpful to you, your Communications Manager may be able to set it up.

Did Your Call Go Through?

If you dial certain calls and you find that they do not go through, ask your Communications Manager the following questions:

- Is my telephone Toll Restricted? If it is, what numbers am I prevented from dialing?
- Can I override Toll Restriction? If so, what is my override code?

If you need to override Toll Restriction:

1. CALL1 + 1 6 3 + Password.
2. LINE + Dial number without restriction.

- Do I need to enter Account Codes (page 14) for outside calls?
- Does my telephone use Automatic Route Selection? If it does, are there any numbers that I cannot dial?

Paging

Internal Paging

Need to locate a co-worker or make an announcement? Use Internal Paging. Your system can have All Call Internal Paging and, depending on your system, up to 64 zones of Internal Paging. When you make an All Call Paging announcement, your voice broadcasts to all extensions set to receive All Call Paging. When you make a Zone Paging announcement, your voice broadcasts to all the idle extensions in the zone you called.

To make an Internal Page:

1. FUNCTION (Internal Paging).

   OR

   CALL1 + 8 0 1 + Zone.

   Internal Paging zones are 0-9 or 00-64 (0 and 00 are All Call Internal Paging).

2. Make announcement + SPK to hang up.

External Paging

If you have your own external speaker system installed, you may be able to use it for External Paging. This is particularly helpful in large or noisy areas where the Internal Paging speakers in the telephones are not loud enough. Your system can have All Call External Paging and up to 8 zones of External Zone Paging.

To make an External Page:

1. FUNCTION (External Paging).

   OR

   CALL1 + 8 0 3 + Zone.

   External Paging zones are 0-8, where 0 is All Call External Paging.

2. Make announcement + SPK to hang up.

Combined Paging

Use Combined Paging when you want to simultaneously Page into an internal and corresponding external zone. For example, you can Page your company's warehouse and outside loading dock at the same time. Combined Paging is available for Paging groups 1-9 and All Call.

To make a Combined Page:

1. CALL1 + * 1 + Combined Paging zone.

   OR

   FUNCTION (All Call External Page).

   Combined Paging zones are 1-8 or 0 (for internal/external All Call).
2. Make Announcement.
3. SPK to hang up.

Park

Have a call for a co-worker and can't find them? Put their call in a waiting state called Park so they can pick it up. After you Park the call, Page the co-worker you want to receive the call and hang up. When your co-worker hears the Page, they dial the orbit or press a Park key to pick up the call.

There are two types of Park: System and Personal. Use System Park when you want to have the call wait in a system orbit. (There can be up to 64 system orbits, depending on your system) Personal Park allows you to Park a call at your extension so a co-worker can pick it up.

To Park a call in a system orbit:

1. Do not hang up.
2. FUNCTION (Park).

   OR

   HOLD + # 6 + Park Orbit.

   Park Orbits are 01-64. If you hear busy, the orbit is busy. Try another orbit.
3. Page your co-worker to pick up the call.
4. SPK to hang up.

   If not picked up, the call will recall to you.

To pick up a parked call from a system orbit:

You can only pick up a call parked by a member of your own Park group.

1. CALL1 + FUNCTION (Park).

   OR

   CALL1 + * 6 + Park Orbit.

To Park a call at your extension:

1. Do not hang up.
2. HOLD + 8 5 7 or FUNCTION (Personal Park).
3. Page your co-worker to pick up the call.
4. SPK to hang up.
   If not picked up, the call will recall to you.

To pick up a call parked at an extension (yours or a co-worker's):

<u>If parked at your extension:</u>

1. CALL1 + 8 5 7 or FUNCTION (Personal Park.

OR

<u>If parked at a co-worker's extension:</u>

1. CALL1 + * * + Co-worker's extension.

To display Caller ID for calls in Park:

1. Do not lift the handset + FUNCTION (Park).
   If Automatic Handsfree is enabled, press FLASH then the PARK key.

Park and Page (VRS)

☞ This feature requires the Voice Response System (VRS) provided by the DSP daughter board (DSPDB).

When you are away from your phone, Park and Page can let you know when you have a call waiting to be answered. To enable Park and Page, you record a Personal Greeting along with an additional Paging announcement. Your callers hear your Personal Greeting and automatically wait at your phone. The system then broadcasts your prerecorded Paging announcement. You can go to any co-worker's phone and pick up your waiting call.

For example, you could record a Personal Greeting that says, "*Hello. I am away from my phone right now but please hold on while I am automatically paged*." Your Paging announcement could say, "*(your name), you have a call waiting on your line*." Your caller hears your Personal Greeting - and you hear the Paging broadcast.

To have the system Page you when you have a call:

1. CALL1 + * 4 .

OR

1. FUNCTION (Call Forward to Device).
2. 7 + When you hear, "*Please start recording*", record your Personal Greeting.

   If you already have Park and Page or Personal Greeting set up, you can dial:
   7 to re-record
   5 to listen (then # to listen again)
   3 to erase (then optionally HOLD to cancel the erase)
3. # 7 .
4. When you hear, "*Please start recording*", record your Page.

To have the system Page you when you have a call (Cont'd):

5. # + Dial Page Zone that should broadcast your announcement.

   *For example, for Internal Zone 1 dial 801 + 1. Or, for Combined Paging Zone 1, dial *1 + 1.*

6. Dial Park and Page type:

   2 = All calls

   3 = Outside calls only

7. SPK to hang up when you are done.

   Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.

To pickup up your Park and Page:

1. CALL1 + * * + Your extension number.

To cancel your Park and Page:

1. CALL1 + * 4 7 + 3 .
2. SPK to hang up when you are done.

Personal Greeting

☞ This feature requires the Voice Response System (VRS) provided by the DSP daughter board (DSPDB).

Use Personal Greeting to forward your calls and automatically play a recorded message to your callers. This lets you add a personal touch to your Call Forwards. For example, you can record, "*Hi, this is (your name). I'll be out of the office today. In my absence, Mary Jones can answer all your questions. Please hold on for Mary.*" Your callers hear this message and then are forwarded to Mary Jones' phone.

To activate Personal Greeting for your phone:

1. CALL1 + * 4 .

   OR

1. FUNCTION (Call Forward to Device).

2. 7 + When you hear, "*Please start recording,*" record your Personal Greeting.

