

NEC

DS1000/2000

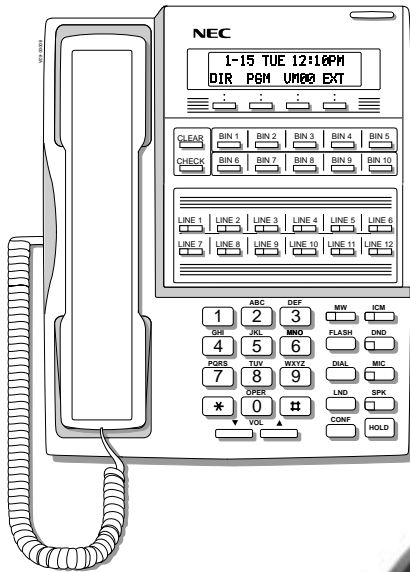
Multibutton Telephone Feature Handbook

80000MFH05
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Your Multibutton Display Telephone



In DS1000:
Keys 7-12 are
undefined.

For Attendants:
Key 11=Night Key
Key 12=Operator Call Key




- Your key assignments may be different than shown. Ask your communications manager.
- See the inside back cover of this guide for an illustration of the Super Display telephone.

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About Your Handsfree Options

- **Handsfree** lets you place and answer calls by pressing  instead of using the handset.
- With **Automatic Handsfree**, you can press a line 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.

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Alphanumeric Display

Display messages help you process calls, identify callers and customize features.

If you have a 22-Button or 34-Button Display telephone, it provides a two-line, 20-character per line alphanumeric display. The first line displays the date and time (while idle) and feature

status messages. The second line displays the Interactive Soft Key definitions.

If you have a 34-Button Super Display telephone, it provides an eight-line, 20-character per line alphanumeric display. The first line displays the date and time (while idle) and feature status messages, just like the 22-Button and 34-Button Display models. Lines 2-8 display the comprehensive Interactive Soft Key definitions.



Interactive Soft Keys

Interactive Soft Keys provide intuitive feature access. You'll no longer have to remember feature codes to access your telephone's most advanced features — because the function of the soft keys changes as you process your calls. For example, while you're on an outside call, just press **PARK** to park your call in an orbit. Basic Soft Key instruction is included in this guide. Refer to the Soft Key Glossary (P/N 80000GLO**) for more on your Interactive Soft Keys.

Alphanumeric Display Contrast Control

When your telephone is idle (except on 34-Button Super Display), you can control the contrast of your telephone display.

To adjust your display contrast:

1. Press  or .

*If the contrast adjustment doesn't work, your phone may be in the Music on Hold mode. Press **HOLD** and try again.*

Attendant Position

The attendant is the system's call processing focal point.

If you are an attendant (also called an operator), you are the system's call processing focal point. In addition to all the features of the standard keyset, your attendant

extension also has the following unique features. Initially, only your attendant extension has these capabilities. Refer to the individual feature for the specifics.

- **Barge In**
You can break into a co-worker's established call.
- **Direct Trunk Access**
You can dial a code to access an individual outside line.
- **Forced Trunk Disconnect**
In an emergency, you can release (disconnect) another user's active outside call.
- **Night Service / Night Ring**
If your telephone has a programmed Night Key, you can press it to put the system in the Night Mode.
- **Removing Trunks and Extensions from Service**
Remove problem outside lines from service — then return them to service once the problem is corrected.
- **Trunk (Line) Queuing**
You can wait in line for a busy trunk to become free.

To call an attendant extension:

1. Press .
2. Dial .

If your system has more than one operator, you may have to dial 01-04 instead. You can also dial the attendant's extension number (e.g., 300).

Attendant Position

Attendant Call Queuing

Attendant Call Queuing helps minimize congestion if your attendant extension is the overflow destination for unanswered calls.

As an attendant, your extension is never busy to your co-workers. Instead, an unlimited number of Intercom calls can queue (i.e., wait in line) for you to become free. These calls wait on your Operator Call Key, which is the last Programmable Function Key on your telephone. This key is off when you're available and winks on (red) when co-workers are trying to get through.

To answer a call on your Operator Call Key:

Your Operator Call Key winks on (red) when a call is waiting.

1. Press your Operator Call Key.

Normally, this places your active outside call on Hold and answers the waiting call.



Background Music

Have your telephone broadcast music through the speaker for a more pleasing work environment.

Background Music (BGM) sends music to the speaker in your telephone while it is idle. BGM requires that your company have a music source (such as a CD player or radio) connected to

your system. Background Music automatically turns off when your phone rings or you receive a paging announcement.

To turn Background Music on and off:

1. Do not lift the handset or press .
2. Press .

Please take note of the following:

In accordance with U.S. copyright law, a license may be required from the American Society of Composers, Authors and Publishers (ASCAP) or other similar organizations, if radio, television broadcasts or music other than material not in the public domain are transmitted through the Background Music feature of telecommunications systems. The manufacturer hereby disclaims any liability arising out of the failure to obtain such a license.

In an emergency, use Barge In to get through to a co-worker right away.

Barge In permits you to break into another extension user's established call. This sets up a three-way conversation between

you and the other two parties on the initial call. You can Barge In on an Intercom call and on an outside call.

!! CAUTION !!

Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

To Barge In on a call:

1. Call busy extension.
OR
Place call on busy trunk.
2. Dial ^{CR} **4** or press **BARG**.
You hear two beeps.
3. Join the conversation in progress.

Call Coverage Keys

Cover a co-worker's calls from your own telephone.

You can have Call Coverage Keys for co-worker's telephones, Ring Groups, and Extension Hunting UCD Groups.

Your Call Coverage Key can ring immediately when a call rings your co-worker or group, ring after a delay or just flash. In addition, the Call Coverage Key lights while your co-worker is busy, flashes fast while your co-worker is in Do Not Disturb, and flashes slowly while your co-worker is ringing.

Call Coverage Key Flash Rates

When the key is:	The covered extension is:
Off	Idle or not installed
On	Busy
Flashing Slowly	Ringing
Flashing Fast	In Do Not Disturb

To answer a call ringing or flashing a Call Coverage Key:

1. Press flashing Call Coverage Key.

To use your Call Coverage Key to place a call to your idle co-worker:

1. Press Call Coverage Key.

User Programmable Feature

Universal Slot: # R A C

Fixed Slot: # R C

Assign the ringing mode for your Call Coverage keys. See *User Programmable Features* at the end of this guide for more.



Call Forwarding




Make sure your calls are covered while you are away from your desk.

Use Call Forwarding to redirect your calls to another extension or Voice Mail.

There are three types of Call Forwarding:

- **Call Forwarding When Not Answered**
Calls ringing your phone forward when you don't answer.
- **Call Forwarding When Busy or Not Answered**
Calls ringing your phone forward when you don't answer or while you are busy on another call.
- **Call Forwarding Immediate**
All calls to your phone forward immediately.

To set up or cancel Call Forwarding:

1. Press  and dial  .

OR

Press  + .

2. Dial the Call Forwarding type:
 - 0** = Cancel Forwarding
 - 2** = Busy/No Answer
 - 4** = Immediate
 - 6** = No Answer
 - 7** = Personal Answering Machine Emulation

See the Voice Mail feature for more on this option.


Call Forwarding

3. Dial destination extension.

OR

Dial 0 or 01-04 for your operator.

OR

Press  to forward to Voice Mail.

4. Press  to hang up.

If you use option 4 to forward your calls immediately to a co-worker, only the user at the forwarding destination can call you on the Intercom.

Keep track of your time on the phone.

If your phone has a Call Timer key, your display can keep track of your time on an outside call.

There are two types of Call Timer keys:

- **Manual Call Timer**

Your Manual Call Timer key works like a stopwatch. Pressing the key turns on the timer, while pressing the key a second time resets and turns off the timer. The timer does not start automatically.

- **Automatic Call Timer**

Your Automatic Call Timer key will automatically start the Call Timer for each new outside call. The Automatic Call Timer key can also work like a Manual Call Timer key: push to turn on, then push a second time to reset and turn off. (There is no need to have a Manual Call Timer key as long as you have an Automatic Call Timer key.)

To time your outside call if you have an Automatic Call Timer key:

1. Place or answer outside call.
2. After a few seconds, the Call Timer starts automatically.

To time any call if you have a Manual Call Timer key:

1. Place or answer Intercom or outside call.
2. Press Manual Call Timer key.

OR

Press **MTMR**.

*Pressing the key a second time turns the timer off.
Pressing the key a third time turns the timer back on.*

Call Waiting / Camp-On


Know when you have calls waiting, or wait in line for a busy co-worker.

With Call Waiting, a co-worker can call you while you're busy and wait in line (Camp-On) for you to become free. You'll hear two beeps indicating that your

co-worker is waiting. The call goes through when your extension becomes free.

Note: If you have more than one caller waiting, they queue (i.e., wait in line for you) on a first-in/first-out basis. You hear Camp-On beeps only for the first waiting call.

To Camp-On to a busy extension:

1. Call a busy co-worker.
2. Dial  or press **CAMP**.
3. Do not hang up.
If you hang up, the system converts your Camp-On to a Callback.
4. When your co-worker becomes free, you hear ringback.
5. Speak to your co-worker when they answer their waiting call.

You don't have to repeatedly call a busy co-worker back, hoping to find them idle.

When you call a busy co-worker, you can leave a Callback request for a return call. There is no need to keep calling your co-worker back, hoping to find them idle.

Here's how Callback works:

- You call a busy co-worker and leave a Callback.
- When your co-worker becomes free, your phone automatically starts ringing.
- Once you lift the handset to answer the ring, your co-worker then rings.
- As soon as your co-worker answers, you'll have an Intercom call between you and your co-worker.

To leave a Callback at a busy co-worker:

1. Call your busy co-worker.
2. Dial ^{ADC} **2** or press **CLBK**.
3. Hang up.

If you dial 2 and stay on the line, you will Camp-On to your busy co-worker.

4. When your busy co-worker becomes free, your phone will automatically ring.
5. Lift the handset to answer.
6. Speak to your co-worker when the calls goes through.

Caller ID

Your display can show your outside caller's phone number and optional name.

Caller ID allows your telephone display to show the incoming caller's telephone number and optional name. Caller ID supports your telephone company's Called Number Identification (CNI) and Called Number Delivery (CND) service, when available.

Single and Multiple Message Format

There are two types of Caller ID message formats available: Single Data Message Format (SDMF) and Multiple Data Message Format (MDMF). If your telephone company supports Single Message Data Format, you'll see only your caller's number. With Multiple Data Message Format, you'll see both your caller's number *and* name.

Caller ID and NVM-Series Voice Mail

Caller ID works with your NVM-2000 and VANGARD Mail Voice Mail system to provide productivity enhancements like Make Call with Caller ID. With Make Call, you can return a call to someone who left you a message without knowing your caller's phone number. Your Communications Manager can tell you if you have this capability.

Second Call Caller ID

While you are busy on a call, your telephone display can show you the Caller ID information for a waiting call. If you receive Camp On tones or Off-Hook Ringing for a call, you can also receive the Second Call Caller ID. Check with your Communications manager to see if you have this feature.

Third Party Caller ID Check

Third Party Caller ID Check allows you to see the Caller ID information for a co-worker's call. Check with your Communications Manager for more about Third Party Caller ID Check.

To cancel the Caller ID display and return your phone to its normal display:

You can only do this while you're on a call, not while your phone is ringing.

1. Press .

To turn the Caller ID display back on (after you press CLEAR to cancel it):

1. Press .

The display the Caller ID information for a co-worker's (i.e., a third party) call:

1. Press  + .

2. Press the key for the call you want to check.

You can press a line key, loop key, Hotline key or Call Coverage key.

— Press a line key while the call is ringing or connected to the third party.

— Press a loop key while the call is ringing the third party.

— Press a Hotline key while the call is connected to the third party.

— Press a Call Coverage key while the call is ringing the third party.

3. Hang up when you are done.

Caller ID Logging

Your phone can store your caller's name and phone number for easy review and redialing.

If your system has Caller ID enabled, Caller ID logging stores in a log your caller's number and optional name for each outside call that rings the system. You can view this log on your telephone display,

allowing you to easily review and redial your calls.

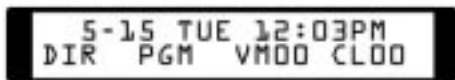
The system can log calls directly to your extension — or you may be a member of a Caller ID Logging group that shares records. Your Communications Manager can tell you more.

Use the feature and soft keys on your phone to:

- Scroll through (review) your Caller ID records.
- Delete records you no longer need.
- Store a record (both the number and name) in one of your Personal Speed Dial bins.
- Place a return call to the calling party.

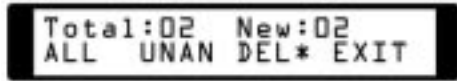
Caller ID Logging at your 22-Button or 34-Button Display Telephone

To review your Caller ID log:



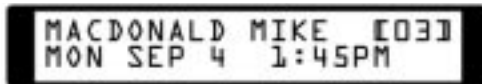
1. While your phone is idle, press **CLnn** (where **nn** is the number of Caller ID records currently logged at your phone).
 - Your **Ring/Message Lamp** (the large green LED on the upper right corner of your phone) winks on (green) when you have Caller ID records you have not reviewed.
 - After pressing **CLnn**, you see:

Caller ID Logging



A screenshot of a phone's Caller ID logging menu. The display shows two lines of text: "Total:02 New:02" on the top line and "ALL UNAN DEL* EXIT" on the bottom line. The text is white on a black background.

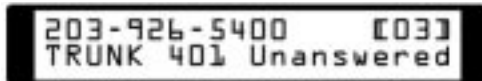
- **Total** = the total number of Caller ID records in your log.
 - **New** = the number of new calls since you last reviewed your log.
2. While this display is on screen, you can:
 - Press **ALL** to review all your Caller ID records.
 - Press **UNAN** to review the records just for calls that rang your phone but were unanswered in the system.
 - Press **DEL*** to delete all Caller ID records logged at your phone.
 - Press **EXIT** or dial 9 to exit to the idle mode without making any changes.
 3. If you pressed **ALL** or **UNAN** in the previous step, you see (for example):



A screenshot of the first page of a Caller ID record. The display shows two lines of text: "MACDONALD MIKE [03]" on the top line and "MON SEP 4 1:45PM" on the bottom line. The text is white on a black background.

This display is **Page 1** of a Caller ID record. It shows:

- The **name** of the person that called (if available). The most recent call displays first.
 - The **call record** number (e.g., 03).
 - The **date** they called (i.e., Yesterday, Today or day of week and date).
4. Press ^{CHECK}. You see (for example):











A screenshot of the second page of a Caller ID record. The display shows two lines of text: "203-926-5400 [03]" on the top line and "TRUNK 40] Unanswered" on the bottom line. The text is white on a black background.


This display is **Page 2** of a Caller ID record. It shows:

- Your caller's **phone number**.
- The **call record** number (e.g., 03).

Caller ID Logging

- The outside **line number** (or name – if programmed) the call came in on.
 - The **extension that answered** the call, or if the call was unanswered.
5. Use ^{VOL}  and ^{VOL}  to scroll through the Caller ID records that are logged at your phone.
 6. Press ^{CHECK}  to toggle between **Page 1** and **Page 2**.
 7. When a Caller ID record is displayed, you can:
 - Press ^{DIAL}  to call the person back.
 - Dial ^{PODS}  to **S**tore the number in Personal Speed Dial.
 - Dial ^{DEL}  to **D**elete the displayed record.
 - Dial ^{EXIT}  to **eX**it (go back to step 2).
 - Press ^{CLEAR}  to show the Caller ID Menu display below.

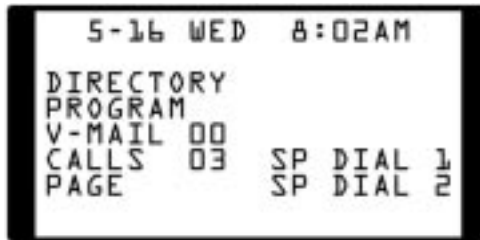


8. While the Caller ID Menu displays, you can:
 - Press **CALL** to call the person back.
 - Press **STOR** to store the number in Personal Speed Dial.
 - Press **DEL** to delete the displayed record.
 - Press **EXIT** to go back to step 2.
 - Press ^{CLEAR}  to back up to step 7.

