

BUSINESSCOM

PLUS™

TELEPHONE



TIEUB-015

TiE

TELECOMMUNICATIONS, INC.
30000 RIVER DRIVE
DALLAS, TX 75228

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Model 100

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USER'S GUIDE

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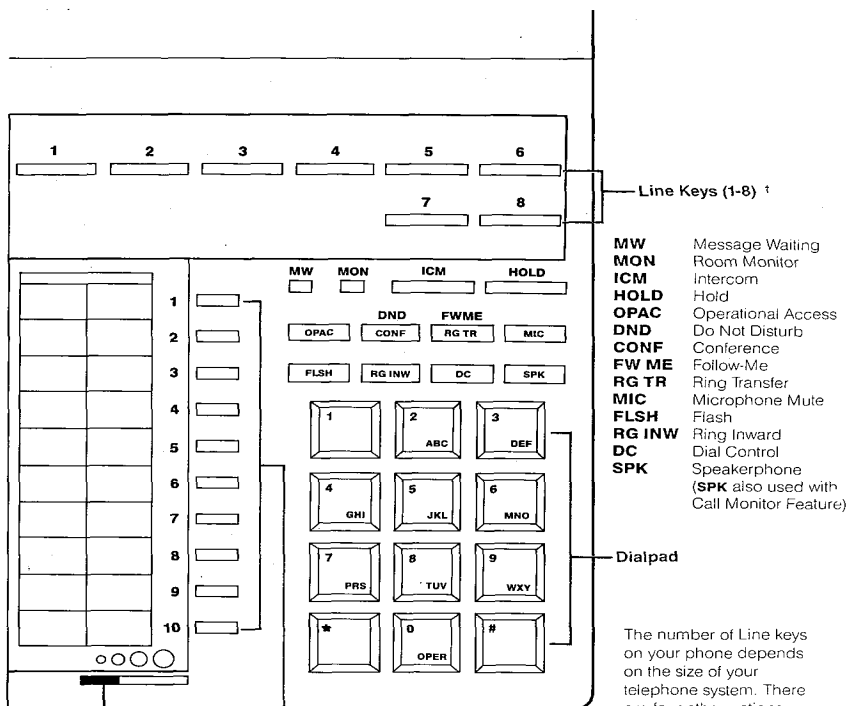
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GETTING STARTED

A QUICK REFERENCE CALLING GUIDE is attached to the inside back cover to help you quickly get started in using your phone.



Volume control for ringing, Background Music Page, Speakerphone/Call Monitor voice levels, and tones you hear over your speaker.

Function keys (1-10) [Programmable for Direct Extension Selection and/or Speed Dial features.]

MW Message Waiting
MON Room Monitor
ICM Intercom
HOLD Hold
OPAC Operational Access
DND Do Not Disturb
CONF Conference
FW ME Follow-Me
RG TR Ring Transfer
MIC Microphone Mute
FLSH Flash
RG INW Ring Inward
DC Dial Control
SPK Speakerphone (SPK also used with Call Monitor Feature)

Dialpad

The number of Line keys on your phone depends on the size of your telephone system. There are four other options: 3, 5, or 24 Line keys. This guide applies to all such phones.

FEATURE CHECKLIST

BASICS

- OUTSIDE CALLS
 - Answer by: lift handset (*Ring Line Preference*)†
- HOLD
 - Regular (System) Hold
 - Call on Regular Hold re-rings (*System Hold Recall*)
 - Exclusive Hold
 - Answer re-ringing by: lift handset (*Recall Line Preference*)
- INTERCOM CALLS
- TRANSFER
 - Answer ringing transfer: lift handset (*Ring Line Preference*)

FEATURES

- BACKGROUND MUSIC
- CALL FORWARDING
- CALL MONITOR
 - Dial call without pressing SPK (*Single Step Access*)
- CALL PICKUP
- CALL WAITING
 - Manually send signal
 - Automatically send signal
 - Receive signal from attendant
 - Receive signal from intercom calls
 - Receive signal from outside calls
- CALLBACK
- CAMP-ON
- CONFERENCE
 - One outside and multiple inside parties
 - All inside parties
 - Two outside parties
 - Unsupervised Conference
- CONFIRMATION TONE
- DIRECT STATION SELECTION
- DO NOT DISTURB
 - Blocks just outside calls
 - Blocks outside & intercom calls

† The feature names in parentheses are for the installer's use.