   If you already have Personal Greeting or Park and Page set up, you can dial:
   7 to re-record
   5 to listen (then # to listen again)
   3 to erase (then optionally HOLD to cancel the erase)

3. # + Personal Greeting condition:
   2 = Busy or not answered
   4 = Immediate
   6 = Not answered
   3 = Cancel

4. Dial the destination to receive your calls. The destination can be:
   - A co-worker's extension.
   - Your Voice Mailbox (by dialing the Voice Mail master number).

To activate Personal Greeting for your phone (Cont'd):

- Off-premise via Common Abbreviated Dialing (by entering #2 + bin).
- Greeting without forwarding so caller hears busy (by entering your extension number).

You cannot forward to a Department Group pilot number.

5. Dial Personal Greeting type:
   2 = All calls
   3 = Outside calls only
6. SPK to hang up.

   Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.

To cancel your Personal Greeting:

1. CALL1 + * 4 7 + 3 .
2. SPK to hang up when you are done.

Programmable Function Keys

Customize your phone by storing features or outside lines under your Programmable Function Keys. For example, to return a Message Waiting, just press your Message Waiting function key instead of dialing * 0 .

To program a function key:

1. CALL1 + 8 5 1 + FUNCTION you want to program.
2. Select the 2-digit key code from the following chart.

OR

1. CALL1 + 8 5 2 + FUNCTION you want to program.
2. Select the 3-digit key code (*xx) from the following chart.

*A key previously programmed with 3 digits (*xx) must first be undefined before it can be programmed with a 2-digit code using the 851 service code.*

To check a stored function:

1. CHECK + FUNCTION you want to check.

The programmed function displays.

To clear a stored function:

1. If programmed with a 2-digit code:

CALL1 + 8 5 1 + FUNCTION you want to clear.

2. Dial 00 or 000 if programmed with a *xx code.

OR

1. If programmed with a 3-digit code (*xx):

CALL1 + 8 5 2 + FUNCTION you want to clear.

2. Dial 00 if programmed with a 2-digit code or 000 if programmed with a *xx code.

Programmable Function Key Codes

For this feature	Use key code	When you are	Or dial
Abbreviated Dialing	*27*	Dialing a stored Common Abbreviated Dialing number	*#2 + bin*
	28	Dialing a stored Group Abbreviated Dialing number	*#4 + bin*
Barge In	*34*	Barging In on a co-worker's conversation	*-*
Call Forwarding	*16*	Forwarding your calls (station)	**2*
Call Forwarding Off-Premise	*17*	Forwarding your calls (device)	**4*
Call Forwarding / Do Not Disturb Override	*37*	Overriding an extension's Call Forwarding or Do Not Disturb	*-*
Call Redirect	*49 + Dest. Ext.*	Redirecting an incoming call	-
Callback / Camp On / Trunk Queuing	*35*	Leaving a Callback request at a busy extension, Camping On to a busy extension, or Queuing for a busy trunk	*2*
Caller ID Log History	*08*	Checking incoming Caller ID history	*-*
Central Office Calls	*0001-0200*	Pressing a line key to place or answer a trunk call (where trunks can range from 0001-0200)	*#9*
	**05 + Type + Group*	Pressing a loop key to place or answer a call. Type = 0 (Incoming), 1 (Outgoing) or 2 (Both ways), Group = 000 (All groups in or ARS out) or 001-100 (Trunk Group)	*-*
Conference	*07*	Setting up a Conference or a Meet Me Conference	*#1*
Conference, Voice Call	*32*	Setting up a Voice Call Conference	*-*
Data Communications	*66*	Placing a data call	*-*

Programmable Function Keys

Programmable Function Key Codes

For this feature	Use key code	When you are	Or dial
Department Step Calling	***36***	Step Calling through a Department Group for an idle member	***#***
Group Call Pickup	***24***	Answering a call ringing another phone in your Pickup Group	****#***
	25	Answering a call ringing a phone in another Pickup Group-if you don't know the group number	***869***
	26 + Group Number	Answering a call ringing a phone in a specific Pickup Group	***868***
Hotline	***01 + ext. number + Hold***	Placing a call to your Hotline partner	***-***
Headset Operation	***05***	Enabling or disabling Headset Operation	***-***
Hold	***44***	Putting a call on System Hold (if your phone's Hold key is reassigned)	***-***
	45	Putting a call on Exclusive Hold	***-***
Meet Me Conference and Meet Me Paging	***23***	Joining a Meet Me Conference or Page	***863***
Memo Dial	***31***	Storing, using or checking a Memo Dial number	***-***
Message Waiting	***38***	Leaving or answering a Message Waiting	***0 or *0***
Microphone Cutoff	***40***	Using Microphone Cutoff	***-***
Multiple Directory Numbers	****03 + ext. + Hold + Mode # Hold + Mode #***	Placing a call or covering your virtual (phantom) extension / Call Coverage (Set modes for immediate and delayed ringing.)	***-***

Programmable Function Key Codes

For this feature	Use key code	When you are	Or dial
Night Service	***09 + mode mode***	Toggle thru modes = 0	***818 + 0***
		Activating the Night Mode = 1	***818 + 1***
		Activating the Night Mode = 2	***818 + 2***
		Activating the Midnight Mode =3	***818 + 3***
		Activating the Rest Mode = 4	***818 + 4***
		Activating the Day 2 Mode = 5	***818 + 5***
		Activating the Night 2 Mode = 6	***818 + 6***
		Activating the Midnight 2 Mode = 7	***818 + 7***
		Activating the Rest 2 Mode = 8	***818 + 8***
Off Hook Signaling	***33***	Signaling a busy extension	***7***
Paging, External	***19 + zone 20***	Making an external zone page	***803 + zone***
		Making a Combined All Call page	***803 + 0***
Paging, Internal	***21 + zone 22***	Broadcasting to an Internal Paging Zone	***801 + zone***
		Broadcasting an Internal All Call Page	***801 + 0 or 00***
Park	****04 + orbit (1-9 or 01-64)***	Placing a call into or retrieving a call from a Park Orbit	***#6 (Park) *6 (Pickup)***
Personal Park	****07***	Placing a call into a personal Park Orbit	***857***
Repeat Redial	***29***	Activating Repeat Redial	***DIAL + LND***