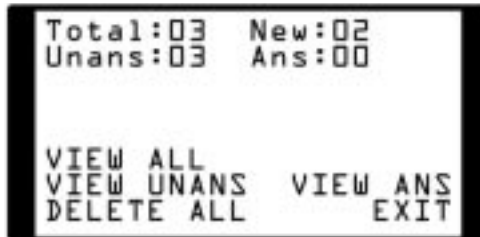
Caller ID Logging

Caller ID Logging at your Super Display Telephone

To review your Caller ID log:



1. While your phone is idle, press **CALLS nn** (where **nn** is the number of Caller ID records currently logged at your phone).
 - Your **Ring/Message Lamp** (the large green LED on the upper right corner of your phone) winks on (green) when you have Caller ID records you have not reviewed.
 - After pressing **CALLS nn**, you see:



- **Total** = the total number of Caller ID records in your log.
- **New** = the number of new calls since you last reviewed your log.
- **Unans** = the number of Caller ID calls that rang your phone that were *unanswered* in the system.
- **Ans** = the number of Caller ID calls that rang your phone that were *answered* in the system.

Caller ID Logging



2. While this display is on screen, you can:
 - Press **VIEW ALL** to review all your Caller ID records.
 - Press **VIEW UNANS** to review the records just for calls that rang your phone but were unanswered in the system.
 - Press **DELETE ALL** to delete all Caller ID records logged at your phone.
 - Press **VIEW ANS** to review the records just for the calls that rang your phone that were answered in the system.
 - Press **EXIT** or dial 9 to exit to the idle mode without making any changes.
3. If you pressed **VIEW ALL**, **VIEW UNANS**, or **VIEW ANS** in the previous step, you see (for example):



This display is a Caller ID record. It shows:

- The **name** of the person that called (if available). The most recent call displays first.
- The **call record** number (e.g., 03).
- Your caller's **phone number**.
- The **date** they called (i.e., Yesterday, Today or day of week and date).
- The **time** they called.
- The outside **line number** (or name – if programmed) the call came in on.
- The **extension that answered** the call, or if the call was unanswered.

Caller ID Logging

4. Use  and  to scroll through the Caller ID records that are logged at your phone.
5. When a Caller ID record is displayed, you can:
 - Press **CALLBACK** to call the person back.
 - Press **DELETE** to delete the displayed record.
 - Press **STORE BIN** to store the number in a Personal Speed Dial bin.
 - Press **DELETE ALL** to delete all your Caller ID records.
 - Press **EXIT** to go back to step 1.

Central Office Calls, Answering

Normally, outside calls ring your extension directly.

Outside calls can ring your extension directly, without having to be transferred by your company's operator or receptionist.

To answer an outside call:

Outside calls normally flash red on your line/loop keys. If a line/loop key is flashing green, the call is a Direct Inward Line (DIL) to your phone.

The call may also ring your phone.

You may have a Private Line that rings only your phone. Check with your Communications Manager.

1. Lift handset.

If you have Ringing Line Preference, lifting the handset answers the call.

If you have Automatic Handsfree, you can press a line/loop key without first lifting the handset.

2. Press the flashing line/loop key.



User Programmable Feature

Universal Slot: # R A L

Fixed Slot: # R L

Change the ringing mode of your line keys. See *User Programmable Features* at the end of this guide for more.

Central Office Calls, Placing

Your system offers many convenient ways to place outside calls.

There are many different ways you can place outside calls. Choose the one which works best for you. Check with your Communications Manager to find

out what options are available on your phone.

Following is a list of your options for placing outside calls:

- **Pressing a Line Key**
Normally, you have line keys on your phone for outside calls. If you do, you can just press the key to place a call.
- **Pressing a Loop Key**
If you have a Loop Key, pressing the key will give you the first available outside line from a preset group of lines.
- **Using Line Dial-Up**
Line Dial-Up allows you to select a line for an outside call by dialing the Line Dial-Up code (#9) and a line number (e.g., 01).
- **Using Direct Trunk Access**
With Direct Trunk Access, you can get a line for an outside call by dialing the line's extension number. For example, line 1 is normally line extension number 401.
- **Dialing a Trunk Group Access Code**
You can place a call on the first available line in a line group by dialing the group's number (e.g., 90).
- **Line Group Routing**
Line Group Routing lets you select a line for an outgoing call just by dialing 9.

Central Office Calls, Placing

To place a call using a line or loop key:

1. Press the key.

The key will light green and you'll hear dial tone from your outside line.

You may have a Private Line that is only on your phone. Check with your Communications Manager.

2. Dial the outside number you want to call.


Toll Restriction may prevent you from dialing certain outside numbers.



If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.

Central Office Calls, Placing

To place a call over a specific line (using Line Dial-Up or Direct Line Access):


● Standard Operation

1. Press .
2. For Line Dial-Up:

Dial +   + line number (e.g., 01 for line 1).



OR

For Direct Trunk Access:

Dial  + line number (e.g., 01 for line 1).

3. Dial the outside number you want to call.
Toll Restriction may prevent you from dialing certain outside numbers.
If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.

● Using Your Soft Keys

1. For Line Dial-Up:
 +  + line number (e.g., 01 for line 1).
2. Dial the outside number you want to call.


Toll Restriction may prevent you from dialing certain outside numbers.

If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.

Central Office Calls, Placing

To place a call over a line group (using a Line Group Access Code or Line Group Routing):

- **Standard Operation**

1. Press .
2. Dial a Line Group Access Code (90-98).
Dial 90 for group 0, 91 for group 1, etc.
If you hear dial tone as soon as you dial 9, your system has Line Group Routing. (A line group has been automatically selected for you.)
3. Dial the outside number you want to call.
Toll Restriction may prevent you from dialing certain outside numbers.
If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.

Central Office Calls, Placing

● Using Your Soft Keys

Selecting a line group (instead of dialing a Line Group Access Code):

1. **EXT** + **GRP** + group number (e.g., 0 for group 0).
Dial 0 for group 0, 1 for group 1, etc.
2. Dial the outside number you want to call.
Toll Restriction may prevent you from dialing certain outside numbers.
If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.

Using Line Group Routing:

1. **EXT** + **RTE** .
Toll Restriction may prevent you from dialing certain outside numbers.
2. Dial the outside number you want to call.
Toll Restriction may prevent you from dialing certain outside numbers.
If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.

Conference

Set up a multiple-party telephone meeting without leaving the office.

Conference lets you add additional inside and outside callers to your conversation.

In addition to Conference, there are other ways to have a telephone meeting. Refer also to Barge In, Group Listen, Meet-Me Conference, Privacy Release Groups and Tandem Trunking (Unsupervised Conference).

To set up a Conference:

1. Establish Intercom or outside call.

2. Press .

OR

CONF.

3. Dial extension you want to add.

OR

Place or answer outside call.

OR

Retrieve call from Park Orbit.

4. Press to set up the Conference.




If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit. Try again later.

Dial Number Preview

Avoid dialing errors by previewing your call before you dial it.

With Dial Number Preview, you can dial and review a number before the system dials it out.





To dial using Dial Number Preview:

1. Do not lift the handset, press  or press .
2. Dial .
3. Dial the number you want to call.
If you make a dialing mistake, refer to Correcting the Displayed Digits below.
4. Press a line key to have the system dial your call.


Correcting the Displayed Digits

If you make a mistake entering digits while using Dial Number Preview, you can correct your entry before the systems dials the call.

To correct the displayed digits before dialing them out:

1. Use  or  until the cursor replaces the digit you want to change.
2. Dial the digit that you want to have replace the cursor.
3. Press  or  to place the cursor over any other digits you want to edit.

OR

Press  until the entire number displays to the left of the cursor.







The system will only dial the digits to the left of the cursor.

Dial Number Preview

4. Press a line key to have the system automatically dial the displayed number.

Dial Number Preview Editing Example

To replace 2049265410 with 203-926-5400:

1. Dial  + 2049265410. You see: **2049265410-**
2. Press  until you see: **20-9265410**
3. Dial . You see: **203-265410**
4. Press  until you see: **20392654-0**
5. Dial . You see: **203926540-**
6. Press  until the entire number displays to the left of the cursor. **2039265400-**
7. Press a line key to dial the number.

Direct Station Selection (DSS)

Quickly place and Transfer calls to co-workers.


If the DSS feature is enabled for your phone, *all* your Programmable

Function Keys become DSS keys when you press ICM. This gives you one-button Intercom access and Transfer to co-workers. (If this “key toggling” operation is not desirable, consider using the Hotline or Call Coverage Keys features instead.) DSS keys also show the status of the assigned extension.


DSS Key Flash Rates

When the key is:	The covered extension is:
Off	Idle or not installed
On	Busy or ringing
Flashing Fast	In Do Not Disturb

To place a call to a co-worker using a DSS key:

1. Press .
2. Press DSS key for the co-worker you want to call.

To Transfer an outside call to a co-worker using a DSS key:

1. Place or answer outside call, then press .
Your DSS keys show the status of the extensions to which they are assigned.
2. Press DSS key for co-worker.
3. Hang up to have the Transfer go through unscreened.
To screen, first wait for the called party to answer.



User Programmable Feature

Universal Slot: # B L F

Fixed Slot: *Not available.*

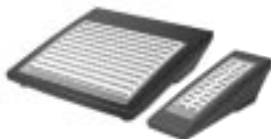
Change your DSS key assignments. The assignments you make take effect only if you have the DSS feature enabled. See *User Programmable Features* at the end of this guide for more.

Direct Station Selection Console

Use your DSS Console for one-touch access to co-workers, outside lines and system features.

Your optional DSS Console provides additional one-button access to co-workers, outside lines and system features. If you do a lot of call processing, your console will be a welcome convenience.

There are two types of DSS Consoles: the 24-Button and the 110-Button. Each console has the same capability, limited by the number of available keys.



Note: You can only have a DSS Console if you have a 34-Button Display or 34-Button Super Display telephone.

The following chart shows the available DSS Console key functions and the Busy Lamp Field (BLF) flash rates for each key. The chart also provides a brief guide on how to use the key. Check with your Communications Manager to see which keys are assigned to your console.

By default, 110-Button DSS Console keys 1-80 are Hotline keys to extensions 300-379. Keys 97-110 are reserved for special functions (like Page zones and Park orbits). With the 24-Button DSS Console, keys 1-24 are Hotline keys to extensions 300-323. See page 33 for more on the DSS Console default assignments.

Direct Station Selection Console

DSS Console Key Assignments

Call Coverage

BLF:Off: Co-worker idle .On: Co-worker busy <u>Fast Flash</u> : Co-worker in DND
Operation:Press to call co-worker or pick up ringing call.

Conversation Record

BLF:Off: Recording Off .On: Recording Being Set Up <u>Fast Flash</u> : Recording On
Operation:Press to record conversation in mailbox.

Group Pickup

BLF:Off: Call not ringing group <u>Slow Flash</u> : Call ringing group
Operation:Press key to answer call ringing Pickup Group.

Hotline

BLF:Off: Partner is idle .On: Partner is ringing or busy <u>Fast Flash</u> : Partner in DND
Operation:Press to call Hotline partner.

Intercom Directory Dialing

BLF:Off: Inactive .On: Active
Operation:Press key to access Intercom Directory Dialing.

Line Keys

BLF:Off: Line idle or not installed .On: Line busy <u>Slow Flash</u> : Line ringing
Operation:Press to place or answer call on outside line.

Message Center

BLF:Off: No messages in Message Center <u>Fast Flash</u> : Messages are waiting in Message Center
Operation:Press to see how many messages are waiting in Message Center. OR Press SPK + key to call Message Center.

Direct Station Selection Console

DSS Console Key Assignments (Cont'd)

Night Key

- BLF: Off: System in Day Mode
On: System in Night Mode
- Operation: Press to switch Day/Night Mode of the system.
-

Page Zones

- BLF: Off: Page Zone idle
On: Page Zone busy
- Operation: Press to Page into assigned zone.
-

Park Orbits

- BLF: Off: Park Orbit idle
On: Has a call parked by a co-worker
Wink On: Has a call you parked
- Operation: Press to Park or retrieve call from orbit.
-

Reverse Voice Over

- BLF: Off: Co-worker idle
On: Co-worker busy or ringing
Fast Flash: Co-worker in DND
- Operation: While on handset call, press key to place private Intercom call to co-worker.
-

Save

- BLF: No BLF
- Operation: While on a call, press key to Save number you just dialed.
OR
While idle, press key to redial previously saved number.
-

Personal or System Speed Dial

- BLF: No BLF
- Operation: Press to dial stored number.
-

Split

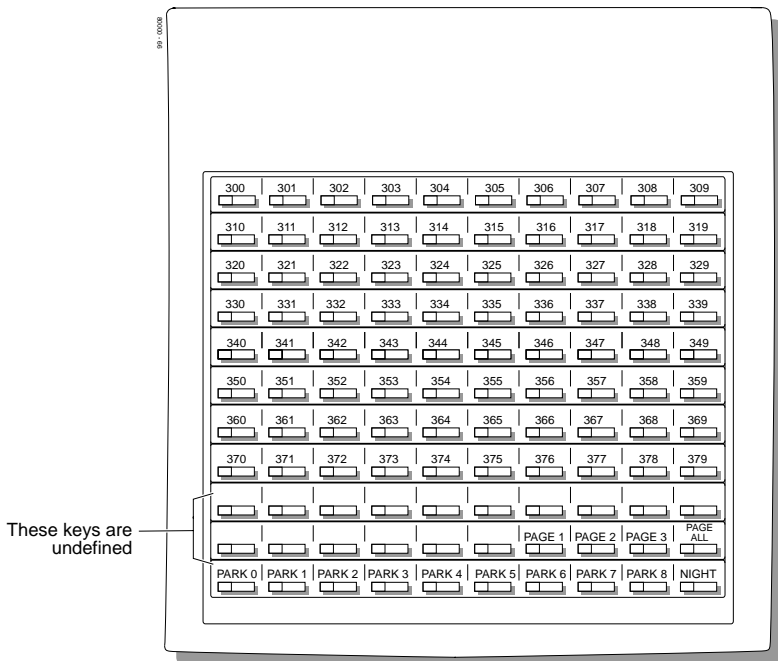
- BLF: No BLF
- Operation: Press to switch between calls. See the *Split* feature in this handbook for more.
-

Direct Station Selection Console

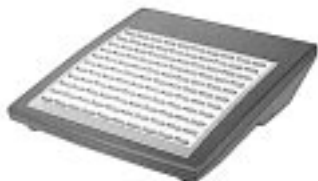
Default DSS Console Key Assignments

The illustrations below show your DSS Console's default (factory-installed) key assignments. Check with your Communications Manager to see if your console assignments differ from the defaults.

110-Button DSS Console Default Assignments

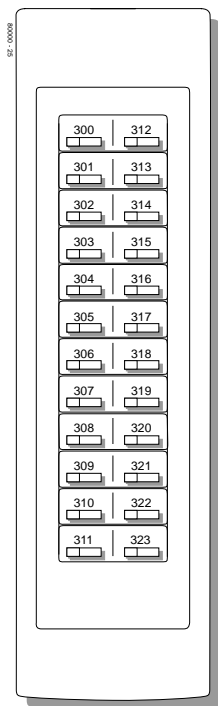


Note: DS1000 has Hotline keys only for extensions 300-325.



Direct Station Selection Console

24-Button DSS Console Default Assignments



Directed Call Pickup




Answer a co-worker's calls from your phone.

Directed Call Pickup permits you to pick up (intercept) a call ringing a co-worker's extension.

