



Using Your Telephone

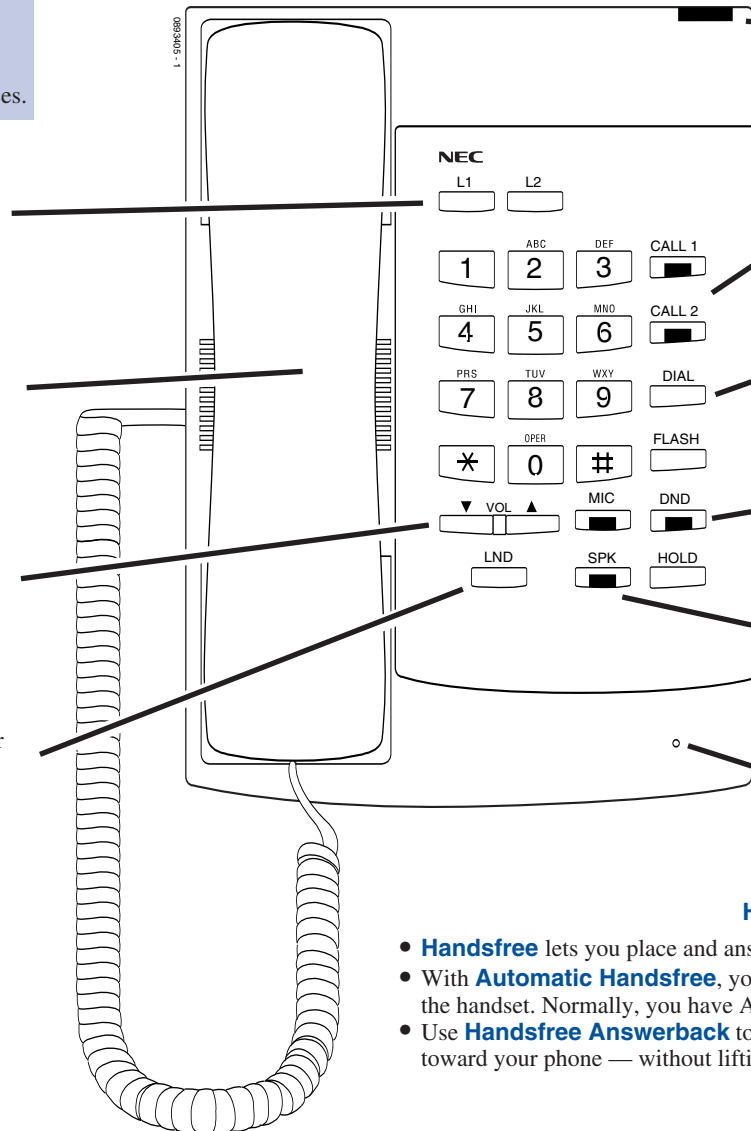
Due to the flexibility built into the system, your **Dialing Codes** and **Feature Capacities** may differ from those in this guide. Check with your Communications Manager and make a note of any differences.

These are  and/or  keys. See *Programming Function Keys* for more on setting up these keys.

If you're on a Handsfree Call (see *Handsfree Options* below), lift the **handset** for privacy.

These **Volume Controls** are for speaker, handset and ringing calls.

Press CALL1 then **LND** to automatically redial the last number you called.



The **Message Wait LED** flashes when you have Messages Waiting. If you don't have a Voice Mail key, it also flashes when you have Voice Mail messages left in your mailbox.

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


Press CALL1, **DIAL** and dial a bin number for Common Abbreviated Dialing.

Enable **Do Not Disturb** to block your calls when you don't want to be interrupted. This key will also flash when Call Forwarding is activated.

Press  for **Handsfree** calls, or use the handset instead. See *Handsfree Options* below. While on a handset call, press SPK once for Handsfree; twice for **Group Listen**.

The **Microphone** picks up your voice for Handsfree calls. Press **MIC** to turn off the microphone.


Handsfree Options

- **Handsfree** lets you place and answer calls by pressing  instead of using the handset.
- With **Automatic Handsfree**, you can press a line or Line Appearance key without lifting the handset. Normally, you have Automatic Handsfree.
- Use **Handsfree Answerback** to answer a voice-announced Intercom call by speaking toward your phone — without lifting the handset.

Placing Calls










Placing an Outside Call . . .

Press a line key for quick access:

1. (Optional) Lift handset.
2.  + Listen for dial tone + Outside number.
 - You can have function keys for lines or line groups.
 - If your system is behind a PBX, you may have to dial 9 before your number.


OR

Dial codes for outside lines:

1. (Optional) Lift handset.
 2.  +  + Outside number.
- OR
2.  +    + Line group (1-9 or 001-100) + Outside number.
- OR
2.  +   + Line number (e.g., 005 for line 5) + Outside number.