Programmable Function Keys

Programmable Function Key Codes

For this feature	Use key code	When you are	Or dial
Reverse Voice Over	***47 + dest. ext.***	Initiating Reverse Voice Over	-
Room Monitor	***39***	Activating room Monitor	-
Save Number Dialed	***30***	Saving, redialing or checking a saved number	-
Secretary Call (Buzzer)	***41 + sec. ext.***	Calling your secretary (using the buzzer)	-
Secretary Call Pickup	***42 + boss ext.***	Activating Secretary Call Pickup	-
Selectable Display Messaging	***17***	Forwarding your calls (device) (message # is determined when set)	****4***
	18	Forwarding your calls (device) (displaying a pre-determined message)	****4***
Serial Call	***43***	Placing a Serial Call to a co-worker	-
Tandem Ringing	***80***	Setting Tandem Ringing	-
Transfer	***06***	Transferring a call (if CONF[TRF] is not set for Transfer)	-
Trunk Group Routing	****05***	Accessing a trunk using Trunk Group Routing	-
Trunk Groups	****02 + group***	Accessing a Trunk Group (Groups are 1-9, 01-99 or 001-100)	***804***
Trunk Queuing	***35***	Camping On or Queuing for a trunk17	***2***
VRS Park and Page/Personal Greeting	***1081***	Forwarding your calls (device)	****4***
Voice Mail	***77 + ext.***	Calling Voice Mail or leaving a message	****8 or 8***
	78	Using Voice Mail Record	-
Voice Over	***48***	Initiating to Voice Over	***6***
	48	Responding to Voice Over	-

Repeat Redial

Trying to get in touch with a customer and their phone is always busy or unanswered? Don't keep redialing it manually - have Repeat Redial do it for you. Repeat Redial will retry your call automatically (up to 255 times) so you can go back to work.

You can also quickly redial your last call using Last Number Redial (page 77) and Save Number Dialed (page 123).

To use Repeat Redial:

1. Place outside call.
   Listen for busy or no answer.
2. DIAL + LND .

   OR

   FUNCTION (Repeat Redial).
   Your Repeat Redial key flashes while you wait for the system to redial.
3. SPK to hang up.
   Your phone periodically redials the call.
4. LIFT or MIC when party you call answers.

To cancel Repeat Redial:

1. Do not lift handset.
2. DIAL + LND .

   OR

   FUNCTION (Repeat Redial).
   Lifting the handset during a callout cycle will also cancel Repeat Redial.

Reverse Voice Over

While you are busy on a handset call, Reverse Voice Over allows you to make a private Intercom call to an idle co-worker. Just press your Reverse Voice Over function key to call your co-worker. Your initial caller cannot hear your voice, but you can keep talking to your co-worker as long as you hold down your key.

Reverse Voice Over is great, for example, if you're busy on the phone and you need an associate to get you a file. While your caller is talking:

- Press the Reverse Voice Over key.
- Request the file.
- Return to the call without the caller even knowing you were gone.

If you're not busy on the phone, your Reverse Voice Over key works the same as a Hotline key. Just press the key to call the assigned co-worker. The Reverse Voice Over key even shows you the status of your co-worker:

When the key is . . .	Your co-worker's phone is . . .
Off	Idle
On Steady	Busy or has a call ringing
Fast Flash	In Do Not Disturb

When You're On a Call

To place a Reverse Voice Over Call:

1. Press and hold FUNCTION (Reverse Voice Over).
   Your Reverse Voice Over key lights (green).

To return to your initial caller:

1. Release FUNCTION (Reverse Voice Over).

When Your Phone is Idle

To place a call to your Reverse Voice Over destination:

1. FUNCTION (Reverse Voice Over).
   You can optionally lift the handset for privacy.

Ringdown

Call a co-worker or outside party by just lifting the handset on your telephone. The call goes through automatically - there is no need to dial digits or lift the handset. There are two types of Ringdown: Ringdown Extension and External Hotline. With Ringdown Extension, you reach another extension (typically a lobby or service phone) when you lift the handset. If your phone has External Hotline, your phone automatically dials a specified Common Abbreviated Dialing number instead. If you want either of these Ringdown options on your phone, talk to your Communications Manager.

When a user lifts the handset on a Ringdown Extension, the ringdown occurs after an interval that is set in system programming. Try to monitor this operation. If the interval is too long, unauthorized users may have time to call your co-workers or use system features. (External Hotline always occurs as soon as you lift the handset.)

To use Ringdown:

1. LIFT

To bypass Ringdown (for Ringdown Extension only):

1. Do not lift handset.
2. CALL1 + Place Intercom or outside call.

   OR

   Press LINE for outside call + LIFT

   OR

   LIFT + Place Intercom call before Ringdown goes through.

To answer a call if you are a Ringdown Destination:

1. Speak toward your phone if the call voice-announces.

   OR

   LIFT if call rings.

Room Monitor

Use Room Monitor when you want to listen to the sounds in another work area. For example, Room Monitor could let you listen to the sounds in the warehouse when it's left unattended. You just set up a Room Monitor with a phone in the warehouse area.

You must activate Room Monitor at your phone and at the phone you want to monitor. You can only monitor one phone at a time. In addition, Room Monitor is for *listening only* (i.e., you cannot talk to the monitored extension).

To activate Room Monitor (at your own phone):

1. Do not lift handset or press SPK.
2. FUNCTION (Room Monitor) + Extension you want to monitor.
   The Room Monitor key flashes.

To activate Room Monitor (at the phone you want to monitor):

1. Do not lift handset or press SPK.
2. FUNCTION (Room Monitor) + Your own extension number.
   The Room Monitor key flashes.

To cancel Room Monitor (at both phones):

1. FUNCTION (Room Monitor).
   The Room Monitor key goes out.
   If the monitored phone is left active, the feature can be reactivated by the monitoring phone by simply pressing the Room Monitor key and dialing the extension number.

Save Number Dialed

While on an outside call, you can save the number you just dialed and easily dial it later. This lets you quickly redial a busy or unanswered number without manually dialing any digits. Your system remembers your saved number until you save a new one in its place.

You can also quickly redial your last call using Last Number Redial (page 77) and Repeat Redial (page 119).

To save the outside number you just dialed:

Use the following procedure before hanging up.

1. FUNCTION (Save Number Dialed).

   *The number you save can be up to 24 digits long, using 0-9, # and *.*

To redial a Saved Number:

1. LINE + FUNCTION (Save Number Dialed).

   This selects a specific line for the call. The stored number dials out.