You can use Directed Call Pickup to pick up the following types of calls ringing a co-worker's phone:

- An outside line ringing a line key
- A co-worker's Direct Inward Line
- Transferred outside call
- Ringing Intercom call
- A recall (such as a Hold or Transfer recall)

To use Directed Call Pickup to intercept a call to a co-worker's extension:

1. Press .
2. Dial  .
3. Dial your co-worker's extension number.

To intercept a call ringing an attendant, dial the attendant's extension number (e.g., 300). Do not dial 0 or 01-04.

Directory Dialing

Place Intercom or Speed Dial calls from a displayed list of names.

Directory Dialing allows you to select a co-worker or outside call from a list of names, rather than dialing the phone number. (You must have a display telephone to


use Directory Dialing.) There are three types of Directory Dialing:

- C (2)** System (**C**ompany-wide) Speed Dial names
- I (4)** Intercom names (including group names)
- P (7)** Personal Speed Dial names

To place a call using Directory Dialing:

1. Do not lift handset or press .

2. Dial  (**D**) or **DIR**.

3. If you dialed  in the previous step:
Dial the Directory Dialing type.

- C (2)** System (**C**ompany-wide) Speed Dial names
- I (4)** Intercom names
- P (7)** Personal Speed Dial names

If you pressed **DIR** in the previous step:
Select the Directory Dialing type.



- EXT** **CMPY** = System (company) Speed Dial names
- INT** = Intercom names
- EXT** **PERS** = Personal Speed Dial names

Directory Dialing

4. Dial the first letter of the desired name.

*For example, dial **4** if the first letter begins with G, H or I.*



OR


Press  or  to scroll alphabetically through the selected directory.

*If you see the name you want to call, just press **DIAL** to place your call.*

5. Look at your phone's display and dial the digit for the letter/number you want to call.

*For example, if the name in step 4 above began with G, dial **1**. If you see the name you want to call, just press **DIAL** to place your call.*

6. Press   to scroll through all the names/numbers that begin with the letter/number you selected.

7. Press  to have the system dial your call.

Distinctive Ringing

Customize your telephone's ringing so you'll know when calls are just for you.

Use Distinctive Ringing to customize the way your telephone rings. If you are in a large work area with other co-workers, set up Distinctive Ringing so you'll always know when calls are for

you. In addition, Distinctive Ringing helps you more easily differentiate the types of calls ringing your phone. Distinctive Ringing provides the following:

Distinctive Ring Configuration

Use *Distinctive Ring Configuration* to customize the ringing for your telephone. There are 6 types of ringing at your phone (called a Ring Set) that you can separately adjust:

- **Intercom** ringing
Includes ringing Intercom calls, as well as calls ringing Extension Hunting Groups, Call Coverage keys and the operator's Call key.
- **Ring Group** ringing
- **Recall** ringing
Includes Hold, Park and Transfer recall ringing.
- **Type A** ringing
Includes line key, loop key, Transfer and DIL ringing. (You can reassign types A, B, and C ringing in *Extension Override* and *Key Ring Override* below.)
- **Type B** ringing
Not used (unassigned) by default. (You can reassign types A, B, and C in *Extension Override* and *Key Ring Override* below.)
- **Type C** ringing
Not used (unassigned) by default. (You can reassign types A, B, and C in *Extension Override* and *Key Ring Override* below.)

Extension Override

If you want your outside calls to ring differently during the day, at night, or after a delay, use *Extension Override*. You can use

Distinctive Ringing

Extension Override instead of *Distinctive Ring Configuration* if you just want to change the way your outside calls ring. Or, you can first set up *Distinctive Ring Configuration* and then use *Extension Override* to further customize ringing. (**Note that your *Extension Override* selections always override your *Distinctive Ring Configuration* settings.**)

Key Ring Override

To have unique ringing just for your line, Call Coverage, and Group Call Pickup keys, use *Key Ring Override*. You can use *Key Ring Override* instead of either *Extension Override* or *Distinctive Ring Configuration*, or in combination with both. (**Note that your *Key Ring Override* selections always override your *Extension Override* or *Distinctive Ring Configuration* settings.**)

Distinctive Ring Administration (Admin)

Admin allows you to select a default Ring Set for your phone. This is a quick way to change the way your phone rings. Here's how this works:

- The system has 3 Ring Sets (Set 1, Set 2 and Set 3).
- The 5 types of ringing within each of the 3 sets sound different.
- By default, your extension uses Set 1.
- Use **Admin** to select one of the other Ring Sets (2 or 3) for your phone.

If you have a Super Display telephone, **Admin** lets you save your *Distinctive Ring Configuration* settings as one of the system default Ring Sets. Your settings then become a standard set that other users can select.

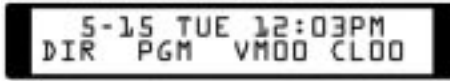
Distinctive Ring Configuration

Change the Ringing at your Extension

To customize ringing at your 22-button or 34-button display telephone:

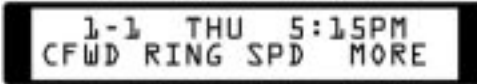
- Your extension's Class of Service may block you from doing this. Ask your Communications Manager.

Distinctive Ringing



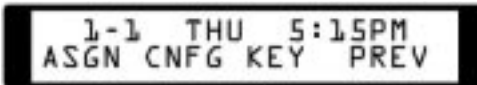
5-15 TUE 12:03PM
DIR PGM VMOO CLOO

1. While your phone is idle, press **PGM**. You see:



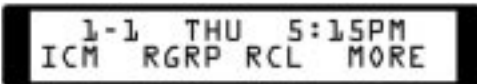
1-1 THU 5:15PM
CFWD RING SPD MORE

2. Press **RING**. You see:



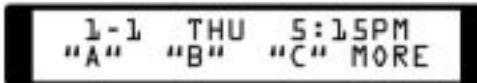
1-1 THU 5:15PM
ASGN CNFG KEY PREV

3. Press **CNFG**. You see:



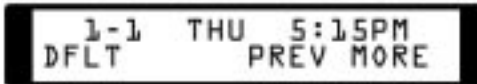
1-1 THU 5:15PM
ICM RGRP RCL MORE

If you press **MORE**, you see:



1-1 THU 5:15PM
"A" "B" "C" MORE

If you press **MORE** again, you see:



1-1 THU 5:15PM
DFLT PREV MORE

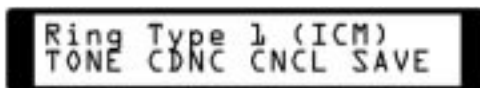
From these choices:

- Press **ICM** to change the sound of your Intercom ringing. (To make your Intercom calls ring, use the **#VA** User-Programmable Feature.)
- Press **RGRP** to change the sound of Ring Group ringing.
- Press **RCL** to change the sound of your Hold, Park, and Transfer Recall ringing.
- Press **"A"**, **"B"**, or **"C"** to change the sound of the Type A, B or C ringing, respectively. You'll use Type


Distinctive Ringing

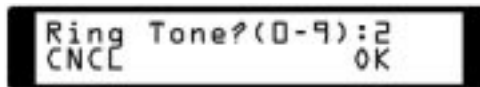
A, B and C ringing when setting up *Extension Override* (page 44) and *Key Ring Override* (page 48).

- Press **DFLT** to select one of the 3 default ringing setups (1-3) and cancel your custom settings.
4. When you select a ringing option in the previous step, your phone “plays” the current ring setting for that option *and* displays your choice.
- For example, if you press **ICM** to change Intercom ringing, you see:



For the option you choose to change:

- Press **TONE** to change the ringing pitch. If you want to do this, go to step 5 after pressing **TONE**.
 - Press **CDNC** to change the ringing pattern. If you want to do this, go to step 5 after pressing **CDNC**.
 - Press **CNCL** to cancel your selection and return to the previous step.
 - Press **SAVE** to save your changes (if you went to step 5 and made any changes).
 - Press  to exit.
5. To change the ringing pitch or pattern after pressing **TONE** or **CDNC** in the previous step:

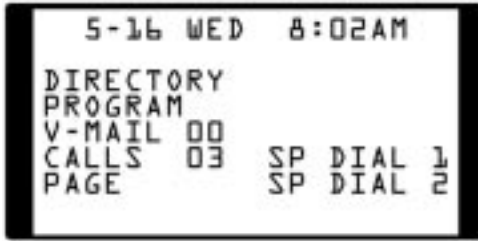


- Dial **0-9** to select a new ring pitch or pattern. You'll hear the pitch or pattern change after making your selection.
- Press **CNCL** to cancel your selection and return to the previous step.
- Press **OK** to accept your selection and return to the previous step.

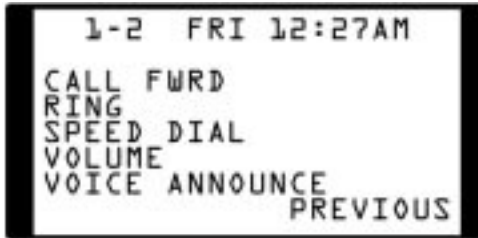
Distinctive Ringing

To customize ringing at your super display telephone:

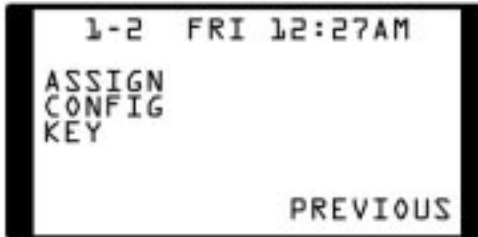
- Your extension's Class of Service may block you from doing this. Ask your Communications Manager.



1. While your phone is idle, press **PROGRAM**. You see:



2. Press **RING**. You see:



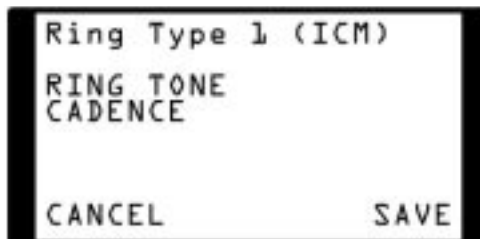
3. Press **CONFIG**. You see:

Distinctive Ringing




From the displayed choices:

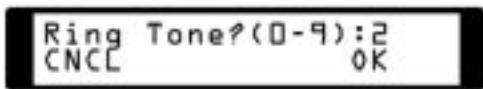
- Press **INTERCOM** to change the sound of your Intercom ringing. (To make your Intercom calls ring, use the **#VA** User-Programmable Feature.)
 - Press **RING GROUP** to change your Ring Group ringing.
 - Press **RECALL** to change the sound of your Hold, Park, and Transfer Recall ringing.
 - Press **RING "A"**, **RING "B"**, or **RING "C"** to change the sound of the Type A, B or C ringing, respectively. You'll use Type A, B and C ringing when setting up *Extension Override* (page 44) and *Key Ring Override* (page 48).
 - Press **DEFAULT** to select one of the 3 default ringing setups (1-3) and cancel your custom settings.
4. When you select a ringing option in the previous step, your phone "plays" the current ring setting for that option *and* displays your choice.
- For example, if you press **INTERCOM** to change Intercom ringing, you see:



Distinctive Ringing

For the option you choose to change:

- Press **RING TONE** to change the ringing pitch. If you want to do this, go to step 5 after pressing **RING TONE**.
 - Press **CADENCE** to change the ringing pattern. If you want to do this, go to step 5 after pressing **CADENCE**.
 - Press **CANCEL** to cancel your selection and return to the previous step.
 - Press **SAVE** to save your changes (if you went to step 5 and made any changes).
 - Press  to exit.
5. To change the ringing pitch or pattern after pressing **RING TONE** or **CADENCE** in the previous step:



- Dial **0-9** to select a new ring pitch or pattern. You'll hear the pitch or pattern change after making your selection.
- Press **CANCEL** to cancel your selection and return to the previous step.
- Press **OK** to accept your selection and return to the previous step.

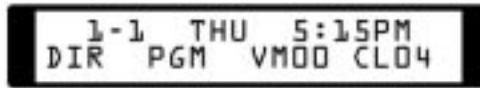
Extension Override

Change the Ringing of your Outside Calls

To customize ringing for outside calls from your 22-button or 34-button display telephone:

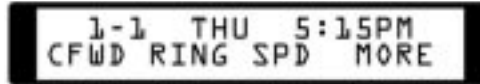
- Your extension's Class of Service may block you from doing this. Ask your Communications Manager.

Distinctive Ringing



1-1 THU 5:15PM
DIR PGM VMOO CLO4

1. While your phone is idle, press **PGM**. You see:



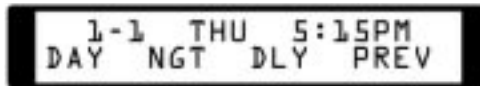
1-1 THU 5:15PM
CFWD RING SPD MORE

2. Press **RING**. You see:



1-1 THU 5:15PM
ASGN CNFG KEY PREV

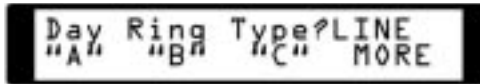
3. To change the ringing for your outside calls (Extension Override), press **ASGN**. You see:



1-1 THU 5:15PM
DAY NGT DLY PREV

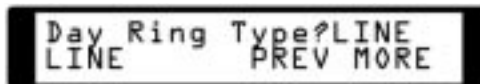
4. Select the outside call ringing mode you want to change.
 - Press **DAY** for day mode calls.
 - Press **NGT** for night mode calls.
 - Press **DLY** for delay ring calls.

You see (example shown if you select day ringing):




Day Ring Type?LINE
"A" "B" "C" MORE

If you press **MORE**, you see:



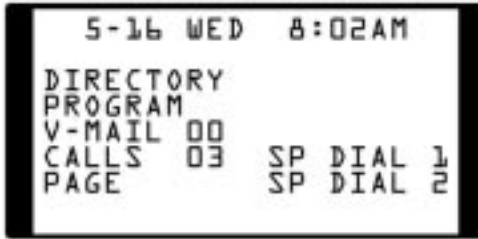
Day Ring Type?LINE
LINE PREV MORE

- Select a ring type option ("**A**", "**B**" or "**C**"), or
 - Select **LINE** to have ringing follow the system default.
5. Press  to hang up.

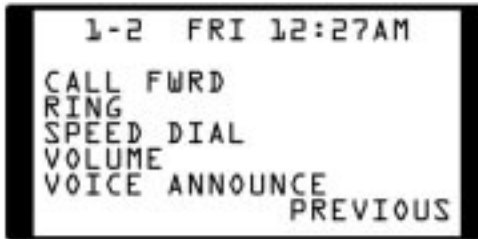
Distinctive Ringing

To customize ringing for outside calls from your super display telephone:

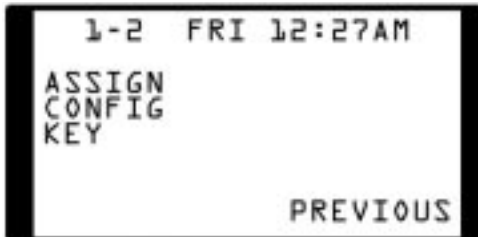
- Your extension's Class of Service may block you from doing this. Ask your Communications Manager.



1. While your phone is idle, press **PROGRAM**. You see:



2. Press **RING**. You see:

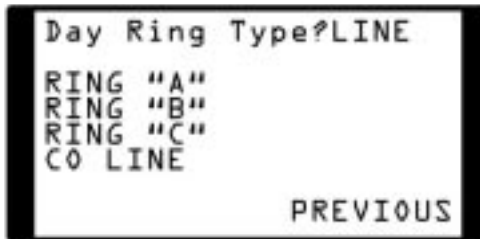



Distinctive Ringing

- To change the ringing for your outside calls (Extension Override), press **ASSIGN**. You see:



- Select the outside call ringing mode you want to change.
 - Press **DAY RING** for day mode calls.
 - Press **NIGHT RING** for night mode calls.
 - Press **DELAY RING** for delay ring calls.You see (example shown if you select day ringing):



- Select a ring type option (**RING "A"**, **RING "B"** or **RING "C"**), or
 - Select **CO LINE** to have ringing follow the system default.
- Press  to hang up.