Calling a Co-Worker . . .


Dial using the Intercom:

1. (Optional) Lift handset.
 - For one-touch calling, press a Call Coverage or Hotline function key instead of going on to step 2.
2.  + Co-worker's extension number.
 - Your call will ring or voice-announce. If you hear ringing, wait for an answer. If you hear a beep, begin speaking. Dialing 1 changes mode.
 - For your **Voice Mailbox**, dial *8.
 - For **Paging**, dial *1 + 0 for All Call or *1 + 1-8 for zones.



If your call doesn't go through . . .

Camp On and Callback

When you hear system busy, use Camp On or Callback:

1. To **Camp On** (wait without hanging up),  .
 - (Intercom calls) When you hear ringing, wait for the called party to answer. If you hear busy/ring instead of busy before camping on, you can optionally dial the Barge In code to send a Voice Over. Check with your Communications Manager for the code.
 - (Outside calls) When you hear new dial tone, place your call again.

OR


1. To leave a **Callback** for a busy line or extension,  and hang up.
 - Wait for the system to call you back.
2.  or lift handset.
 - (Outside calls) Place your call again.
 - (Intercom calls) Speak to co-worker.

To cancel your Callback:

1. (Optional) Lift handset.
2.  +    + Hang up.

Message Waiting (Direct Messaging)

Leave a Message Waiting (flashing Message Wait LED) when your co-worker doesn't answer:

1. Do not hang up +  .
 - Your co-worker's Message Wait LED flashes fast. Your MW LED is lit.
 - With Voice Mail, dial 8 to leave a message in your co-worker's mailbox.


To answer a Message Waiting left for you:

1.  +   .
 - To cancel Messages Waiting (those you left and those left for you): CALL1 + 873.

Answering Calls

Answering Outside Calls . . .

Listen for two rings and look for a flashing line key:

1.  or lift handset.
 - Press line or loop key if not connected.





Answering Intercom Calls . . .

Listen for beep:




1. Speak toward your phone.
 - You can lift the handset for privacy.
 - If you hear one long ring instead, press SPK or lift handset to answer.
 - CALL1 + 823 makes incoming Intercom calls ring your phone. CALL1 + 821 makes them voice-announce.

Picking up calls not ringing your phone . . .

If a call is ringing over the Page after hours:






1.  or lift handset.
2.  +  .

When a call is ringing a co-worker's phone:

1.  or lift handset.
 - You can press a Group Call Pickup or Call Coverage function key instead of step 2.
2.   + Co-worker's extension.

Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place/answer call +  +  .
2. Place/answer next call + .
- Repeat this step to add more parties. You may be able to have up to 32 callers.
3. After adding all parties, press  again to begin the Conference.
 - Add more calls by pressing HOLD + #1 + place/answer call + HOLD twice.

Quick Reference for Other Features

Do Not Disturb: DND + 1 to block your outside calls OR 2 to block Paging, Intercom calls, Call Forwards and transferred outside calls OR 3 to block all calls OR 4 to block Call Forwards OR 0 to cancel.

Memo Dial: While on a call, store a number for easy recalling: Memo Dial function key + Number to store + Memo Dial key to save. To dial number: Memo Dial key + Line key.

Meet Me Conference: To set up a telephone meeting: While on a call, HOLD + #1 + Page party and announce zone + HOLD twice when co-worker answers. To join: CALL1 + 864 + Announced zone.

Park and Page: To have your phone greet your callers and Page you: CALL1 + *47 + Record Personal Greeting + # + 7 + Record Page + # + Dial Page zone (e.g., 801 + 1 for zone 1) + 2 (All) or 3 (CO) + CALL1 to hang up. To cancel: CALL1 + *47 + 3. To pick up: CALL1 + * * + Announced extension.

(Your Communications Manager can tell you if you can use this feature.)

Personal Greeting: To have your phone greet callers and forward your calls: CALL1 + *47 + Record Personal Greeting + # + 2 (Busy/No Answer), 4 (Immediate) or 6 (No Answer) + Extension to receive calls + 2 (All) or 3 (CO) + CALL1 to hang up. To cancel: CALL1 + *47 + 3.

Repeat Redial: To automatically redial your outside call if it's not answered: Place outside call + Repeat Redial function key (or DIAL + LND) + Hang up + Lift handset when call goes through. To cancel: CALL1 + DIAL + LND or press Repeat Redial key.

Secure Set Relocation: From extension # to be swapped, CALL1 + Extension Data Swap service code (Pgm 11-15-12) + 4 digit password + Extension # to be swapped.

Time: CALL1 + 828 + 2 digits for hour (24 hour format) + 2 digits for minutes + SPK to hang up.




Handling Your Calls




Your call can wait at your phone . . .