   OR

1. CALL1

2. 8 1 5.

   OR

   FUNCTION (Save Number Dialed).

   Save Number Dialed selects a line from the same group as your original call. The stored number dials out.

Save Number Dialed

To see the number you saved:

1. FUNCTION (Save Number Dialed).

   The stored number displays for six seconds. The stored number dials out if you:

   - *Lift the handset*
   - *Press an idle line key*
   - *Press an idle CALL key*
   - *Press SPK*

2. CLEAR

To clear your saved number:

1. CALL1 + 8 8 5 + SPK to hang up.

Secretary Call

Secretary Call Buzzer lets you alert a co-worker without disturbing their work. They can then call you on the Intercom when it's convenient. To use this feature, both you and your co-worker must have Secretary Call Buzzer keys. When you press your buzzer key, your co-worker phone rings and their buzzer key starts to flash. Your own buzzer key lights. The buzzer keys continue to indicate until you or your co-worker cancels the feature.

You might want to use this feature, for example, if you need to talk to an associate who is having a meeting in their office. After being alerted, your associate can call you back when they're available.

You can have Secretary Call Buzzer keys for many extensions.

To buzz your secretary or boss:

1. Do not lift the handset.
2. FUNCTION (Secretary Call Buzzer).

   Your boss or secretary hears ringing. Your buzzer key lights steadily. Your boss or secretary's buzzer key flashes fast.
3. Press the buzzer key to stop the ringing.

To check to see who left you a Secretary Call:

1. Do not lift the handset.
2. CHECK + FUNCTION (Secretary Call Buzzer).
3. CLEAR

To answer your Secretary Call indication:

1. Place an Intercom call to the extension that called you.

Secretary Call

To cancel a Secretary Call you left at another extension:

1. Press lit FUNCTION (Secretary Call Buzzer).
   Both the boss and secretary buzzer keys go out.

To cancel a Secretary Call left at your extension:

1. Do not lift your handset.
2. Press flashing FUNCTION (Secretary Call Buzzer).
   Both the boss and secretary buzzer keys go out.

Secretary Call Pickup

Press your Secretary Call Pickup key to have calls intended for a co-worker go to you instead. This gives you a simplified type of Call Forwarding for an associate with whom you work closely. For example, if you and a co-worker handle all your company's service calls, Secretary Call Pickup lets you easily answer your co-worker's calls if they leave their desk.

You can have Secretary Call Pickup keys for many extensions.

To activate Secretary Call Pickup:

1. FUNCTION (Secretary Call Pickup).
   You hear a beep and your key lights.

To cancel Secretary Call Pickup:

1. Press lit FUNCTION (Secretary Call Pickup).
   You hear a beep and your key goes out.

To check the Secretary Call key assignment:

1. CHECK + FUNCTION (Secretary Call Pickup).
2. CLEAR

Secure Set Relocation

Need to swap your phone's programming with another phone? Using Secure Set Relocation, you can swap most of your phone's programming. However, user-defined programming, such as Call Forward set up, Selectable Display Messaging, etc.) will not be swapped. In addition, the following items are cleared: Camp On, Last Number Redial, Saved Number Clear, Incoming History, and Common Cancelling of Service Codes. This feature will not work for virtual extensions.

To swap your extension data using Secure Set Relocation:

The extensions to be swapped must be idle while the swap is performed, or an "Invalid" error message will be received.

1. From one of the telephones which is to be swapped, dial the Extension Data Swap service code.

   Ask your Communications Manager for this code.

   If a warning tone or error message is heard, the password for this feature is not set - check with your Communications Manager.

2. Dial the 4 digit password.

   If an incorrect password is entered, a warning tone is heard.

3. Dial the extension number which is to be swapped.

   A confirmation tone is heard if the swap is completed.

   If it is not possible to swap the extension data, a warning tone is heard.

Selectable Display Messages

Activate a Selectable Display Message when you leave your desk. A co-worker calling your extension will see the message you activated on their telephone's display and may hear a DND signal (depending on proramming). For example, when you leave for lunch, activate the "OUT FOR LUNCH BACK AT" message and enter the time when you will return. Your callers will know where you have gone and when you will be back.

The chart below shows the standard Selectable Display Messages. You'll notice that you can add additional information to messages 1-8 and 10. Your callers will appreciate this information since they will know where to call you or when you will return.

No.	Message	Appended with . . .
1	IN MEETING UNTIL	Time (when meeting done)
2	MEETING ROOM -	8 characters
3	COME BACK xx:xx	Time (when returning)
4	PLEASE CALL	11 digits (phone number)
5	BUSY CALL AFTER	Time (when returning)
6	OUT FOR LUNCH BACK	Time (when returning)
7	BUSINESS TRIP BACK	Date (when returning)
8	BUSINESS TRIP	10 digits (where reached)
9	GONE FOR THE DAY	
10	ON VACATION UNTIL	Date (when returning)
11-20	MESSAGE 11-20	

To select a message:

1. CALL1 + * 4.

   OR

   FUNCTION (Call Forward to Device).

2. 3 + Message number (01-20).

   Use VOL and VOL to scroll through the messages.

3. (Optional for messages 1-8 and 10) Dial the digits you want to append to the message.

   You can append messages 1-8 and 10 with digits (e.g., the time when you will be back). You enter the time in 24-hour format, but it displays in 12-hour format.

4. SPK to select message and hang up (if you dialed *4 in step 1).

   Depending on system programming, DND may be activated with this feature. You can allow calls to ring thru (displaying the message to ICM callers) by cancelling DND (press DND + 0).

To cancel a message:

1. CALL1 + * 4.

   OR

   FUNCTION (Call Forward to Device).

2. 3

3. SPK to hang up (if you dialed * 4 in step 1).

Selectable Ring Tones

If you work in an area where your extension is close to others, you may want to customize the way calls ring your phone. This will help you differentiate calls to your extension from calls to other extensions.

To change your extension's incoming ring tones:

1. CALL1 + 8 2 0 .
2. 1 to set Intercom ring or 2 to set outside line ring.

   Transferred calls use the Intercom ring tone you select.
3. Dial code for the ring pattern you want (tones 1-8).
4. SPK to hang up.