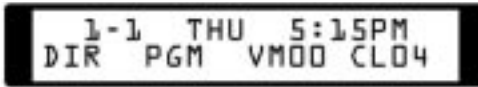
Distinctive Ringing

Key Ring Override

- 📞 *Set up Unique Ringing for your Line, Call Coverage, and Group Call Pickup Keys.*

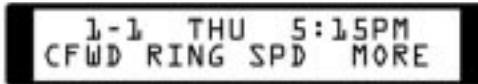
To set up Key Ring Override for your 22-button or 34-button display telephone:

- Your extension's Class of Service may block you from doing this. Ask your Communications Manager.



1-1 THU 5:15PM
DIR PGM VMOO CLO4

1. While your phone is idle, press **PGM**. You see:



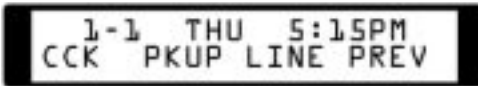
1-1 THU 5:15PM
CFWD RING SPD MORE

2. Press **RING**. You see:



1-1 THU 5:15PM
ASGN CNFG KEY PREV

3. To set up Key Ring Override, press **KEY**. You see:

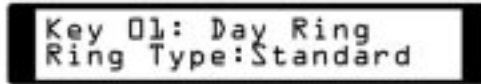


1-1 THU 5:15PM
CCK PKUP LINE PREV

4. Select the type of key you want to program.
 - The ring type you select in the next step will be assigned to the key you press in this step.
 - After you make your selection, the keys of the chosen type will illuminate.

Distinctive Ringing

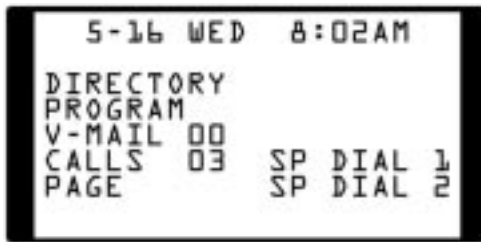
5. Press a key of the type you selected above. You see (example for Line Key 01 shown below):



- Dial **1** to select Ring Type A.
 - Dial **2** to select Ring Type B.
 - Dial **3** to select Ring Type C.
 - Dial **0** select Standard (i.e., normal ringing for this type of call).
6. Press another key to program or **SPK** exit.

To set up Key Ring Override for your super display telephone:

- Your extension's Class of Service may block you from doing this. Ask your Communications Manager.

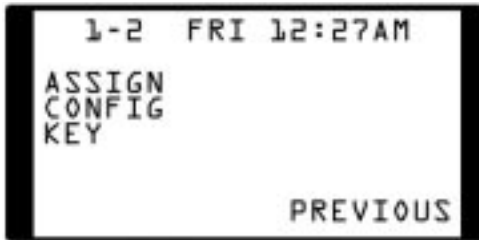


1. While your phone is idle, press **PROGRAM**. You see:

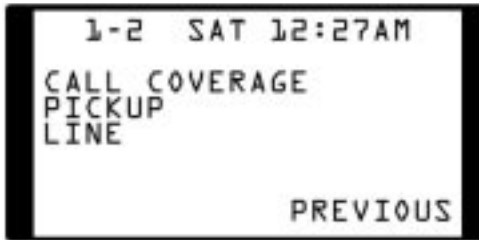
Distinctive Ringing



2. Press **RING**. You see:



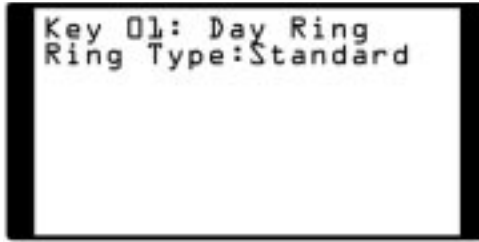
3. To set up Key Ring Override, press **KEY**. You see:



4. Select the type of key you want to program.
- The ring type you select in the next step will be assigned to the key you press in this step.
 - After you make your selection, the keys of the chosen type will illuminate.

Distinctive Ringing

5. Press a key of the type you selected above. You see (example for Line Key 01 shown below):



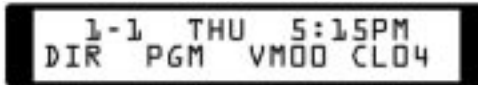
- Dial **1** to select Ring Type A.
 - Dial **2** to select Ring Type B.
 - Dial **3** to select Ring Type C.
 - Dial **0** select Standard (i.e., normal ringing for this type of call).
6. Press another key to program or **SPK** exit.

Distinctive Ringing

Administration

Selecting and Storing a Default Ring Tone Set

To select a new default Ring Tone Set for your 22-button or 34-button display telephone:



1-1 THU 5:15PM
DIR PGM VMOO CLO4

1. While your phone is idle, press **PGM**. You see:



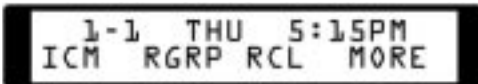
1-1 THU 5:15PM
CFWD RING SPD MORE

2. Press **RING**. You see:



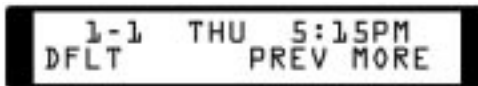
1-1 THU 5:15PM
ASGN CNFG KEY PREV

3. Press **CNFG**. You see:



1-1 THU 5:15PM
ICM RGRP RCL MORE

4. Press **MORE** twice, you see:



1-1 THU 5:15PM
DFLT PREV MORE

5. Press **DFLT**. You see:

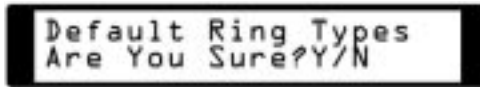


Default Ring Types
SET1 SET2 SET3 PREV


6. Select the Ring Tone Set you want to use (1-3).
 - By default, your extension initially uses Ring Set 1.

Distinctive Ringing

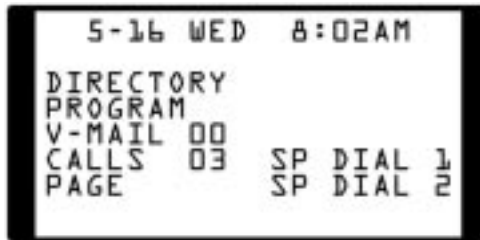
- When you see:



Default Ring Types
Are You Sure?Y/N

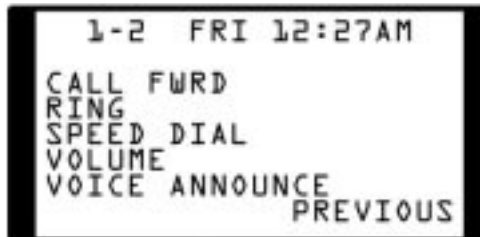
- Dial **9** (for yes) or confirm your selection, or
 - Dial **6** (for no) to exit without making a selection.
- Press  to exit.

To select a new default Ring Tone Set for your super display telephone:



5-16 WED 8:02AM
DIRECTORY
PROGRAM
V-MAIL 00
CALLS 03 SP DIAL 1
PAGE SP DIAL 2

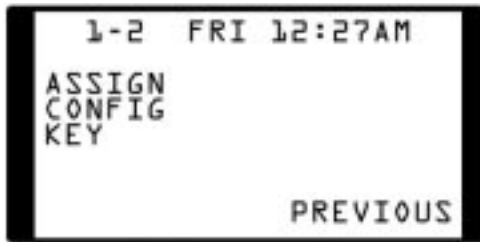
- While your phone is idle, press **PROGRAM**. You see:



1-2 FRI 12:27AM
CALL FWRD
RING
SPEED DIAL
VOLUME
VOICE ANNOUNCE
PREVIOUS

Distinctive Ringing

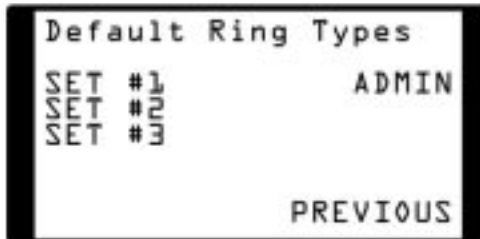
2. Press **RING**. You see:



3. Press **CONFIG**. You see:



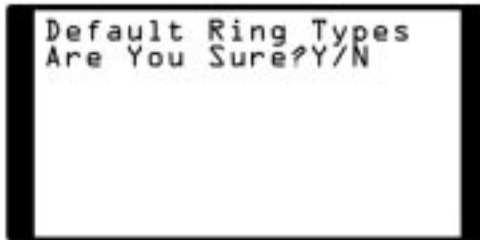
3. Press **DEFAULT**. You see:




4. Select the Ring Tone Set you want to use (1-3).
– By default, your extension initially uses Ring Set 1.

Distinctive Ringing

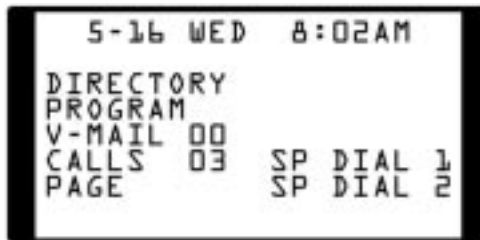
- When you see:



- Dial **9** (for yes) or confirm your selection, or
 - Dial **6** (for no) to exit without making a selection.
- Press  to exit.

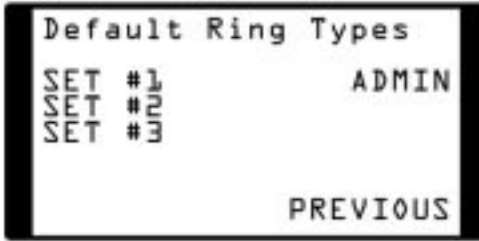
To store your customized ringing as a default Ring Tone Set from your Super Display telephone:

- This option is only available at Super Display telephones.



- While your phone is idle, press:
PROGRAM + RING + CONFIG + DEFAULT. You see:

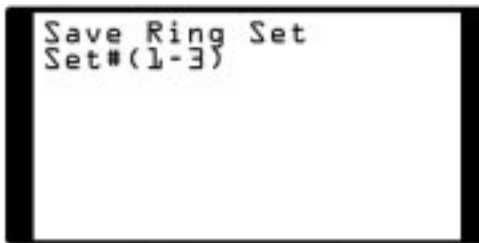
Distinctive Ringing



2. Press **ADMIN**. You see:



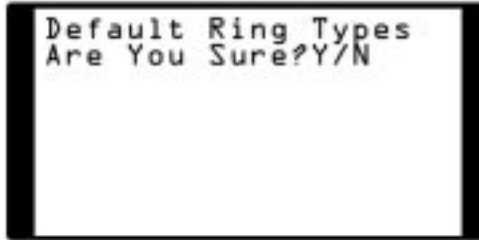
3. Enter the System Administrator (**0000**), System Administrator 2 (**9999**), or Installer (**372000**) password. You see:




4. Enter the number of the default Ring Set (1-3) to which you want to save your phone's configuration.

Distinctive Ringing

5. When you see:



- Dial 9 (for yes) to confirm your selection, or
- Dial 6 (for no) to exit without making a selection.

6. Press  to exit.

Do Not Disturb

Work by your phone undisturbed by incoming calls and announcements.

Use Do Not Disturb (DND) to block incoming calls, Off-Hook Signaling and Paging announcements. You can activate DND anytime your phone is idle. With

DND activated, incoming calls will still flash your line keys — and you can use your phone in the normal manner for placing and processing calls.

Note: If you have a Direct Inward Line (DIL) on your phone, activating DND will put your DIL into the Night Mode.

To activate DND at your extension:

You can activate DND anytime while idle or on a call.

1. Press .

OR

Press **PGM** + **MORE** + **DND**.

Your DND key flashes fast.

To cancel DND at your extension:

1. Press .

OR

Press **PGM** + **MORE** + **DND**.

Your DND key goes out.

Use a Door Box to remotely monitor an entrance door.


The Door Box is a self-contained Intercom unit you can use to monitor an entrance door. A visitor at your door can press the Door Box call button (like a door bell). The

Door Box then sends chimes to all telephones programmed to receive chimes. If the Door Box chimes ring your phone, you can talk to the visitor at the door just by lifting the handset.


The Door Box is convenient to have at a delivery entrance, for example. You don't need to have a co-worker monitor the delivery entrance; just answer the Door Box chimes instead.

If your telephone receives Door Box chimes, you may also be able to remotely open and close the entrance door. Ask your Communications Manager if you have this set up. If you do, after answering the Door Box chimes you just press your **FLASH** key or a soft key to open the door.

To place a call to the Door Box:

1. Press .
2. Dial the Door Box extension number.


To answer the Door Box chimes (i.e., to answer a call from the Door Box):

1. Lift handset or press .

If you are an attendant, you'll need a Call Coverage key for the Door Box Ring Group to be able to answer Door Box calls. Check with your Communications Manager.

Door Box

To remotely open or close your entrance door:

1. To open the door, press  or **OPEN**.
- OR

To close the door, press  again or **CLOSE**.

To place a call from the Door Box:

1. Press the Door Box call button.
2. When someone inside the building answers your call, speak toward the Door Box.

Extension Hunting

Your system can automatically route calls to co-workers that work closely together.

Your phone may be in a group with co-workers that share responsibility for answering calls. Each call into the group cycles through the group until you or one of your co-workers picks it up. There are three types of hunting:

- **Circular Hunting**

With this type of hunting, a call unanswered at one member's extension rings the next extension in the list. If still unanswered, the call will continue to cycle through the group until all members are rung.






- **Terminal Hunting**

In Terminal Hunting, a call unanswered by one member rings the next extension in the list. Unlike Circular Hunting, however, the call will not cycle back to the top of the list. It rings from the point at which it entered the list — and stops at the last extension.

- **Uniform Call Distribution (UCD) Hunting**

With UCD, the system routes calls according to the frequency of use of the member extensions. The first extension rung is the member that has been idle the longest. The last extension rung is the extension that has been idle the shortest. If you are part of a Call Center, you may be in a UCD hunting group.

To temporarily install or remove your extension from your UCD Group:

1. Press  and dial  .
2. Dial  to return your extension to your group, or
Dial  to remove your extension from your group.

Flash

Make a new call without losing your line, or access unique features from your phone company.

While on a call, Flash lets you get dial tone for a new call without losing your line. You may also be able to use Flash to access unique features on your outside lines.

Check with your Communications

Manager to find out if your outside lines offer any unique features.

To Flash the line you are on:

1. Press .

After a brief interruption, you'll hear dial tone for a new call.

2. Dial your new call.

You may also be able to dial codes that let you use unique features provided by your outside lines.

Forced Trunk Disconnect

Disconnect a co-worker's outside call in an emergency.

Forced Trunk Disconnect allows you to disconnect (release) another extension's active outside call. This is a powerful feature that lets you access a busy line in an

emergency — when no other outside lines are available.

Normally, Forced Trunk Disconnect is reserved only for attendants and supervisors.

!! CAUTION !!


Forced Trunk Disconnect abruptly terminates the active call on the outside line. Only use this feature in an emergency — when no other outside lines are available.


To disconnect a busy outside line:

1. Press line key for busy outside line.

Line keys are red when busy.

OR

Press  and dial the line's Line Access Code (e.g., 401 for line 1).

2. Dial  to disconnect the line.

OR

Press **MORE** + **DISC**.

The line key goes out and you hear Intercom dial tone.

To place a call after using Forced Trunk Disconnect:

You hear Intercom dial tone after step 2 above.

1. Hang up.
2. Press the line key and dial your number.

Group Call Pickup

Easily answer a call ringing a Pickup Group, even if you don't know which phone is ringing.

You and some of your co-workers may be in a Pickup Group so you can easily answer each other's calls. If you hear a co-worker's phone ringing, for example, you can intercept their call by dialing

a code or pressing your Group Call Pickup key. Ask your Communications Manager if you are in a Pickup Group, and if you have any Group Call Pickup keys.