FOR YOUR NOTES

INTRODUCTION

INTRODUCTION

Your Multibutton telephone is part of a sophisticated electronic telephone system that will save you time and help you communicate more efficiently.

Your Features

Your phone has been programmed to provide you with those features that will best meet your specific communications needs. Your communications manager has checked off those features on the FEATURE CHECKLIST at the end of this guide. You can detach it and then check off your features in the guide itself. The pre-checked features are the permanent ones — these features do not require programming. Call Forwarding (page 8), for instance, is pre-checked (permanent).

Programmable Options

In some instances, a Basic/Feature may be programmed with special options. If so, a comment in italics, which describes the programmable option, appears with the operating instructions for that Basic/Feature. Each such comment is prefaced by: *Programmable Option*. (For example, an italicized comment appears under Outside Calls on page 3.) Also, a corresponding "sub-box" will appear under that Basic/Feature in the FEATURE CHECKLIST. Once again, consulting the checklist will tell you whether or not the comment applies to your phone.

Speakerphone/Call Monitor

Your phone has either the Speakerphone or Call Monitor feature. These features allow you to use your phone without lifting the handset (receiver). Details are provided in the Features section of this guide.

Charts

At times, some of the Basics/Features will require technical information before you can use them. Your communications manager has provided you with this information in the CHARTS FOR SYSTEM INFORMATION section. This guide will refer you to the charts when appropriate.

Page Zones

There can be as many as six page zones in your system: four which page only extension groups (Internal Page Zones) and two which page only paging speakers (External Page Zones). An All Call Page pages all those extensions and speakers that are programmed to receive paging.

INTERNAL PAGE ZONES

ZONE	DIAL CODE	EXTENSIONS
1	81	
2	82	
3	83	
4	84	

EXTERNAL PAGE ZONES

ZONE	DIAL CODE	SPEAKERS
1	86	
2	87	
1 & 2	85	All paging speakers

ALL CALL

ZONE	DIAL CODE	EXTENSIONS/SPEAKERS
All Call	80	All those listed in Internal and External Page Zones.

NOTE: If your phone has three (3) or five (5) Line keys, you will only have access to dial codes 80-82, and 85.

Hunt Groups

The extensions in your system are grouped together under the following Hunt Group numbers. These numbers are used in conjunction with two features: Idle Extension Hunting and Group Hunt Transfer.

HUNT GROUP NUMBER	EXTENSIONS (in Hunting order)
0	
1	
2	
3	
4	
5	
6	
7	
8	
9	

BASICS

Outside Calls

To answer an Outside Call:

1. Lift handset.
2. Press flashing Line key.

Programmable Option: You may be able to answer an Outside Call by just lifting the handset. (See Checklist.)

To place an Outside Call:

1. Lift handset.
2. Press Line key.

3. Dial telephone number.

You may be restricted from placing certain calls — see Calling Restrictions Chart.

Hear dial tone.

After you press the line key, you may need to dial an access code — see Outside Lines Chart.

To regain dial tone on the same line without hanging up, just press FLSH.

Hold

- Regular (System) Hold:** when you put an outside call on Regular Hold at your phone, the call can be picked up at your phone or at any other phone in your system. (See A and C below.) You cannot put intercom calls on Regular Hold.
- Exclusive Hold:** when you put an outside call on Exclusive Hold at your phone, the call can only be picked up from your phone. (See B and C below.) You cannot be intercom calls on Exclusive Hold.

A. To put an outside call on Regular Hold:

1. Press HOLD. Line key flashes.
2. Hang up. *Programmable Option: A call on Regular Hold may re-ring your extension after a time to remind you it is on Hold. (See Checklist.)*

B. To put an outside call on Exclusive Hold:

1. Press HOLD button twice. Your Line key flashes. All other phones will see this line as busy (steadily lit).
2. Hang up. A call on Exclusive Hold re-rings your extension after a time to remind you it is on Hold. If unanswered, the call reverts to Regular Hold.

C. To return to an outside call on either type of Hold:

1. Lift handset.
2. Press flashing Line key. *Programmable Option: If the call on Hold is re-ringing your extension, you may be able to return to it by just lifting the handset. (See Checklist.)*

Calling Restrictions

You may be restricted from placing certain outside calls during the day and/or while your phone is in the Off-Hours Ringing mode.