To listen to the incoming ring choices:

1. CALL1 + 8 1 1 .
2. 1 to listen to Intercom ring or 2 to listen to outside line ring.

   For outside line ring, enter the tone you want to listen.
3. Dial code for the ring pattern you want to hear (tones 1-8).
4. SPK to hang up.

Serial Call

Do you have a caller that wants to talk to a co-worker, but needs to consult with you when they are done? If so, use Serial Call. When you Transfer a call with Serial Call, it automatically returns to you as soon as the conversation with the Transfer destination ends. Assume for a moment that you are a Customer Service Representative talking to a customer that needs technical help. Since you want to be sure that the problem is solved, you need to talk to the customer when they are done with Tech Service. With Serial Call, you can send the call to your technical department and be assured that it will come back to you when they are through.

For other Transfer options, refer to the Transfer feature on page 136.

To place a Serial Call:

1. Place or answer outside call.
2. HOLD + Co-worker's extension number.
   Your co-worker must lift the handset to respond to your announcement.
3. FUNCTION (Serial Call) but do not hang up.
   When your co-worker hangs up the call, it returns as a live Transfer back to you.

Tandem Ringing

Tandem Ringing allows a keyset user to have two telephones with one phone number. For example, extension 305 (the main phone) sets Tandem Ringing with extension 306. When extension 305 receives an incoming clal, both extension 305 and 306 ring. Callers dial the main extension number (extension 305 in this example). When either the main phone or paired phone is in use, the other phone cannot be used for outgoing calls - incoming calls, however, will ring the available phone. The paired phone can only be a single line telephone or Aspire Wireless phone.

To set up Tandem Ringing:

1. CALL1 on the main phone.
2. FUNCTION (Tandem Ringing) + 1 + extension number of the paired extension.
   A confirmation tone is heard.
3. SPK to hang up.

To cancel Tandem Ringing:

1. CALL1 on the main phone.
2. FUNCTION (Tandem Ringing) + 0.

Tandem Trunking

Tandem Trunking lets you set up a Conference with two or more outside callers and then drop out of the call - leaving the callers talking in an Unsupervised Conference. Once you drop out you are not part of the conversation. The Unsupervised Conference continues until either outside caller hangs up. Optionally, you can rejoin the Conference and end it whenever you choose.

If you are a dispatcher for outside service people, for example, you can use Tandem Trunking to put two of your service people in touch:

- Answer a call from one service person.
- Place a call to the second service person.
- Set up the line-to-line Conference.
- Drop out of the call.

There are two methods for setting up Tandem Trunking. Your Communications Manager can tell you which method is available to you.

Method A

To make a line-to-line Conference:

1. Set up first outside call.
   This can be a call you placed or answered.
2. Press CONF.
3. Set up second outside call.
4. Press CONF twice.
   You now have a Conference between you and the two outside parties.
   Repeat steps 2-4 to add more lines.
5. FUNCTION (Transfer).
   OR
   HOLD + # 8.
   You drop out of the call and leave the outside callers talking to each other.
   The line keys for the calls blink (green) as long as the Unsupervised

To make a line-to-line Conference (Cont'd):

Conference continues. If one of your outside callers hangs up, the Conference call ends.

Split (separate) the Conference calls by pressing HOLD + 894.

To return to the tandem call:

1. Flashing LINE.

   You must have a line key to be able to rejoin the Conference. Press Transfer key or HOLD + #8 to reinstate the Conference.

   If one of the callers hangs up, you continue talking to the remaining caller.

To end the line-to-line Conference:

1. Press flashing LINE to return to the Conference.
2. SPK to hang up.

Method B (Requires a FUNCTION [Transfer] key)

To make a line-to-line Conference:

1. Set up first outside call.

   This can be a call you placed or answered.

2. Press HOLD.
3. Set up second outside call.
4. Press FUNCTION (Transfer).

   You drop out of the call and leave the outside callers talking to each other.

   The line keys light steadily for both outside parties.

To end the line-to-line Conference:

1. Press LINE + * 3.

   This immediately disconnects the Conference.

You see the Time and Date on your telephone's display when it is idle. If you notice that the Time is incorrect, you may be able to change it (the date *must* be changed in system programming). Use some caution, however, since the Time affects how your system routes calls and handles other features.

To set the Time:

1. CALL1 + 8 2 8 .
2. Dial two digits for the hour (24 hour).
   For example, 13=1:00 PM.
3. Dial two digits for the minutes (00-59).
   You hear confirmation beeps.
4. SPK to hang up.

Transfer

Transfer lets you quickly send the call you are on to a co-worker. You can Transfer both Intercom and outside calls. You can use the following types of Transfer:

Screened Transfer	Announce the call to your co-worker before hanging up. Use Screened Transfer when you're not sure your co-worker is in, or you think they might not want the call.
Unscreened Transfer	Transfer the call and hang up without announcing it. This is the quickest way to Transfer. Don't worry, the call will ring back to you if your co-worker doesn't pick it up.
Extension (Department Group) Transfer	Send the call to a Department Group instead of a co-worker's extension. Any idle extension within the group will get the call.
Transfer Without Holding	A co-worker presses a busy line key and waits for you to be done with the caller. They automatically get the call when you hang up. This is a fast way to Transfer if you share an office and you know who's on the line.
Meet Me Paging Transfer	Transfer a call to a Page zone rather than a co-worker's extension or Department Group. Use Meet Me Paging Transfer when you're not sure where your co-worker is.

If you want your transferred call to automatically come back to you when your co-worker hangs up, use Serial Call (page 131).

Transferring Outside Calls

To Transfer a call to a co-worker's extension:

1. HOLD
   You hear Transfer dial tone.
2. Dial co-worker's extension number.
   If the extension is busy or doesn't answer, you can dial another extension number or press the flashing line key to return to the call. In addition, you may be able to hang up and have the call Camp-On.
3. Announce call and hang up.
   If you don't have Automatic On Hook Transfer, you must press your Transfer Programmable Function Key to Transfer the call.
   If your co-worker doesn't want the call, press the flashing line key to return to the call.
   If you don't want to screen the call, hang up without making an announcement.