Group Call Pickup can answer the following types of ringing calls:

- Intercom calls
- Transferred outside calls
- Direct Inward Lines
- Calls on lines assigned to the Pickup Group

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

1. Lift handset.
 2. Press flashing Group Pickup key.
- OR

Dial .



User Programmable Feature

Universal Slot: # R A P

Fixed Slot: # R G

Change the ringing mode of your Group Pickup keys. See *User Programmable Features* at the end of this guide for more.

Group Listen


Talk to an important client or customer and have your co-worker's listen in on the meeting.

Group Listen permits you to talk on the handset and have your caller's voice broadcast over your telephone speaker. This lets others in your work area listen to the conversation. Group Listen turns

off your phone's Handsfree microphone so the caller does not hear your co-worker's voices during a Group Listen.

To initiate Group Listen:

1. Place or answer call using the handset.


2. Press  twice (but do not hang up).

SPK flashes slowly while Group Listen is active.


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

Your Handsfree microphone and handset receiver are off.

To talk Handsfree after initiating Group Listen:

1. Press  twice.
2. Hang up.

To cancel Group Listen and return to your handset:

1. Do not hang up.
2. Press flashing .

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

Group Ring

Calls can ring a group of co-workers simultaneously.

If you are in a Ring Group with some of your co-workers, all your phones will ring simultaneously for new calls into the group. Anyone in the group can answer the Ring

Group call just by lifting the handset. The following types of calls can ring your Ring Group:

- Direct Inward Lines (DILs) into the Ring Group
- An outside call transferred into the Ring Group
- An Intercom call into your Ring Group

Check with your Communications Manager to find out if you are in a Ring Group with some of your co-workers.

To answer a call ringing into your Ring Group:

1. Lift handset.

Talk over your phone *Handsfree*, using the built-in speaker and microphone.

—
With *Handsfree Answerback*, answer an intercom call by just speaking toward your phone.

Handsfree

Handsfree allows you to process calls using the speaker and microphone in your telephone (instead of the handset). Handsfree is a convenience when you don't have a free hand to pick up the handset (for example, when you're typing on your computer).

Handsfree Answerback

Handsfree Answerback lets you answer a voice-announced Intercom call by speaking toward

your phone (without lifting the handset). Like Handsfree, this is also a convenience when you don't have a free hand to pick up the handset.

To activate Handsfree instead of lifting the handset:

1. Press .

To talk on a Handsfree call:


1. Speak toward your phone.
To temporarily turn off the Handsfree microphone, see the Microphone Mute feature.

To hang up a Handsfree call:

1. Press .

Handsfree

To change a handset call into a Handsfree call:

1. Press .
2. Hang up the handset.

To change a Handsfree call into a handset call:

1. Lift handset.



User Programmable Feature

Universal Slot: # V A

Fixed Slot: # I V or # I R

Enable voice-announce or ringing for your incoming Intercom calls. See *User Programmable Features* at the end of this guide for more.

Using Your Soft Keys

PGM + **MORE** + **VANN**

VAON

Handsfree Answerback On
(Forced Intercom Ringing Off)

VAOFF

Handsfree Answerback Off
(Forced Intercom Ringing On)

Automatic Handsfree

With Automatic Handsfree, you can place or answer a call Handsfree just by pressing a key. You don't have to press **SPK** first. Use Automatic Handsfree when you don't have a free hand to answer a call or use a feature.

Automatic Handsfree is available for:

- Call Coverage and Hotline Keys
- Central Office Calls (line and loop keys)
- Dial Number Preview
- Directory Dialing
- Group Call Pickup Keys
- **ICM** key (Intercom)
- **LND** (Last Number Redial)
- Paging keys
- Park keys
- Personal Speed Dial bin keys
- Personal and System Speed Dial keys

Headset Compatibility

Have the privacy of a handset call without having to hold the handset.

You can use a customer-provided headset on your phone in place of the handset. Like using Handsfree, the headset frees up your hands for other work (like typing on your

computer). In addition, the headset provides privacy not available with Handsfree.

Ask your Communications Manager what types of headsets you can use with your phone.


To enable the headset mode:

1. Unplug the telephone handset but leave it in the cradle.
2. Plug in the headset.

When in the headset mode:

- Press a line key to place or answer a trunk call.

OR

- Press  to get Intercom dial tone.

OR

- If on a call, press  to hang up.

User Programmable Feature

Universal Slot: # H S

Fixed Slot: *Not available.*

Enable or disable the headset mode at your phone. See *User Programmable Features* at the end of this guide for more.

Have a call wait on Hold, then pick it up to continue the conversation.

Hold lets you put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not the conversation in your work area. While your call waits


on Hold, you can process other calls and use other features. Calls that you leave on Hold too long will recall to you if you forget to pick them up.

There are four types of Hold:

- **System (Regular) Hold**
With System Hold, an outside call you place on Hold flashes the line key at your co-workers' phones. Any co-worker with a flashing line key for the call can pick it up.
- **Exclusive Hold**
When you place a call on Exclusive Hold, only you can pick up the call from Hold. The line flashes on your phone but shows busy on your co-workers' phones. Exclusive Hold is important if you don't want a co-worker picking up your calls on Hold.
- **Automatic Hold**
Automatic Hold allows you to be on an outside call, activate a feature and automatically place the call on Hold. You don't have to press the Hold key. The system places your call on Hold when you press **CONF**, **ICM**, a Call Coverage key or a Hotline key.
- **Intercom Hold**
You can also place an Intercom call on Hold. Your Intercom call on Hold does not indicate on any other telephone.

Hold

To place an outside call on System Hold:




1. Press .
2. Hang up.

The line will recall with a distinctive “double-wink” flash rate if you leave it on Hold too long.

To pick up an outside call on System Hold:

1. Press the flashing line key.

To pick up an outside call that a co-worker has placed on System Hold (if you don't have a line key for the call):

1. Press .
2. Dial   followed by the line number (e.g., 01 for line 1).


To place an outside call on Exclusive Hold:

1. Press  twice.



To pick up a trunk call on Exclusive Hold:

1. Press the flashing line key.

To place an Intercom call on Hold:

1. Press .
2. Hang up.

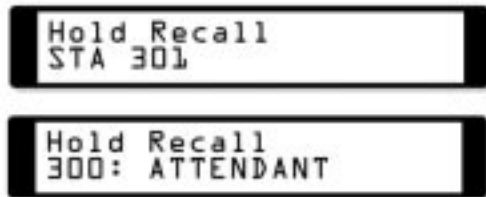
To pick up a call on Intercom Hold:

1. Lift handset.
2. If you don't hear Intercom dial tone, press .
3. Press .

Hold Recall

Your telephone display can show the type of call recalling, as well as which co-worker initially placed the call on Hold.

Following are the displays you see at your phone when a call placed on Hold is recalling. In the first example, the call was placed on Hold at extension 301 (which does not have a name). In the second example, the call was placed on Hold at extension 300 (which has the name *ATTENDANT*).



Hotline

Take advantage of one-button calling to a co-worker with whom you work closely.

A Hotline key is a type of Programmable Function Key that gives you one-button calling and Transfer to the co-worker assigned as your Hotline partner.

You can have multiple Hotline keys on your phone, each set up for a different Hotline partner. Your Hotline keys also show you the status of your partners' extensions.

Hotline Key Flash Rates

When the key is:
Off
On
Flashing Fast

The covered extension is:
Idle or not installed
Busy or ringing
In Do Not Disturb

To place a call to your Hotline partner:

1. Press your Hotline key.

To Transfer your outside call to your Hotline partner:

1. While on the call, press your Hotline key.
2. Announce the call and hang up.

OR

Hang up to have the call wait at your Hotline partner unannounced.

To answer a call from your Hotline partner:

1. Speak toward your phone.



User Programmable Feature

Universal Slot: # H L

Fixed Slot: *Not available.*

Change your Hotline key assignments. See *User Programmable Features* at the end of this guide for more.

Interactive Soft Keys

Use the advanced features of your phone just by pressing a soft key, without remembering feature codes.

Your display telephone has Interactive Soft Keys that provide intuitive feature access. You'll find it is no longer necessary to remember feature codes to use the advanced features of your phone. Instead, the function of your soft

keys change as you process calls.

When appropriate, this handbook provides the Interactive Soft Key steps along with the codes for each feature. For additional information on your soft keys, refer to the separately printed *Soft Key Glossary (P/N 80000GLO**)*.

Intercom


Call your co-workers on the Intercom.

Intercom gives you access to all your co-workers and your system's attendants.

Handsfree Answerback

Handsfree Answerback lets you answer a voice-announced Intercom call by speaking toward your phone (without lifting the handset). Handsfree Answerback is also a convenience when you don't have a free hand to pick up the handset.

To place an Intercom call:

1. Lift handset and press .

2. Dial your co-worker's extension number (e.g., 301).

To call your operator, dial the operator's extension number; or dial 01-04 (depending on how your system is set up).

If your call voice-announces at your co-worker's extension, you can dial 1 to force the call to ring.

To answer an Intercom call (if you hear two beeps and your phone has Handsfree Answerback):

1. Speak toward your phone.

OR

Lift your handset for privacy.

To answer an Intercom call (if you hear one beep and your phone does not have Handsfree Answerback):

1. Lift the handset.

To answer an Intercom call (if you hear ringing):

1. Lift the handset.



User Programmable Feature

Universal Slot: # V A

Fixed Slot: # I V or # I R

Enable voice-announce or ringing for your incoming Intercom calls. See *User Programmable Features* at the end of this guide for more.

Using Your Soft Keys

PGM + **MORE** + **VANN**

VAON

Handsfree Answerback On
(Forced Intercom Ringing Off)

VAOFF

Handsfree Answerback Off
(Forced Intercom Ringing On)


Last Number Redial

Quickly redial the last number you dialed.


Last Number Redial allows you to quickly redial the last outside number you dialed. Quickly recall a busy or unanswered number without manually dialing the digits. Last Number Redial saves in the system memory the last 20 digits you dial, and can retain any combination of digits 0-9, # and *. The system remembers the digits regardless of whether the call was answered, unanswered or busy.

To redial your last call:

● Standard Operation

1. (Optional) Press an idle line key to preselect a line for your call.
2. Press .

● Using Your Soft Keys

1. Press a line or loop key for your call.
2. Press .

Meet-Me Conference

Set up a multiple-party telephone meeting with your co-workers.

With Meet-Me Conference, you can set up a telephone meeting with some of your co-workers — without leaving the office. Your

co-workers join the Conference by dialing a Meet-Me Conference code.

To set up a Meet-Me Conference:

1. Press .

2. Dial  .

OR

Press .


3. Dial a page zone number.

Your page zone numbers are 1-7 for zones 1-7 and 0 for All Call.

4. Announce the Meet-Me Conference code.

Meet-Me Conference codes are #11 and #12.

5. Do not hang up.

6. Press  and dial the announced Meet-Me Conference code.

OR


Press  or .

MT11 corresponds to code #11. MT12 corresponds to code #12.

You and your co-workers must join the Conference within a specified interval. Check with your Communications Manager to find out what this interval is.

Meet-Me Conference

To join a Meet-Me Conference:

1. Listen for page announcing the Meet-Me Conference.
2. Lift handset and press .
3. Dial the announced Meet-Me Conference code.

Meet-Me Conference codes are #11 and #12.



Message Waiting

Leave a Message Waiting request for a return call.

You can leave a Message Waiting indication at a busy or unanswered co-worker's phone requesting a return call. You don't have to keep calling your co-worker back, hoping to find them available. The Message Waiting indication is a flashing MW key on your co-worker's phone. When your co-worker answers their Message Waiting, you'll automatically get a call.



You can leave Messages Waiting at any number of extensions. Also, any number of co-workers can leave Messages Waiting at your phone.

To leave a Message Waiting:

1. Place Intercom call to your co-worker.
The co-worker you call can be unanswered, busy or in Do Not Disturb.
2. Press  or .
3. Hang up.
MW starts flashing on your co-worker's phone.

To answer a Message Waiting:

Your MW key must be flashing.

1. Press .
2. Press .




Normally, your MW key goes out. If it continues to flash, you have additional Messages Waiting.

If the co-worker that left you the message doesn't answer, is busy, or is in DND, your Message Waiting cancels.

If your co-worker doesn't answer, press your MW key to leave them a Message Waiting.

Message Waiting

To review your Messages Waiting and then select a message for a return call:

1. Do not lift the handset.
2. Press .
*The first message displays. Press **MW** repeatedly to display additional Messages Waiting, if any.*
3. Press  when the extension you want to call displays.
4. Press .
*If the co-worker that left you the message doesn't answer, is busy, or is in DND, your Message Waiting cancels.
If your co-worker doesn't answer, press your **MW** key to leave them a Message Waiting.*

Microphone Mute

Talk to a co-worker in your office without your caller hearing the conversation.

Microphone Mute lets you turn off your phone's Handsfree microphone at any time. Microphone Mute prevents your callers from hearing conversations in your

work area. You can use Microphone Mute while you are busy on the phone, in DND, or while a call is ringing. The microphone stays off until you turn it back on.

If you place a voice-announced Intercom call to a co-worker while their microphone is muted, you hear a single beep. (If their microphone is not muted, you will hear two beeps.)

To activate Microphone Mute:

1. Press .

*Your **MIC** key goes on.*

You can do this any time while on the phone or while your phone is idle.

To deactivate Microphone Mute:

1. Press .

*Your **MIC** key goes off.*

Monitor / Silent Monitor

Monitor a co-worker's conversation without them knowing you are on the phone.



Monitor lets you listen to the conversation at a busy co-worker's extension. Your busy co-worker and their caller have no indication that you are on the call. This feature could help you if you are a

service department supervisor, for example. You could listen to the questions that your department's callers ask without disturbing the service call.

!! CAUTION !!

Monitor provides no warning tones prior to intrusion. Monitor may be interpreted as an invasion of privacy.

To Monitor a call:

1. Call busy co-worker.
2. Dial  or press .
3. Listen to the conversation in progress.

Night Service / Night Ring

Night Service reroutes your system's calls after hours.

Night Service redirects your system's calls to their Night Mode destination. Typically, the attendant or supervisor activates Night Service after normal working

hours, when most of your co-workers are unavailable to answer calls. If you are expected to put the system in the Night Mode, your phone will have a Night key. Check with your Communications Manager.




If your system has Universal Night Answer (UNA), you may be able to dial the UNA code to pick up calls at night.

To activate or deactivate Night Service:

1. Do not lift the handset.
2. Press your Night key.

Your Communications Manager can tell you if you have a Night key, and which outside lines your Night key switches.

To answer a call ringing UNA at night:

1. Press .
2. Dial   followed by the UNA code (01-04).

Dial the lowest number first (e.g., 01). If you hear busy, try the next number.

Off-Hook Signaling

Off-Hook Signaling helps important callers get through.

While you are busy on a call, Off-Hook Signaling lets you know when another caller is trying to get through. Off-Hook Signaling helps your important callers get



through, without waiting in line for you to become free. After you hear an Off-Hook Signal, you can use another system feature to process your current call (such as Hold or Park). You can then answer the waiting call.

You can receive Off-Hook Signals while you are busy on the handset. There are two types of Off-Hook Signaling:

- **Off-Hook Ringing**
Off-Hook Ringing is muted ringing from your phone's speaker. Off-Hook Ringing occurs only for waiting outside calls.
- **Camp-On Tones**
Camp-On Tones are two beeps in your handset receiver. Camp-On Tones can occur for both waiting Intercom and outside calls.

Also refer to the *Voice Over* feature.

To adjust the volume of Off-Hook Ringing:

1. Press  or  while you hear the muted ringing.



User Programmable Feature

Universal Slot: # O H S

Fixed Slot: *Not available.*

Change your Off Hook Signaling options. See *User Programmable Features* at the end of this guide for more.

Use Paging to broadcast announcements or quickly locate co-workers.

Paging lets you broadcast announcements to other keyset users and to external Paging speakers. Paging allows you to locate a co-worker or make an

announcement without calling each extension individually. There are two types of Paging: Internal Paging and External Paging.