DAY CALLING RESTRICTIONS	OFF-HOURS CALLING RESTRICTIONS

Outside Lines

LINE	TYPE OF SERVICE	DIAL ACCESS CODE	QUEUE GROUP NO.
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			

Intercom Calls

Intercom Calls are used to call other extension users in your system. When you place an Intercom Call, you may hear one or two beeps instead of ringing. If so, you can state your message after you hear the beep(s) — your voice will be broadcast over that extension's speaker.

To place an Intercom Call: Also see Direct Station Selection.

1. Lift handset.
2. Press ICM. Hear dial tone.
3. Dial extension number. To convert a voice announced call into one that rings, or vice versa, dial 1 after the number.

NOTE: You can record the name of each extension user on the preprinted Directory Card provided with your phone. The extension numbers are on the side of the card labeled STATION NO.

To answer Intercom Calls that are broadcast over your phone's speaker:

1. Just speak towards the phone; your phone's microphone picks up your voice. Also see Microphone Mute.
- OR
- Lift the handset for privacy.

To answer Intercom Calls that ring:

1. Lift handset.

 **Transfer**

To Transfer an outside call to another extension:

1. Press ICM.
2. Dial extension number.
3. Announce the call if you wish to speak to the receiving party.
OR
Press RG INW to make the outside call ring the extension.
4. Hang up.

You cannot Transfer intercom calls.

Line key flashes. The outside call is automatically put on Hold.

You can return to the outside call by pressing the flashing Line key.

Line key lights steadily. You cannot return to the outside call after you press RG INW.

If the Transfer does not go through, the outside call will re-ring your phone.

To receive an outside call transferred to your extension:

1. Lift handset.
2. Press flashing Line key.

Programmable Option: You may be able to receive a transferred call that rings your phone by just lifting the handset. (See Checklist.)

CHARTS FOR SYSTEM INFORMATION

Outside Lines

This chart contains three different types of information about your outside lines:

- Some of your outside lines may be reserved for special services, such as WATS. (Column 1)
- You may need to dial an access code to gain access to an outside line. (Column 2)
- Each line is assigned a queue group number to be used in conjunction with the Line Queuing feature. (Column 3)

LINE	TYPE OF SERVICE	DIAL ACCESS CODE	QUEUE GROUP NO.
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

Off-Hours Ringing

You can send the ringing for your incoming outside calls to extensions that normally do not receive it. The extensions to receive the ringing are selected and programmed during system installation.

To activate Off-Hours Ringing:

1. Lift handset.
2. Press RG TR.
3. Press #.
4. Hang up.

RG TR is steadily lit.

To cancel Off-Hours Ringing:

1. Lift handset.
2. Press RG TR twice.
3. Hang up.

RG TR extinguishes.

FEATURES

Background Music

You can receive music through your telephone's speaker when the phone is not in use.

To turn Background Music on or off:

1. Do *not* lift handset.
2. Press #.

The Background music automatically turns off when the phone is in use.

Call Forwarding

Call Forwarding allows you to reroute your incoming calls so they ring at another extension. You can forward the following types of calls:

- Intercom (see A below)
- Outside (see B on page 9)
- Both intercom and outside (see C on page 9)

When someone forwards calls to *you* (intercom and/or outside) the RG TR key at your phone flashes fast.

A. To forward your intercom calls to another extension:

1. Do *not* lift handset.
2. Press RG TR.
3. Dial your extension number.
4. Dial the extension number to which calls will be forwarded.
5. Press RG TR.

RG TR flashes intermittently and you hear one short beep over your speaker as confirmation. (No flashing and one long beep means you cannot forward calls to that extension — it is in the Do Not Disturb mode.)

NOTE: You can re-forward your intercom calls by simply repeating steps (1-5) at your own phone *or* at the phone receiving your forwarded calls (Follow-Me).

To cancel Call Forwarding for intercom calls:

1. Do *not* lift handset.
2. Press RG TR.
3. Dial your extension number.
4. Press RG TR.

You can cancel it only from your own phone — not from the phone receiving your forwarded calls.

RG TR extinguishes.

SYSTEM PROGRAMMING EXTENSION FEATURES

Music On Hold Selections

When anyone in your system puts an outside call on Hold, the party on the line hears synthesized music. The Music On Hold melodies are *GREENSLEEVES* and *HOME ON THE RANGE*. You can program which one will play.