To answer a call transferred to your extension:

1. LIFT or SPK when a co-worker announces the call.

Transferring Without Holding

To Transfer Without Holding:

1. LIFT (or SPK) + Busy LINE.
   When original caller hangs up, you connect.

Transferring Intercom Calls

To Transfer your Intercom Call:

1. HOLD + Extension to receive your call.

   If the extension is busy or doesn't answer, you can dial another extension number or press the flashing CALL key to return to the call. In addition, you may be able to hang up and have the call Camp-On.

2. Announce call and hang up.

   If your co-worker doesn't want the call, press the flashing CALL key to return to it.

   With Automatic On Hook Transfer

   The call is transferred when you hang up.

   Without Automatic On Hook Transfer

   You must press your Transfer Key to Transfer the call.

   To Transfer the call unscreened, press your Transfer key and hang up without making an announcement.

Meet Me External Paging Transfer

To make a Meet Me External Paging Transfer:

1. HOLD
2. 8 0 3 + External Paging code (1-8 or 0 for All Call).

   OR

   FUNCTION (External Paging Zone).

   OR

   Combined Paging Zone code (* 1 + 0-8).
3. Announce Call.
4. When Paged party answers, HANG UP to Transfer call to them.

To join a Meet Me External Paging Transfer:

1. CALL1 + 8 6 5 + Announced External Paging code (1-8 or 0 for All Call).

   You connect to the Paging party.
2. Stay on the line.

   After the paging party hangs up, you connect to the transferred call.

Meet Me Internal Paging Transfer

To make a Meet Me Internal Paging Transfer:

1. HOLD
2. 8 0 1 + Internal Paging code (0-9 or 00-64).

   OR

   FUNCTION (Internal Paging Zone).

   OR

   Combined Paging Zone code (* 1 + 0-8).
3. Announce Call.
4. When Paged party answers, HANG UP to Transfer call to them.

To join a Meet Me Internal Paging Transfer:

1. CALL + 8 6 3 (if your extension is in the zone called).

   OR

   CALL + 8 6 4 + Zone number (0-9 or 00-64) (if your extension is not in the zone called).

   OR

   CALL + FUNCTION (Internal Paging Zone Answer) (if your extension is in the zone called).
2. Stay on the line.

   After the Paging party hangs up, you connect to the transferred call.

Trunk Queuing and Camp On

When you try to place an outside call and hear busy tone from your own phone system, you don't have to hang up and try again later. Use Trunk Queuing to leave a request for the busy line to call you when it's free. Just answer when Trunk Queuing rings you back and dial your call again. If you prefer, use Trunk Camp On to wait for the busy line without hanging up. With Trunk Camp On, you'll be able to use the line the moment it's available.

To queue for a busy line:

1. Try to access outside line.
   Listen for busy tone.
2. 2 or FUNCTION (Trunk Queuing).
3. Hang up to leave a Trunk Queuing request.
   OR
   Wait without hanging up for the line to become free.

To answer when Trunk Queuing calls you back:

1. LIFT or SPK.

To cancel a Trunk Queuing request:

1. CALL1 + 8 7 0 + SPK to hang up.

Voice Mail

☞ This feature requires either an optional NVM-Series Voice Mail system or an AspireMail PCB installed in the system.

Tired and frustrated by missed calls, inaccurately written messages and telephone tag? End these hassles with Integrated Voice Mail. Ask your Communications Manager if you have this type of Voice Mail system installed. Integrated Voice Mail enhances your phone by giving you:

Call Forwarding to Voice Mail	To have your incoming calls automatically go to your mailbox, forward your calls to Voice Mail. Your callers can leave a message instead of calling back later. You can have forwarding for all calls immediately, for unanswered calls, or for both unanswered calls and when your extension is busy. You can even have your phone emulate an answering machine (called Personal Answering Machine Emulation).
Leaving a Message	When you call a co-worker and their phone is unanswered, busy or in Do Not Disturb, you can easily leave a message in their mailbox. You don't have to call back later.
Transferring to Voice Mail	Transfer a call to your own or a co-worker's mailbox. After the Transfer goes through, your caller can leave a message in the mailbox.
Conversation Record	While on a call, press your Record key to record the conversation in your mailbox. Voice Mail stores the conversation like any other voice message. You can then save, edit or delete the recorded conversation.

Calling Your Mailbox

To call your mailbox:

1. FUNCTION (Voice Mail).

   OR

   CALL1 + * 8 .

2. (Optional) After answer, dial security code.

   Ask your Communications Manager for your security code.

   Press the MSG key to display the number of voice mail messages.

Leaving a Message

To leave a message in the mailbox of an unanswered extension:

The extension you call can be busy, in DND or unanswered.

1. FUNCTION (Voice Mail).

   OR

   8

   The Voice Mail system will prompt you to leave a message.

Forwarding Calls to Your Mailbox

To activate or cancel Call Forwarding:

1. CALL1 + * 2 .

   OR

1. FUNCTION (Call Forward to Station).
2. Dial Call Forwarding condition:

   2 = Busy or not answered

   4 = Immediate

   6 = Not answered

   0 = Cancel

To activate or cancel Call Forwarding (Cont'd):

3. Dial Voice Mail master number or press Voice Mail key.
4. Dial Call Forwarding type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
5. SPK to hang up (if you dialed * 2 in step 1).
   Your DND or Call Forwarding Programmable Function Key flashes when Call Forwarding is activated.

Emulating a Personal Answering Machine

To have your phone emulate a personal answering machine:

1. CALL1 + * 2 .
   OR
1. FUNCTION (Call Forward to Station).
   To cancel, dial 0 and skip to step 3.
2. 1 + Dial Call Forwarding type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
3. SPK to hang up (if you dialed * 2 in step 1).
   Your DND or Call Forwarding (Station) Programmable Function Key flashes when Call Forwarding is activated.

When Personal Answering Machine Emulation broadcasts your caller's voice, you can:

1. Do nothing and have Voice Mail automatically record your caller's message.

   OR

   Lift the handset to listen to the message in private.

   OR

   Press flashing CALL1 to intercept the call.

   OR

   Press idle LINE or CALL1 for a new call.

Transferring Calls to a Mailbox

To Transfer your active call to a mailbox:

1. HOLD
2. FUNCTION (Voice Mail).

   OR

   Dial Voice Mail master number.
3. Number of mailbox to receive Transfer.

   This number can be your mailbox number or a co-worker's mailbox number.
4. SPK to hang up.