Internal Paging




Internal Paging allows you to broadcast announcements into 7 internal Paging Zones and All Call (all zones). When you make a zone page, your announcement simultaneously broadcasts to all extensions in the specified zone. When you make an All Call page, your announcement simultaneously broadcasts to extensions in all zones. (Your system may limit the length of your Paging broadcasts. Check with your Communications Manager.)

External Paging

When you page into Internal All Call Page or Internal Zone Page 1, the system simultaneously broadcasts the announcement into the External Paging Zone. Typically, your system's External Paging Zone connects to speakers in your ceiling.

Paging

To make an Internal Paging Announcement:

1. Press .
2. Dial   or press **PAGE**.
3. Dial the Page Zone number or press **ALL** (for All Call Page).
Page zone numbers are 1-7 or 0 for All Call.
*If you dial *10 or *11, your announcement broadcasts into the External Paging Zone as well.*
4. Make announcement and hang up.



User Programmable Feature

Universal Slot: # V P

Fixed Slot: *Not available.*

Enable or disable incoming Paging announcements. See *User Programmable Features* at the end of this guide for more.

Park a call in orbit so a co-worker can pick it up. You don't have to locate a co-worker to handle their calls.

Park places an outside call in a waiting state (called a Park Orbit) so a co-worker can pick it up. There are two types of Park: System and Personal. Use System Park when you want to have your call wait in one of 10 system



orbits (60-69). Personal Park allows you to park a call at an extension so a co-worker can pick it up. After parking a call, you can Page for the co-worker and hang up. Your co-worker then dials a code to pick up their call.

If a call you Park is not retrieved, it will recall to you. Your Communications Manager can tell you what the recall time is for System Park orbits 60-67. The recall time for orbits 68 and 69 is fixed at 5 minutes.



System Park

To Park a call in a System Park Orbit:

- **Standard Operation**

1. While on an outside call, press .
2. Dial  and the System Park Orbit (60-69).
3. Hang up.



- **Using Your Soft Keys**

1. While on an outside call, press .
2. Press .
3. Dial the System Park Orbit (0-9) and hang up.


Park

To retrieve a call from a System Park Orbit:

- **Standard Operation**

1. Press .
2. Dial  and the System Park Orbit (60-69).




- **Using Your Soft Keys**

1. Press  and press **PKUP**.
2. Press **SYS**.
3. Dial the System Park Orbit (0-9) and hang up.

Personal Park

To Park a call at a co-worker's extension (using Personal Park):

- **Standard Operation**




1. While on an outside call, press .
2. Dial  .
3. Dial the number of the extension at which you want to Park the call.

● Using Your Soft Keys


1. While on an outside call, press **PARK**.
2. Press **PERS**.
3. Dial a co-worker's extension number and hang up.

To retrieve a call parked at a co-worker's extension:

● Standard Operation

1. Press .
2. Dial  .
3. Dial the number of the extension at which the call is Parked.

● Using Your Soft Keys

1. Press  and press **PKUP**.
2. Press **PERS**.
3. Dial the number of the extension at which the call is Parked.

Park

Park Recall

Your telephone display can show the type of call recalling, as well as which co-worker initially parked the call.

Following are the displays you see at your phone when a parked call is recalling. In the first example, the call was parked in system orbit 60 by extension 301 (which does not have a name). In the second example, the call was parked in system orbit 60 by extension 300 (which has the name *ATTENDANT*).



Prime Line Preference

Place a call just by lifting the handset.

Prime Line Preference allows you to place a call by just lifting the handset. You do not have to press a line key, loop key or the ICM

key first. Check with your Communications Manager to find out if you have Prime Line Preference, and which key on your phone is your Prime Line key.

Prime Line and Ringing Line Preference

Ringing Line Preference has priority over Prime Line. For example, Ringing Line Preference will answer a ringing outside call, not give you dial tone on your Prime Line. Also, a ringing Prime Line has priority over any other ringing trunk. The answer priority is as follows:

- Ringing Prime Line
- Ringing non-Prime Line
- Prime Line

To place a call on your Prime Line:

1. Lift the handset.

If you want to bypass your Prime Line, press a line or loop key before lifting the handset.

2. Dial the call normally.



User Programmable Feature

Universal Slot: # P L A

Fixed Slot: *Not available.*

Change your Prime Line key assignment. See *User Programmable Features* at the end of this guide for more.

Privacy and Privacy Release Groups

Privacy prevents interruptions at your extension.

—
Privacy Release lets you join co-worker's calls.

Privacy

If your extension has Privacy enabled, it automatically blocks incoming Barge In attempts and Camp-On signals from your co-workers. If you don't want your conversations interrupted, use Privacy. Check with your

Communications Manager to find out if your extension has Privacy.

Note: If you're on a call with a co-worker, your conversation can *still* be interrupted by Barge In attempts and Camp-On signals sent to your co-worker.

Privacy Release Groups

If you are in a Privacy Release Group with some of your co-workers, you can easily join in each other's outside calls. All you have to do is press the busy line key for the call to join in. Your Communications Manager can tell you if you are in a Privacy Release Group.

To join an outside call with a member of your Privacy Release Group:

1. Press the busy (red) line key.
The line key lights green when you connect.

To prevent a member of your Privacy Release Group from joining your call:

1. Place or answer an outside call on a line key.
The line key lights orange.
2. Press the line key.
The line key lights green.
Repeat step 2 to allow a co-worker to join in.

Programmable Function Keys

Programmable Function Keys simplify your phone's operation.

Your keyset has Programmable Function Keys. These keys simplify placing calls, answering calls, and using certain features.

Your Programmable Function Keys are assigned for you, but can be changed as your needs change. Your Communications Manager can tell you which Programmable Function Keys are currently on your phone.



If you have a *22-Button Standard* or *22-Button Display* Telephone, you have 12 Programmable Function Keys.



If you have a *34-Button Display* Telephone, you have 24 Programmable Function Keys.



If you have a *34-Button Super Display* Telephone, you also have 24 Programmable Function Keys.

The following chart shows the available Programmable Function Key functions, the key code required for programming the key, and the Busy Lamp Field (BLF) flash rates for each key. The chart also provides a brief guide on how to use the key.

Programmable Function Keys

Programmable Function Key Assignments

Call Coverage

Key Code:	Call Coverage Immediate Ring: 06 + Covered Extension (e.g., 304) Call Coverage No Ring (lamp only): 07 + Covered Extension (e.g., 304) Call Coverage Delay Ring: 08 + Covered Extension (e.g., 304)
BLF:	<u>Off</u> : Co-worker idle <u>On</u> : Co-worker busy <u>Fast Flash</u> : Co-worker in DND
Operation:	Press to call co-worker or pick up ringing call.

Call Timer (Automatic or Manual)

Key Code:16 + 1 [Manual Timer] or 2 [Auto Timer]
BLF:	<u>Off</u> : Call Timer off <u>On</u> : Call Timer on
Operation	Press to start or stop Call Timer.

Conversation Record

Key Code:17
BLF:	<u>Off</u> : Recording Off <u>On</u> : Recording Being Set Up <u>Fast Flash</u> : Recording On
Operation:	Press to record conversation in mailbox.

Group Pickup

Key Code:	Group Pickup Immediate Ring: 09 + Pickup Group (1-16) Group Pickup No Ring (lamp only): 10 + Pickup Group (1-16) Group Pickup Delay Ring: 11 + Pickup Group (1-16)
BLF:	<u>Off</u> : Call not ringing group <u>Slow Flash</u> : Call ringing group
Operation:	Press key to answer call ringing Pickup Group.

Hotline

Key Code:05 + Hotline Partner's Ext. (e.g., 304)
BLF:	<u>Off</u> : Partner is idle <u>On</u> : Partner is ringing or busy <u>Fast Flash</u> : Partner in DND
Operation:	Press to call Hotline partner.

Programmable Function Keys

Programmable Function Key Assignments (Cont'd)

Intercom Directory Dialing

Key Code:21
BLF:	<u>Off</u> : Inactive <u>On</u> : Active
Operation:	Press key to access Intercom Directory Dialing.

Line Keys

Key Code:03 + Line number (e.g., 1)
BLF:	<u>Off</u> : Line idle or not installed <u>On</u> : Line busy <u>Slow Flash</u> : Line ringing
Operation:	Press to place or answer call on outside line.

Loop Keys (Switched or Fixed)

Key Code:	Switched Loop Key: 01 Fixed Loop Key: 02 + Trunk group (0-8)
BLF:	<u>Off</u> : Loop key idle <u>Slow Flash (red)</u> : A call is ringing the loop key <u>On (green)</u> : You are on a loop key call
Operation:	Press key to place or answer a call.

Message Center

Key Code:24 + Message Center Extension
BLF:	<u>Off</u> : No messages in Message Center <u>Fast Flash</u> : Messages are waiting in Message Center
Operation:	Press to see how many messages are waiting in Message Center. OR Press SPK + key to call Message Center.

Night Key

Key Code:18 + CLEAR
BLF:	<u>Off</u> : System in Day Mode <u>On</u> : System in Night Mode
Operation:	Press to switch Day/Night mode of the system.

Programmable Function Keys

Programmable Function Key Assignments (Cont'd)

Page Zones

Key Code:13 + Page Zone (0 for All Call, zone 1-7)
BLF:Off: Page Zone idle
 On: Page Zone busy
Operation:Press to Page into assigned zone.

Park Orbits

Key Code:04 + Park Orbit (60-69)
BLF:Off: Park Orbit idle
 On: Has a call parked by a co-worker
 Wink On: Has a call you parked
Operation:Press to Park or retrieve call from orbit.

Reverse Voice Over

Key Code:23+ Covered Extension (e.g., 304)
BLF:Off: Co-worker idle
 On: Co-worker busy or ringing
 Fast Flash: Co-worker in DND
Operation:While on handset call, press key to
 place private Intercom call to co-worker.

Save

Key Code:25
BLF:No BLF
Operation:While on a call, press key to Save
 number you just dialed.
 OR
 While idle, press key to redial previous-
 ly saved number.

Personal or System Speed Dial

Key Code:System Speed Dial:
 14 + System Bin (200-299)
 Personal Speed Dial:
 15 + Personal Bin (701-720)
BLF:No BLF
Operation:Press to dial stored number.

Split


Key Code:20
BLF:No BLF
Operation:Press to switch between calls. See the
 Split feature in this handbook for more.

Programmable Function Keys

Check Key

Use your CHECK key to quickly check your Programmable Function Key and DSS Console Programmable Function Key assignments. You can also use the CHECK key to display your Personal Speed Dial names (if programmed).


To check a Programmable Function Key assignment:

1. Press .
SPK flashes while you are in the check mode.
2. Press the Programmable Function Key you want to check.
3. Press another Programmable Function Key.

OR

Press  to exit.

To check a Personal Speed Dial key:

1. Press .
SPK flashes while you are in the check mode.
2. Press the Personal Speed Dial key (1-10) once to display the *name* for the lowered numbered bin (e.g., 701).
3. Press the Personal Speed Dial key (1-10) a second time to display the *number* stored in the lowered numbered bin.
4. Press the Personal Speed Dial key (1-10) a third time to display the *name* for the higher numbered bin (e.g., 711).
5. Press the Personal Speed Dial key (1-10) a fourth time to display the *number* stored in the higher numbered bin.
6. Press another Personal Speed Dial Key.

OR

Press  to exit.

Programmable Function Keys



User Programmable Feature

Universal Slot: # K P

Fixed Slot: *Not available.*

Change your Programmable Function Key assignments. See *User Programmable Features* at the end of this guide for more.





Removing Lines and Extensions

Temporarily remove problem extensions and lines from service until they can be repaired.

You can remove problem outside lines and co-worker's extensions from service. This helps ensure maximum system performance. Normally, this capability is

reserved for attendants and supervisors. For example, the attendant can busy-out a noisy line or faulty extension until service personnel can repair the problem. The line or extension appears busy to callers. Ask your Communications Manager if you can use this feature.

To remove or return an extension or line to service:

1. Press ^{ICM}  and dial  ^{C=}  ^{ONE-D} .
2. Dial the number of the extension you want to remove or return to service (e.g., 300).

OR

Dial the number of the outside line you want to remove or return to service (e.g., 401).

3. Dial to ^{C=}  to return.

OR

Dial ^{TRD}  to remove.

4. Press ^{SPK}  to hang up.

Reverse Voice Over

Privately call a co-worker while you're busy on your handset.

While on a handset call, Reverse Voice Over lets you make a private Intercom call to an idle co-worker. You just press and hold down your Reverse Voice

Over key to make the private call. Your initial caller cannot hear the Reverse Voice Over (private Intercom) conversation. The private Intercom call continues until you release your Reverse Voice Over key. Your initial call can be an outside call or an Intercom call to a co-worker.

If you are a salesperson, for example, Reverse Voice Over can help you while placing a call to an important client. You can talk to the client and give special instructions to an assistant — all without interrupting your initial client call.

You can have Reverse Voice Over keys for more than one co-worker. Ask your Communications Manager if you have any of these keys.

While your telephone is idle, your Reverse Voice Over key functions the same as a Hotline key. (You cannot, however, use it to Transfer calls.) The key shows at a glance the status of your co-worker's extension.

Reverse Voice Over Key Flash Rates

When the key is:

Off

On

Flashing Fast

The covered extension is:

Idle or not installed

Busy or ringing

In Do Not Disturb

Reverse Voice Over

To place a Reverse Voice Over call:

1. While on a handset call, press and hold your Reverse Voice Over key.
You hear two beeps, then conversation with your co-worker in your handset.
Your Voice Over key lights red.

To return to your initial caller:

1. Release your Voice Over key.
Conversation with your initial caller (in your handset) continues.
Your Voice Over key goes out.

To place a call to the co-worker assigned to your Reverse Voice Over key:


1. While your telephone is idle, press your Reverse Voice Over key.
You hear two beeps, then conversation with your co-worker.
Your Reverse Voice Over key goes on (green).

Ringling Line Preference

Simply lift the handset to answer a ringing call.

Ringling Line Preference lets you answer a ringing call just by lifting the handset. If you primarily answer calls, Ringling Line Preference ensures that your incoming calls have priority. Your Communications Manager can tell you if you have Ringling Line Preference.

If you have multiple calls ringling your extension at the same time, lifting the handset (with Ringling Line Preference) answers the calls in the following order:

-  key.
- Line key (lowest key first).
- Loop key (lowest key first).


In addition, if you and a co-worker with Ringling Line Preference answer the same outside line at the same time, the system connects the call to the lowest numbered extension.

Prime Line and Ringling Line Preference



Ringling Line Preference has priority over Prime Line. For example, Ringling Line Preference will answer a ringling outside call, not give you dial tone on your Prime Line.

Ringling Line Preference

To use Ringling Line Preference:

1. Lift the handset or press .
You automatically answer the call.

To bypass Ringling Line Preference:

1. Before lifting the handset or pressing , do one of the following:
 - 
 - Line key
 - Programmable Function Key



User Programmable Feature

Universal Slot: # R L P

Fixed Slot: *Not available.*

Enable or disable Ringling Line Preference. See *User Programmable Features* at the end of this guide for more.

Save Number Dialed

Save the number you just dialed for quick redialing.

Save Number Dialed permits you to save your last outside number and easily redial it later on. For example, you can recall a busy or unanswered number without manually dialing the digits. Your phone system retains the saved number until you store a new one in its place.

Save Number Dialed saves in system memory a number you dial up to 20 digits. The system remembers the number regardless of whether the call was answered, unanswered or busy.

Unless your phone has a display, you must have a uniquely programmed Save Number Dialed Programmable Function Key to use this feature. Check with your Communications Manager to find out if you have this key.

To save the outside number you just dialed:

1. Press **SAVE** or your Save Number Dialed key.
The system stores the number you just dialed.

To redial a saved number:

1. Press a line key to preselect a trunk for the call.
If you have a Save Number Dialed key, you can skip this step and have the system select a line for you.
2. Press **DLSV** or your Save Number Dialed key.
The stored number dials out.
*If you hear busy, you may be able to dial **2** and wait for an outside line to become free.*

Selectable Display Messaging

While you're away from your phone, display telephone callers can receive personalized text messages you set up.