Hold

Use Hold instead of leaving the handset off-hook:

1. Do not hang up + .
 - This puts your outside call on System Hold. Your co-workers can take the call off Hold. **To place the call on Exclusive Hold, press your Exclusive HOLD function key.**
 - Intercom calls automatically go on Exclusive Hold when you press HOLD.



Easily retrieve a call from Hold:

1.  or lift handset.
 2. Press flashing .
- OR
2.  if the call was not on a line key (or was an Intercom call).

Send the call you're on to a co-worker . . .

Transfer

Send (Transfer) your call to a co-worker:

1. Do not hang up + .
 2. Dial your co-worker's extension.
 - To transfer the call to Voice Mail, press your **Voice Mail** function key (if programmed) or dial the voice mail master number before dialing your co-worker's extension.
- OR
1.  (Hotline).

Programming Function Keys - General

To program: CALL1 + 851 + Key + Code + Optional Data.

Call Forwarding: Enter **10** for Call Forwarding Immediate.
Enter **11** for Call Forwarding Busy.
Enter **12** for Call Forwarding No Answer.
Enter **13** for Call Forwarding Busy/No Answer.
Enter **14** for Call Forwarding Both Ring.
Enter **15** for Call Forwarding Follow Me.
Enter **16** for Call Forwarding to extension (same as dialing *2).
Enter **17** for Selectable Display Messaging, Call Forwarding Off Premise, Personal Greeting/Park & Page (same as dialing *4).

Call Redirect: Enter **49** + Destination Extension.

Conference: Enter **07** if you want a Conference key.

Hold: For Exclusive Hold, enter **45**.

DSS/Hotline: Enter **01** + Partner's extension + **HOLD**.

Memo Dial: Enter **31**.

Personal Speed Dial: Enter **01** + **9** + **Outside #** + **HOLD** or
Enter **01** + **804** + **Line group #** (1-9 or 1-100) + **Outside #** + **HOLD** or
Enter **01** + **#9** + **Line #** (e.g., 05 or 005) + **Outside #** + **HOLD**.

Service Codes: Enter **01** + **Service Code** + **HOLD**. For example, you can make a Save # Clear key by entering 885.

Save Number Dialed: Enter **30**.

Repeat Redial: Enter **29**.

Voice Mail: Enter **77** + Your extension #.

Page: Internal: **21** + **Zone** (1-64) or **22** (All Call).
External: **19** + **Zone** (0-8).
Combined: **20** for (Internal and External All Call).

Programming Function Keys - Appearance

To program: CALL1 + 852 + Key + Code + Optional Data.

If a key is defined with an 852 code, it must be undefined (852+000) prior to defining the key with an 851 code, otherwise an error tone will be heard.

Line and Loop Keys: Enter ***01** + line number (001-200)
Enter ***05** + **0** (Incoming), **1** (Outgoing) or **2** (Both) + **001-100** (Incoming Trunk Group) or **000** (for ARS) + **001-100** (Outgoing Trunk Group) or **000** (for ARS).

Park: Enter ***04** + **Orbit number** (01-64).

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Placing Calls Quickly

Park a call in orbit

Park a call in orbit so a co-worker can pick it up:




1. Do not hang up.
2.  +  +  + Park Orbit.
 - Park Orbits are 1-64. For **Personal Park**, dial 857 instead of #6.
3. Page your co-worker to pick up the call.
 - For **Paging**, dial *1 + 0 for All Call or *1 + 1-8 for zones.
4. Hang up.

Or pick up a call a co-worker parked for you:

1. (Optional) Lift handset for privacy.
2.  +  +  + Park Orbit.
 - For **Personal Park**, dial 857 (if Parked at your phone) or ** + Your Extension.

Forward (reroute) your calls to a co-worker . . .





While at your desk, forward your calls to a co-worker, Voice Mail or off-premise:

1.  +  + .
 - To forward off-premise: *46 + Line access code (e.g., 9) + Number + HOLD.
To cancel: *46 + HOLD + Hang up.
2. Dial Call Forwarding condition:
 - 1 = Personal Answering Machine Emulation (then skip to step 4)
 - 2 = Busy or not answered
 - 3 = Follow Me
 - 4 = Immediate
 - 6 = Not answered
 - 7 = Immediate with both ringing (not for Voice Mail)
 - 0 = Cancel
3. Dial destination extension, 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
 - DND flashes slowly. A voice prompt may remind you that your calls are forwarded.

Automatically redial calls . . .

Last Number Redial






Quickly redial your last outside call:

1. (Optional) Lift handset.
 2.  + .
 - The system selects an outside line.
- OR
2.  + .
 - The call uses the line you select.

Save

Save your call for quick dialing later on:

Then redial your saved number:

1.  (Save).
 1. (Optional) Lift handset.
 2.  +  (Save).
 - The system selects an outside line.
- OR
2.  +  (Save).
 - The call uses the line you select.