Recording Your Call

To record your active call in your mailbox:

1. FUNCTION (Conversation Record).

   You hear two beeps and your Record key flashes. The beeps periodically remind you that you are recording.

Voice Over

If you need to get through to a co-worker busy on another call, press your Voice Over key. After the Voice Over alert tone ends you can talk to your busy associate. They can respond to you without their initial caller hearing. Your co-worker can even switch back and forth between you and their initial call. Your Voice Over key shows the feature's status:

When the key is . . .	You are . . .
Off	Not using Voice Over
Flashing (red)	Listening to the interrupting party
On (green)	Responding to the interrupting party

For other ways to get through to a busy co-worker, see Call Waiting (page 27), Callback (page 28), Off Hook Signaling (page 94), Message Waiting (page 85) and Voice Mail (page 142).

Bleed over (the outside caller hears the Voice Over) can occur with the handset, speakerphone, or headset.

To initiate a Voice Over to a busy co-worker:

You can only leave a Voice Over if you hear two Off Hook Signaling tones or ring-busy.

1. FUNCTION (Voice Over) or 6.

   You hear the Voice Over alert tone and your Voice Over Key flashes. You can talk to your co-worker after the alert tone ends.

To answer a Voice Over you receive:

1. Press and hold flashing FUNCTION (Voice Over).

   The Voice Over key lights (green) and then you can talk to the interrupting party. Note that you cannot respond by dialing the Voice Over feature code (6).

To return to your initial call:

1. Release FUNCTION (Voice Over).

   You can press your Voice Over key repeatedly to switch between your initial call and the interrupting party.

Voice Prompting Messages

☞ This feature requires the Voice Response System (VRS) provided by the DSP daughter board (DSPDB).

The voice prompts tell you about your system, your extension and the status of your call. The table below lists the most common voice prompts you may hear. Ask your Communications Manager if you need explanation of any other prompts.

Voice Prompting Messages

Message	This message will play when . . .
This is station	You dial 6 for your extension number.
The time is	You dial 8 for the time and date.
. . . is busy, for callback dial . . .	You call a busy extension.
All lines are busy, for callback dial	You try to place an outside call when all lines are busy.
Please do not disturb	You call a co-worker that has enabled Do Not Disturb.
The lowest cost line is busy, please wait for the next one	ARS tries to reroute your call and the least costly route is busy.
The number you have dialed is not in service	You dial a Service Code that Class of Service prevents.
You have a message	A co-worker has left you a Message Waiting.
Your call cannot go through, please call the operator	Toll Restriction has denied your call.
Your calls have been forwarded	You have enabled Call Forwarding.
Vacant number	You dial an extension that does not exist.

Voice Prompting Messages

Voice Prompting Messages	
Message	**This message will play when . . .**
Is unavailable	An outside caller dials an extension through the Automated Attendant and the extension is busy.
Please start recording	You dial the code to record a VRS message or Personal Greeting.
Recording finished	You are recording a VRS message or Personal Greeting and have exceeded the maximum allowed recording length or have pressed # to end recording.
Audio file is full	There is no more space available in the VRS for storing messages.
To listen dial To erase dial To re-record dial	You are trying to record a VRS message or Personal Greeting and the recording already exists.

To check the system time and date from your extension:

1. Do not lift the handset or press CALL1 .
2. 8 (for **T**ime).

To check your extension number:

1. Do not lift the handset or press CALL1 .
2. 6 (for **N**umber).

Voice Response System (VRS)

☞ This feature requires the Voice Response System (VRS) provided by the DSP daughter board (DSPDB).

You can record the Voice Response System (VRS) messages your system uses for Automated Attendant greetings (page 16) and the General Message (page 67). If your system has incoming 900 service, you can also record the message that plays to those callers before automatic billing occurs. You can record up to 48 messages.

To record, listen to or erase a VRS Message:

1. CALL1 + 1 1 6.
2. To record, dial 7.

   OR

   To listen, dial 5.

   OR

   To erase, dial 3.
3. Dial the VRS message number (01-48) you want to record, listen to or erase.

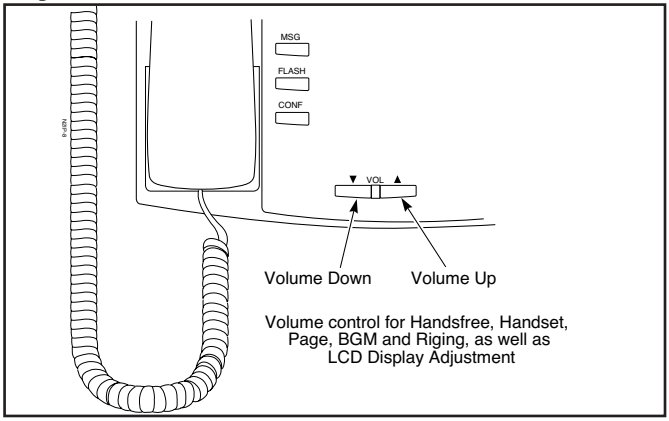
   If recording, begin when you hear the announcement, "Please start recording." When done, press # to end recording.

   When listening to a message, press # to hear the message again.

   If erasing, you can cancel erasing by pressing HOLD before hanging up.
4. SPK to hang up.

Volume Control

You can control the volume of incoming ringing, splash tone, Paging, Background Music, Handsfree and your handset. Keysets consolidate all adjustments into the volume buttons. Pressing the volume buttons when the phone is idle will adjust the contrast level of the telephone's display. Set the specific feature volume for its most comfortable level.



To adjust the volume of incoming ringing and splash tone:

1. Press the or keys.

To adjust volume for incoming Paging, BGM, Handsfree and the handset:

1. or .

   You must press these keys while on a call.

   Note: The volume must be set while the feature is in use (for example, on an idle telephone with no BGM, pressing either volume key adjusts the LCD display). You can, however, press the CALL key + 829 + VOL UP or VOL DOWN to adjust ringing at an idle phone.

Charts and Illustrations

This section contains handy charts and illustrations for your reference.

- The dialing plan (the numbers you dial) - see the following chart.
- Super Display Telephone key layout (inside back cover).
- Multibutton Telephone key layout (inside front cover).
- DSS Console key layout (page 153).