You can select a preprogrammed Selectable Display Message for your extension. Your display telephone callers see the selected message when they call your extension. Selectable Display Messaging provides you with per-

sonalized text messaging. For example, you can select the message, "*GONE FOR THE DAY.*" Any co-worker calling from a display telephone sees the message. Other than displaying your message, the call goes through normally.











There are 16 Selectable Display Messages (01-16), and each message can be up to 20 characters long. When your system is first installed, you have the following standard messages (although they may have been changed during installation):

Message Number	Message
01	CALL
02	BACK BY
03	MEETING IN RM
04	OUT TO LUNCH
05	GONE FOR THE DAY
06	ON VACATION
07	ON BUSINESS TRIP
08	IN THE MEETING
09	OUT UNTIL
10-16	Undefined









Using the instructions that follow (see step 3), you can easily scroll through all your system's messages to see which are most helpful to you. You can append (add characters to) any message, provided the total message does not exceed 20 characters. The characters you add apply only to your own phone.

Selectable Display Messaging

To select a Selectable Display Message:

1. Press  and dial   .
- OR
Press  +  + Dial .
2. Dial the message number (01-16).
*You can press **VOL ▲** or **VOL ▼** to scroll through the message numbers instead of dialing the number.*
3. Press .
- You can press **VOL ▲** or **VOL ▼** to scroll through the messages before adding any characters in the next step.*
4. Enter any additional digits.
The total number of digits/characters in the message cannot exceed 20. Use any valid characters, digits or symbols (just as if you were entering a Speed Dial name). Refer to the table on the next page when entering digits.
5. Press .
- You hear dial tone.*
6. Press  to hang up.
***DND** lights while you have Selectable Display Messaging enabled.*

To cancel a Selectable Display Message:

1. Press  and dial   .
- OR
Press  +  + Dial .
2. Press  to hang up.
***DND** goes out.*

Selectable Display Messaging

Entering Additional Characters

Use the following table when appending (adding digits/characters to) Selectable Display Messages.

<i>Keys for Entering Names</i>					
<i>Press this key:</i>	<i>Then one of these keys to enter the character in the white cell:</i>				
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>#</i>
<i>1</i>	&	- (dash) ¹	/(backslash) ¹	' (apostrophe) ¹	<i>1</i>
<i>2</i>	A	B	C		<i>2</i>
<i>3</i>	D	E	F		<i>3</i>
<i>4</i>	G	H	I		<i>4</i>
<i>5</i>	J	K	L		<i>5</i>
<i>6</i>	M	N	O		<i>6</i>
<i>7</i>	P	Q	R	S	<i>7</i>
<i>8</i>	T	U	V		<i>8</i>
<i>9</i>	W	X	Y	Z	<i>9</i>
<i>0</i>	SPACE	:			<i>0</i>
<i>*</i>					<i>*</i>
<i>#</i>					

To enter characters in lower case (e.g., **e** instead of **E**), press **MW** before pressing the key in the first shaded column. Use **LND** to backspace over (erase) any characters you want to correct.

¹In software versions prior to 02.00.00, the codes for 1 + 2, 1 + 3, and 1 + 4 were not available.

Speed Dial

Use Speed Dial instead of dialing long numbers.

Speed Dial gives you quick access to frequently called numbers.

Instead of dialing a long tele-

phone number to reach a client or customer, use Speed Dial.

Speed Dial also lets you store Intercom digits for quick access to commonly used features.

There are two types of Speed Dial: System and Personal. Speed Dial numbers can be up to 16 digits long, using 0-9, # and *. Every Speed Dial can have a programmed name up to 16 characters long. The name shows in your telephone's display as the Speed Dial number dials out.

Speed Dial can store outside numbers and Intercom digits. This capability to store Intercom digits provides you with "one-touch" access to features you use most often. For example, you can have a Personal Speed Dial bin that simplifies forwarding calls to Voice Mail or a co-worker.











Pressing **SP DIAL 1** or **SP DIAL 2** at your 34-Button Super Display telephone will show the first 10 characters of the name for the associated Personal Speed Dial bin. If you don't have names programmed, your phone will show the first 10 digits of the stored number instead.

System Speed Dial

System Speed Dial gives you and your co-workers access to the same set of stored numbers. Your system can have up to 1000 System Speed Dial numbers, depending on how it was set up during installation. Check with your Communications Manager for more about your System Speed Dial numbers.

To program a System Speed Dial number:

Normally, only attendants and supervisors can store System Speed Dial numbers. Find out from your Communications Manager if you can.

1. Press  and dial  .
OR
Press  + .
2. Dial the system bin number (normally 200-299).
3. Press .
4. Enter the line number you want the system to use when dialing your stored number (e.g., 1 for line 1).
OR
Enter the line group number you want the system to use when dialing your stored number (e.g., 90 for group 0).
OR
Press  if you want to enter Intercom codes.
5. Press .
6. Enter the number you want to store (up to 16 digits long).
*You can enter any combination of the digits 0-9, # and *. To insert a pause in your Speed Dial number, press **MIC**. To insert a Flash in your Speed Dial number, press **FLASH**. These entries count as digits.*
7. Press .
8. Enter a name for the Speed Dial number.
See Entering Speed Dial names for more.
9. Press .



Speed Dial

10. Repeat from step 2 to program another bin number.

OR

Press  to exit.

To dial a System Speed Dial number:

1. Press  and dial .

2. Dial the system bin number (normally 200-299).

OR

Press a Programmable Function Key for System Speed Dial bin.

The stored number dials out.

Personal Speed Dial

Personal Speed Dial provides 20 stored numbers just for your own use. (If you have a DSS Console, the Personal Speed Dial numbers on your console are the same as those on your phone.)

Your telephone has 10 Personal Speed Dial bin keys. Pressing keys 1-10 accesses your first 10 Personal Speed Dial numbers (701-710). Pressing **DIAL** and keys 1-10 accesses your second 10 Personal Speed Dial numbers (711-720).



If you have a *22-Button Standard* or *22-Button Display* Telephone, this is the location of your 10 Speed Dial bin keys.











If you have a *34-Button Display* Telephone, this is the location of your 10 Speed Dial bin keys.



If you have a *34-Button Super Display* Telephone, this is the location of your 10 Speed Dial bin keys.

Speed Dial

To program a Personal Speed Dial number:

1. Press  and dial  .
OR
Press **PGM** + **SPD**.
2. Dial the personal bin number (normally 701-720).
OR
Press a Personal Speed Dial key (for bins 1-10).
OR
Press  + a Personal Speed Dial key (for bins 11-20).
3. Press .
4. Enter the line number you want the system to use when dialing your stored number (e.g., 1 for line 1).
OR
Enter the line group number you want the system to use when dialing your stored number (e.g., 90 for group 0).
OR
Press  if you want to enter Intercom codes.
5. Press .
6. Enter the number you want to store (up to 16 digits long).
*You can enter any combination of the digits 0-9, # and *. To insert a pause in your Speed Dial number, press **MIC**. To insert a Flash in your Speed Dial number, press **FLASH**. These entries count as digits.*
7. Press .
8. Enter a name for the Speed Dial number.
See Entering Speed Dial names for more.

9. Press **HOLD**.
10. Repeat from step 2 to program another bin number.
OR
Press **SPK** to exit.

To dial a Personal Speed Dial number:

1. Press **ICM** and dial **Ⓜ**.
2. Dial the personal bin number (normally 701-720).
OR
Press a Personal Speed Dial key (for bins 1-10).
OR
Press **DIAL** + a Personal Speed Dial key (for bins 11-21).
OR
Press a Programmable Function Key for System Speed Dial bin.
The stored number dials out.

To dial a Personal Speed Dial number if you have a 34-Button Super Display telephone:

1. Press **SP DIAL 1** (for bins 701-710) or **SP DIAL 2** (for bins 711-720).
2. Press a Personal Speed Dial bin key.
The stored number dials out.

Speed Dial

Entering Speed Dial Names

Use the following table when entering Speed Dial names.

<i>Keys for Entering Names</i>					
<i>Press this key:</i>	<i>Then one of these keys to enter the character in the white cell:</i>				
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>#</i>
<i>1</i>	&	- (dash)¹	/(backslash)¹	' (apostrophe)¹	1
<i>2</i>	A	B	C		2
<i>3</i>	D	E	F		3
<i>4</i>	G	H	I		4
<i>5</i>	J	K	L		5
<i>6</i>	M	N	O		6
<i>7</i>	P	Q	R	S	7
<i>8</i>	T	U	V		8
<i>9</i>	W	X	Y	Z	9
<i>0</i>	SPACE	:			0
<i>*</i>					*
<i>#</i>					

To enter characters in lower case (e.g., **e** instead of **E**), press **MW** before pressing the key in the first shaded column. Use **LND** to backspace over (erase) any characters you want to correct.

¹In software versions prior to 02.00.00, the codes for 1 + 2, 1 + 3, and 1 + 4 were not available.



User Programmable Feature

Universal Slot: # S P

Fixed Slot: ICM + ##

Program Personal and System Speed Dial Numbers. See *User Programmable Features* at the end of this guide for more.


Switch between active calls without Conferencing the calls together.

With Split, you can split (alternate) between your current call and a new call. Split lets you easily alternate between the calls without


joining (Conferencing) your callers together.

Split requires a uniquely programmed Split Programmable Function key. Check with your Communications Manager to find out if you have this type of key.

To Split between your current Intercom call and a new Intercom call:


1. Press  to place your current Intercom call on Hold, then hang up.
2. Place or answer Intercom call.
3. Press your Split key to switch between your two Intercom calls.

To Split between your current outside call and an Intercom call:


1. Press  to place outside call on Hold, then hang up.
2. Place or answer waiting Intercom call.
3. Press your Split key to switch between your Intercom call and the outside call.

Split

To Split between your current Intercom call and an outside call:

1. Press  to place your current Intercom call on Hold.
2. Place or answer outside call.
3. Press your Split key to switch between your two calls.

To Split between your current outside call and a waiting outside call:

1. Press  to place your current outside call on Hold, then hang up.
2. Place or answer a new outside call.
3. Press your Split key to switch between your two calls.

Tandem Trunking

Join two callers in Conference, leave the call and let their conversation continue.

Tandem Trunking (Unsupervised Conference) allows you to join two outside callers in a line-to-line Conference. You can then drop out of the call, leaving

your callers in an unsupervised Conference. You are no longer part of the conversation. The Conference continues until either outside party hangs up. Find out from your Communications Manager if you are able to set up an Unsupervised Conference.

To set up a tandem call (Unsupervised Conference):

1. Place or answer an outside call.
2. Press or **CONF**.
3. Place or answer another outside call.
4. Press or **CONF** to set up the Conference.
5. Hang up.

If the outside lines disconnect when you hang up in this step, you do not have Tandem Trunking capability.

*You can optionally press **HOLD** to place the Conference on Hold. Your callers hear Music on Hold (if installed) while waiting on Hold. Just press **CONF** again to reinstate the Conference.*

To disconnect a tandem call (using Forced Trunk Disconnect):

1. Press line key for busy line.
OR
Press and dial the line's Direct Line Access code (e.g., 401 for line 1).
2. Dial # or press **DISC** to disconnect the line.


Tandem Trunking



To Barge In on a tandem call:

Use this procedure to rejoin a Conference already in progress.

1. Press line key for busy line.

OR

Press  and dial the line's Direct Line Access code (e.g., 401 for line 1).

2. Dial  or press .

Time and Date

The time and date shows on all telephone displays.

The time and date appear on all telephone displays in your system. Follow the User

Programmable Feature steps referenced below if you need to reset the system time and date (e.g., after the Daylight Savings Time change).



User Programmable Feature

Universal Slot: # T D

Fixed Slot: *Not available.*

Change your system's time and date. See *User Programmable Features* at the end of this guide for more.

Send the outside call you are on to a co-worker.

Transfer permits you to send your active outside call to a co-worker, Ring Group, UCD Hunting Group

or Voice Mail. With Transfer, you can quickly send a call to the desired co-worker. A call you Transfer automatically recalls to you if not picked up at the Transfer destination. If you don't answer the recall, the call will ring other co-workers or the attendant. This assures that you do not lose or inadvertently abandon your transfers.

Your telephone system allows the following types of transfers:

- **Screened Transfer**

With Screened Transfer, you announce the call to the destination before hanging up.


- **Unscreened Transfer**

With Unscreened Transfer, you extend the call without making an announcement.

- **Handsfree Transfer**

Use Handsfree Transfer to send an outside call to a co-worker's speakerphone. This allows your co-worker to converse with the transferred caller just by speaking toward their phone — without lifting the handset.

To Transfer your call:

1. Do not hang up.
2. Press .
3. Dial your co-worker's extension.

OR

Press a DSS key.



OR

Dial a Ring Group or UCD Hunting Group master number.




Transfer

4. Announce the call to make a Screened Transfer.
OR
Press the flashing line key to return to your call if your co-worker doesn't want it (i.e., rejects your screen).
OR
Hang up to send the call through unscreened.
The call will recall to you if unanswered at the destination.

To Transfer your call to a co-worker's mailbox:

1. Do not hang up.
2. Press .
3. Dial your co-worker's extension.
4. Press  or **MBOX**.
5. Hang up.

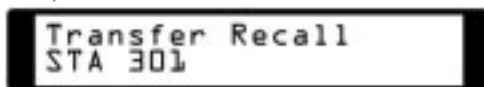
To Transfer a call to a co-worker's speakerphone:

1. While on an outside call, press  and dial your co-worker's extension number
OR
Press the Hotline key for your co-worker.
 - Listen for 2 beeps. (This means that your Transfer announcement has voice-announced at your co-worker's phone.)
 - If your co-worker's phone is set up to ring instead of voice-announce, you cannot use Handsfree Transfer.
2. Press  to send the call directly to your co-worker's speakerphone.
OR
Press  to get Intercom dial tone and select another co-worker for the Transfer.

Transfer Recall

Your telephone display can show the type of call recalling, as well as which co-worker initially transferred the call.

Following are the displays you see at your phone when a transferred call is recalling. In the first example, the call was transferred by extension 301 (which does not have a name). In the second example, the call was transferred by extension 300 (which has the name *ATTENDANT*).



Transfer Recall
STA 301



Transfer Recall
300: ATTENDANT

Trunk (Line) Queuing and Callback

When all outside lines are busy, *Line Queuing* lets you wait in line for a line to become free.

—
Line Callback will automatically call you back when a line is available.

Line Queuing permits you to queue (wait in line) on hook for a busy line or line group to become free. The system will connect you as soon as the line is available.

You do not have to manually retry the line later.

After queuing for a line, you just hang up to convert your Line Queue into a Line Callback. When

the line becomes free, the system automatically recalls your phone. As soon as you lift the handset, you connect to the outside line.

You can leave a Line Callback request for many outside lines. The system processes your requests as the lines become free. In addition, you and your co-workers can leave a Callback request for the same line. The system processes these requests on a first-in/first-out (FIFO) basis.

If you leave a Line Callback request and fail to answer when Callback rings your phone, the system cancels the Callback.

Line Queuing Priority


You may have Line Queuing Priority enabled for your telephone. If you do, when you queue for a busy line Line Queuing will connect you before your co-workers that don't have priority. Your Communications Manager can tell you if you have Line Queuing Priority.


Trunk (Line) Queuing and Callback

To queue for a busy line:

1. Press line key for busy line.

OR


Press  and dial the line's Direct Line Access code (e.g., 401 for line 1).



2. Dial ; do not hang up.
3. When the line becomes free, you automatically connect.
When you hear dial tone from the line, you can place your call again.

To leave a Line Callback for a busy line:

1. Press line key for busy line.

OR

Press  and dial the line's Direct Line Access code (e.g., 401 for line 1).

2. Dial  or press , then hang up.
3. When the line becomes free, the system automatically calls you back.

If you answer within 4 rings, you hear dial tone from the outside line.

If you don't answer the Callback ring, your phone system cancels the Callback.

Voice Mail

End the frustration of missed calls, inaccurately written messages and telephone tag.

Your system may be connected to an NVM-Series Voice Mail with Automated Attendant system. NVM-Series Voice Mail provides your system with comprehensive

voice messaging capability as well as a sophisticated Automated Attendant. Your NVM-Series provides:

- **Automated Attendant**
Automated Attendant automatically answers your system's incoming calls. After listening to a customized Automated Attendant greeting, callers to your company can dial a system extension or use Voice Mail.
- **Leaving a Message**
When you call a co-worker that doesn't answer, is busy on the phone or in Do Not Disturb, you can easily leave them a voice message in their mailbox. There is no need for you to call back later.
- **Call Forwarding to Voice Mail**
When you forward your calls to Voice Mail, calls to your phone go to your Voice Mail mailbox. Your callers then leave you a voice message instead of calling back later. You can enable forwarding for all calls immediately, for unanswered calls, or for calls to your phone when you are busy.
- **Transferring to Voice Mail**
You can Transfer a call to your mailbox 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, you can have Voice Mail record your conversation. You just press your uniquely programmed Conversation Record key or a soft key. Once recorded, Voice Mail stores the conversation as a new message in your mailbox. After calling your mailbox, you can save, edit or delete the recorded conver-

sation. (Check with your Communications Manager to see if you have Conversation Record capability.)

- **Personal Answering Machine Emulation**

You can have your idle telephone emulate a personal answering machine. This lets Voice Mail screen your calls, just like your answering machine at home. If activated, your incoming calls route to your mailbox. Once your mailbox answers, you hear two alert tones followed by your caller's incoming message. You can then:

- Let the call go through to your mailbox.
- Intercept the call before it goes to your mailbox.

- **Message Center Mailbox**

A Message Center Mailbox is a mailbox shared by more than one co-worker. You access the Message Center by pressing a Message Center key on your phone. (Ask your Communications Manager if you have this key.) With your Message Center key you can:

- Listen to the messages stored in the Message Center mailbox.
- Transfer calls to the Message Center mailbox.
- Use many other Voice Mail features.

A Message Center Mailbox may help you if you work closely with a group of co-workers. For example, your group's supervisor can send important messages to the shared Message Center Mailbox, and members of your group can review them as time allows.

- **Interactive Soft Key Shows New Messages**

Your soft keys show the number of new messages in your mailbox. For example, if you have 2 new messages in your mailbox, your Voice Mail soft key shows **VM02** (display telephone) or **V-MAIL 02** (34-Button Super Display telephone). The new message count resets to 00 as soon as you call your mailbox (regardless of whether you listened to your new messages). The message count returns when you get new messages.

Voice Mail

Calling Your Mailbox

To call your mailbox:

*Your **MW** key and **Ring/Message** lamp flash fast when you have new messages in your mailbox.*

1. Press **VM**.

OR

Press , then press .

OR

Press , then dial the Voice Mail master number (e.g., 700) followed by your mailbox number.

Your mailbox number is normally the same as your extension number. You may optionally dial a co-worker's mailbox — or use this procedure to call your mailbox from a co-worker's phone.

2. Lift handset for privacy.
3. If requested by Voice Mail, enter your security code.

*Your **MW** key and **Ring/Message** lamp go out after you call your mailbox.*

Leaving a Message

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




The extension you call can be busy, in Do Not Disturb, or unanswered.

1. Press or **MSG**.

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

Forwarding Calls to your Mailbox


To activate or cancel Call Forwarding:

1. Press  and dial  .

OR

Press  + .

2. Dial the Call Forwarding type:
0 = Cancel forwarding
2 = Busy/No Answer
4 = Immediate
6 = No Answer

3. Press  to forward to Voice Mail.

4. Press  to hang up.


*Your **DND** key is on while your calls are forwarded.*

Voice Mail


Transferring Calls to a Mailbox

To Transfer your active call to a mailbox:




Method A

1. Press .
2. Dial the number of the mailbox to receive the Transfer (e.g., 301 for extension 301).
This number can be your mailbox number (if you're away from your desk) or a co-worker's mailbox number.



3. Press  or **MBOX**.

4. Press  to hang up.
Voice Mail will prompt your caller to leave a message in the mailbox you selected.

Method B

1. Press .
2. Press DSS key for co-worker's extension + .
3. Press  to hang up.
Voice Mail will prompt your caller to leave a message in the mailbox you selected.

Method C

1. Press keyset or DSS Console Hotline key.
2. Press .
3. Press  to hang up.
Voice Mail will prompt your caller to leave a message in the mailbox you selected.

Conversation Record

To record your active call in your mailbox:

Only one party on a call can use Conversation Record at any one time. This includes Intercom calls and Conference calls.

1. Press **REC** or your Voice Mail Record key.
Your Record key lights green while your system calls your mailbox. Once recording begins, the key flashes fast and you hear the voice prompt, "Recording."
You can also have a Record key on your DSS Console. It lights red while the system calls your mailbox and flashes fast once recording begins.




Personal Answering Machine Emulation

To activate Answering Machine Emulation:

1. Press **ICM** and dial ***** **3**.
OR
Press **PGM** + **CFWD**.
2. Dial **7**.
3. Dial the Answering Machine Emulation option:
 - **2** or hang up to forward all calls.
 - **8** to forward just outside calls.
4. Press **SPK** to hang up.
*Your **DND** key is on while your calls are forwarded.*

Voice Mail

To cancel Answering Machine Emulation:

1. Press  and dial  .

OR

Press  + .

2. Dial .

3. Press  to hang up.

*Your **DND** key goes out.*

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

- Do nothing to have the caller's message automatically recorded in your mailbox.
OR
- Lift the handset to intercept the call and speak to your caller.

Checking Your Messages

To check your messages:


1. Press .

You see: Number of MSG = n (where n is the number of new messages in your mailbox).

Message Center Mailbox

The Message Center key flashes fast (green) when there are new messages not listened to in the Message Center mailbox.

To call the Message Center:

1. Press  or lift the handset.
2. Press the Message Center key.
3. If requested by Voice Mail, enter the security code for the Message Center mailbox.

To Transfer a call to the Message Center:

1. When on an Intercom or outside call, press the Message Center key.
2. Hang up.

Your caller will be prompted to leave a message in the Message Center mailbox.

Voice Over

Get through to a co-worker busy on a handset call — without interrupting their call.



Voice Over lets you get through to a co-worker busy on a handset call. With Voice Over, the person you call hears an alert tone followed by your voice. They can respond to you without being

heard by their original caller. They can also easily switch between you and their first caller.

Voice Over could help a lawyer, for example, waiting for an urgent call. While on a call with another client, the lawyer's paralegal could announce the urgent call as soon as it comes in. The lawyer could then give the paralegal instructions on how to handle the situation — all without the original client hearing the conversation.

To initiate a Voice Over to a busy extension:


You can only leave a Voice Over if you hear busy/ring tone.

1. Dial  or press .

You hear two beeps, then you can speak with your co-worker.

To respond to a Voice Over alert tone at your extension:

You hear two beeps while on a handset call.

1. Press and hold .

*Release your **MIC** key to talk to your initial caller. You can repeat this procedure as long as the Voice Over initiator doesn't hang up.*

Volume and Contrast Control

Adjust the volume of your call, as well as your phone's display contrast.

You can easily adjust the volume of your phone and the contrast of the display. The volume and display settings you make are “remembered” by the system in

the event of a power down or system reset.

Volume Control

Your telephone provides individual 7-step volume controls for the following features while they are active:

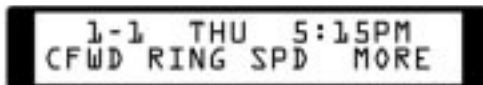
- Intercom handset calls
- Intercom Handsfree calls
- Outside call handset calls
- Outside call Handsfree calls
- Paging (receive volume)
- Background Music
- Ringing

You can additionally use your telephone's soft keys to adjust the volume of your on-hook ringing, off-hook ringing and Paging (receive).

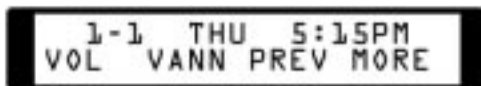
Using the Volume Control Soft Keys

To adjust the ringing, off-hook ringing or incoming Page volume at your 22- button or 34- button telephone:

1. While your phone is idle, press **PGM**. You see:



2. Press **MORE**. You see:



3. Press **VOL**. You see:



Volume and Contrast Control



4. Press the key for the type of volume you want to adjust:
 - **RING** = Ringing
 - **OFHK** = Off-hook ringing
 - **PAGE** = Page announcements (incoming)

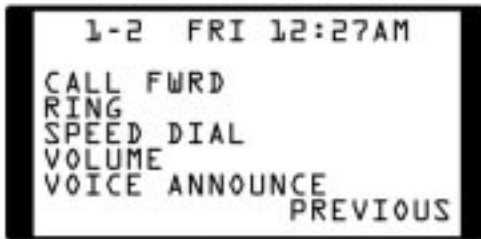
You see (ringing shown):



5. Press  or  to adjust the selected volume.
 - The number to the right of the display indicates the current setting (1-7).

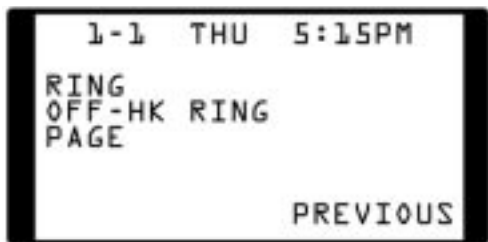
To adjust the ringing, off-hook ringing or incoming Page volume at your Super Display telephone:

1. While your phone is idle, press **PROGRAM**. You see:



2. Press **VOLUME**. You see:

Volume and Contrast Control



3. Press the key for the type of volume you want to adjust:
- **RING** = Ringing
 - **OFF-HK RING** = Off-hook ringing
 - **PAGE** = Page announcements (incoming)

You see (ringing shown):



4. Press $\overset{\text{VOL}}{\blacktriangle}$ or $\overset{\text{VOL}}{\blacktriangledown}$ to adjust the selected volume.
- The number to the right of the display indicates the current setting (1-7).

Contrast Control

Press $\overset{\text{VOL}}{\blacktriangle}$ or $\overset{\text{VOL}}{\blacktriangledown}$ while your 22-button or 34-button display telephone is idle to adjust the display contrast. There are 7 steps in this adjustment. Note that *Contrast Control is not available if you have a Super Display telephone.*

User Programmable Features

Set up your telephone to meet your own unique requirements.

The User Programmable Features allow you to customize your telephone to work just the way you want. You'll no longer have to rely on your System Administrator or

Communications Manager to set up your phone.

Using the chart on the next page, the User Programmable Features let you customize the following features:

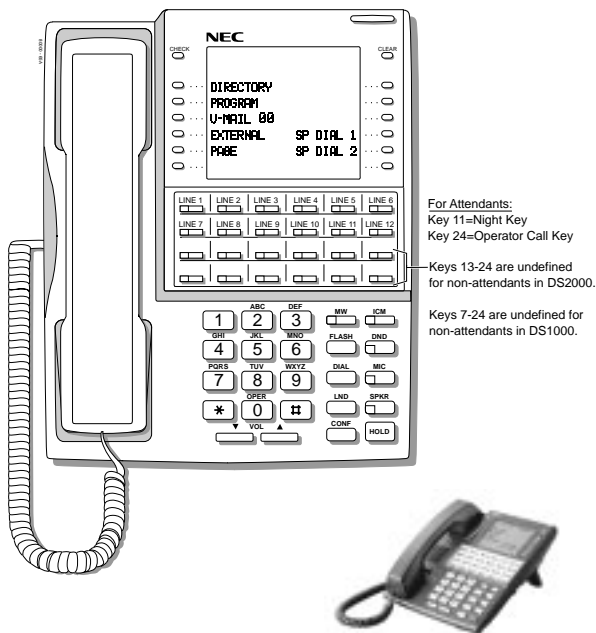
- **Headset Mode**
- **Hotline Key Assignment**
- **Off Hook Signaling** (Setup)
- **Paging** (Incoming)
- **Prime Line Assignment**
- **Programmable Function Key Assignment**
- **Programmable Function Key Ringing** (for Call Coverage Keys, Group Call Pickup Keys, and Line Keys)
- **Ring Line Preference**
- **Speed Dial Bin Setup** (Personal and System)
- **Time and Date**
- **Voice Announce** (for incoming Intercom calls)
- **Voice Over**

Note: The ability to use certain User Programmable Features may be restricted by your telephone's programmed Access Level. Check with your Communications Manager if you need to use a User Programmable Feature that is restricted.

User Programmable Features

User Programmable Features		
To program a feature, press # and the feature's code. For example, to enable incoming Paging, press # and dial V P Y, then SPK to hang up. By default, System Speed Dial and Time and Date are only available to the attendant.		
Feature	Mnemonic	Operation
Headset	#HS	#HS + Y to enable or N to disable + SPK to exit
Hotline	#HL	#HL + Press flashing Hotline key + Enter extension for new Hotline partner + Program another Hotline key or SPK to exit.
Off Hook Signaling	#OHS	#OHS + Select mode (C=Outside line, D=Hotline, I=ICM) + Select option (see below) + SPK to exit. <i>Outside line options:</i> C=Camp On tone, O=Off Hook Ringing, 0=None <i>Intercom options:</i> C=Camp On, V=Voice Over, 0=None <i>Hotline Options:</i> C=Camp On, 0=None
Paging (Incoming)	#VP	#VP + Y to enable or N to disable + SPK to exit.
Prime Line Assignment	#PLA	#PLA + Press one of your flashing programmable keys or ICM + SPK to exit.
Programmable Function Key Assignments	#KP	#KP + Press key you want to program + HOLD + ICM + Press VOL Up or VOL Down to select key option + HOLD + enter any additional data (if required) + Press VOL Up or VOL Down to select another key to program, or SPK to exit.
Programmable Function Key Ringing	#RAC	<i>Call Coverage Keys:</i> #RAC + Call Coverage Key repeatedly to select ringing mode + SPK to exit. Call Coverage Keys flash as follows: Lamp only=On red, Immediate ring=On green, Delay ring=Fast flash green.
	#RAL	<i>Outside Line Keys:</i> #RAL + Line Key repeatedly to select ringing mode + SPK to exit. Line keys flash as follows: Lamp only=On red, Immediate ring=On green, Delay ring=Fast flash green, Night ring=Slow flash green.
	#RAP	<i>Group Call Pickup Keys:</i> #RAP + Group Call Pickup Key repeatedly to select ringing mode + SPK to exit. Group Call Pickup Keys flash as follows: Lamp only=On red, Immediate ring=On green, Delay ring=Fast flash green.
Ringling Line Preference	#RLP	#RLP + Y to enable or N to disable + SPK to exit.
Speed Dial, Personal	#SP	#SP + Press bin key (for bins 701-710) or DIAL then bin key (for bins 711-720) + HOLD + Enter outside line (e.g., 1), line group (e.g., 90), or ICM for Intercom feature + HOLD + Number to store + HOLD + Name + HOLD + Press another bin key or SPK to exit.
Speed Dial, System	#SP	#SP + Dial System Speed Dial bin number (e.g., 200) + HOLD + Enter outside line (e.g., 1), line group (e.g., 90), or ICM for Intercom feature + HOLD + Number to store + HOLD + Name + HOLD + Press another bin key or SPK to exit.
Time and Date	#TD	#TD + Enter time in 24-hour clock using hours (2 digits), minutes (2 digits) and seconds (2 digits) + HOLD + Enter date using month (2 digits), day (2 digits) and year (4 digits) + HOLD + SPK to exit.
Intercom Voice Announce (for incoming Intercom calls)	#VA	#VA + V for voice announce or R for ring + SPK to exit.

Your Super Display Telephone



- Your key assignments may be different than shown. Ask your communications manager.
- See the inside front cover of this guide for an illustration of the 34-Button Display telephone.

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