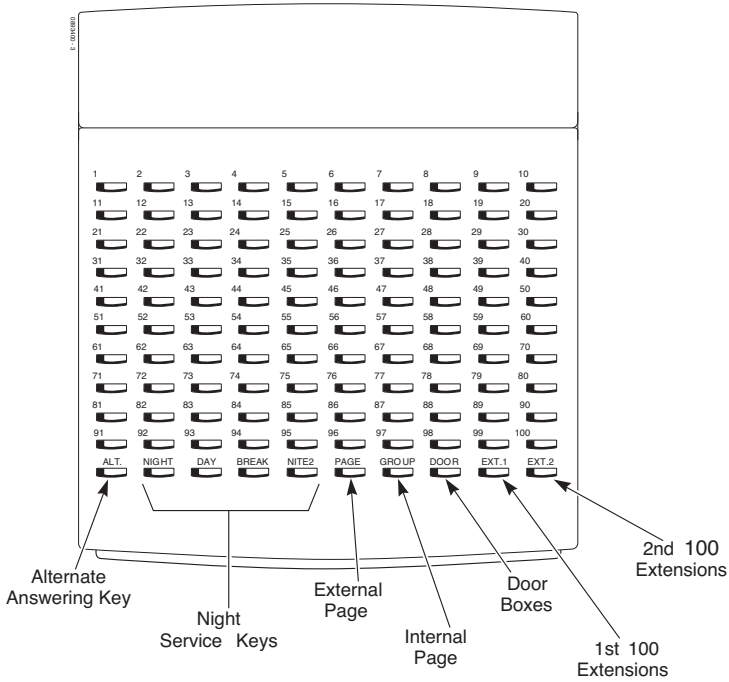
Your System's Dialing Plan

Due to the flexibility built into the system, your dialing codes or feature capacities may differ from those in this guide. Check with your Communications Manager and note differences in the Revised Codes column on the following pages.

Charts and Illustrations

	System Number Plan/ Capacities	Your Revised Codes
Abbreviated Dialing • Abbreviated Dialing Groups • Common Abbreviated Dialing Bins • Abbreviated Dialing Bins	 64 0-1999	
Account Codes: Verifiable Account Code Table	2000	
Call Pickup Group Numbers	1-9 or 1-64	
Conference Circuits	64 - maximum (32 Parties Per Conference)	
Department (Extension) Group Numbers	1-64	
Department (Extension) Group Number Range	301-499 5000-5312	
Door Box Numbers	1-8	
Extension Port Numbers	1-256	
Extension Number Range	301-499 5000-5312	
Operator Access Number	0	
Paging: • Internal Page Group Numbers • External Page Group Numbers	 0, 1-9 or 00, 01-64 0, 1-8	
Park Orbits	1-64	
Trunk Port Number	1-200	
Trunk Group Numbers	1-100	
Virtual Extension Port Numbers	001-256	
Virtual Extension Number Range	Undefined	

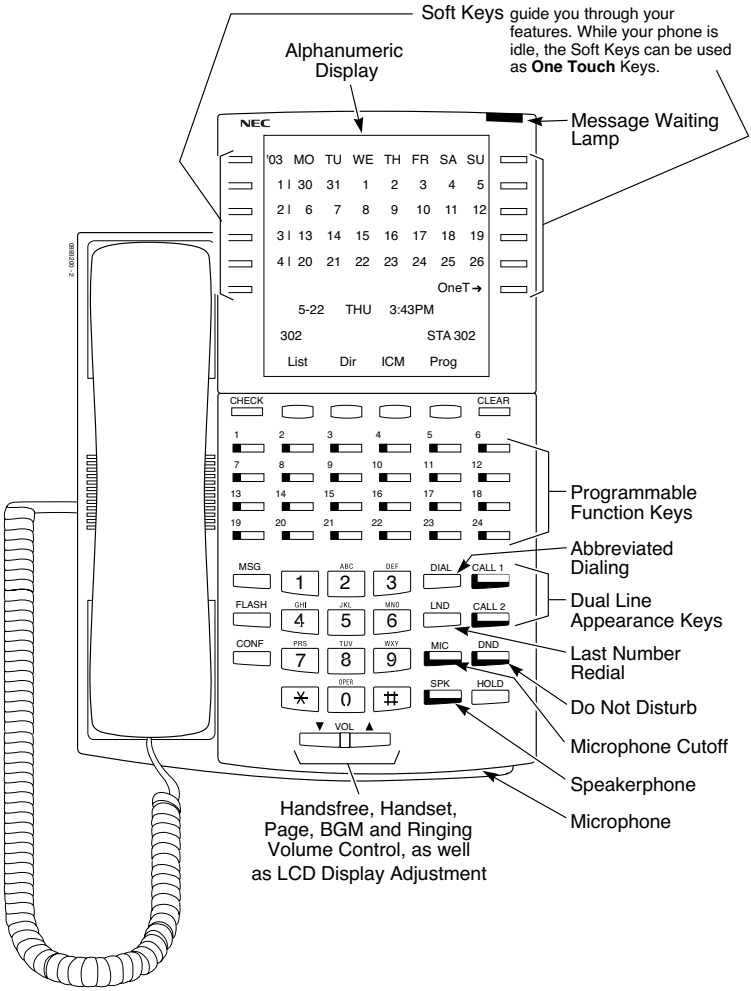
Your DSS Console



- For Your Notes -

- For Your Notes -

- For Your Notes -


Soft Keys guide you through your features. While your phone is idle, the Soft Keys can be used as **One Touch** Keys.
Alphanumeric Display
Message Waiting Lamp
NEC
'03 MO TU WE TH FR SA SU
1 | 30 31 1 2 3 4 5
2 | 6 7 8 9 10 11 12
3 | 13 14 15 16 17 18 19
4 | 20 21 22 23 24 25 26
OneT →
5-22 THU 3:43PM
302 STA 302
List Dir ICM Prog
CHECK
CLEAR
1 2 3 4 5 6
7 8 9 10 11 12
13 14 15 16 17 18
19 20 21 22 23 24
Programmable Function Keys
MSG
DIAL
CALL 1
Abbreviated Dialing
FLASH
LND
CALL 2
Dual Line Appearance Keys
CONF
MIC
DND
Last Number Redial
SPK
HOLD
Do Not Disturb
Microphone Cutoff
Speakerphone
Microphone
VOL
Handsfree, Handset, Page, BGM and Ringing Volume Control, as well as LCD Display Adjustment

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