To program Music On Hold:

1. Lift handset.
2. Press OPAC.
3. Press HOLD.
4. Dial 1 for *GREENSLEEVES*.
OR
Dial 2 for *HOME ON THE RANGE*.
5. Hang up.

Step Calling

When you place an intercom call to a busy extension, Step Calling will sequentially search for an available extension. For example, if extension 11 is busy, Step Calling will call extension 12; if extension 12 is busy, it will call extension 13, and so on.

To activate Step Calling:

1. Place intercom call; hear busy tone.
2. Press #.

If busy tone continues, press # again until your call goes through.

If Step Calling reaches a non-existent extension, it will not search beyond it.

Three Minute Warning Tone

You will hear a (warning) tone every three minutes while on an outgoing outside call.

Call Forwarding (continued)

B. To forward the ringing from your outside calls to another extension:

Your outside calls will ring elsewhere, but the Line key still flashes. You still have the option of answering them from your own phone.

1. Lift handset.
2. Press RG TR.
3. Dial extension number to which calls will be forwarded.
4. Press *

RG TR flashes slowly and you hear one short beep over your speaker as confirmation. (No flashing and one long beep means you cannot forward calls to that extension — it is in the Do Not Disturb mode.)

5. Hang up.

To cancel Call Forwarding for outside calls:

1. Lift handset.
2. Press RG TR button twice. RG TR extinguishes.
3. Hang up.

C. To forward both your intercom and outside calls:

1. Perform Call Forwarding procedures A and B.

To cancel this type of Call Forwarding, simply perform the canceling procedures for A and B.

Call Monitor

Call Monitor lets you dial your calls without lifting the handset. You must, however, lift the handset to talk. (See A below.)

While *listening* to a call or when someone puts you on Hold, Call Monitor lets you replace the handset and listen to the call over your speaker, thus leaving both hands free. However, to converse, you must lift the handset. (See B and C below.)

A. To dial a call using Call Monitor:

- | | |
|--|---|
| 1. Press SPK instead of lifting the handset. | SPK lights steadily. |
| 2. Place intercom or outside call in normal way. | You hear dial tone, the dialing ringing, and the other person answer — all over your phone's speaker. |
| 3. Lift handset to talk. | |

Programmable Option: You may not need to press SPK (in step 1); just pressing ICM or a Line key may automatically activate Call Monitor — SPK lights and you hear dial tone over your speaker. (See Checklist.)

B. To change to Call Monitor during a call:

- | | |
|---------------|----------------------|
| 1. Press SPK. | SPK lights steadily. |
| 2. Hang up. | |

C. To change to handset during Call Monitor:

- | | |
|------------------|-------------------|
| 1. Lift handset. | SPK extinguishes. |
|------------------|-------------------|

Speed Dial (continued)

To store a flash:

- | | |
|----------------|---|
| 1. Press FLSH. | This key can be pressed at any point in the sequence. |
|----------------|---|

To store a pulse to tone conversion:

- | | |
|-------------|---|
| 1. Press #. | The # may be entered at any point while storing the number. The digits stored before entering # are dialed as pulse digits; the digits stored after the # are dialed as tone digits. The telephone reverts to pulse dialing when you hang up. |
|-------------|---|

NOTE: When Speed Dialing a number in which you have stored a pulse to tone conversion, the number stops dialing when it reaches #; dial * to restart the dialing.

Speed Dial (continued)

Special Speed Dial Storing Procedures

You can enter pauses, stops, pulse to tone conversion and flashes when storing a Speed Dial number. Each pause, stop, pulse to tone conversion or flash counts as a digit when totaling the number of digits in a Speed Dial number.

Pauses and stops are most frequently needed when you must wait in a dialing sequence for a tone. For example, this may happen when you dial an access code to one of the special long distance services (such as, MCI, SPRINT) and then must pause/stop to wait for a tone before you can dial more numbers.

Pulse to tone conversion is used if the dialing mode of your phone is normally pulse (rotary) and you need the Speed Dial number to be dialed out in tones instead.

Flashes are most frequently needed to access certain PABX features. (See the communication manager for more information on flashes.)

To store a pause:

The length of the pause is three seconds.

1. Press RG INW.

This key can be pressed at any point in the dialing sequence, and more than once.

To store a stop:

1. Press CONF.

This key can be pressed at any point in the dialing sequence.

NOTE: When Speed Dialing a number in which you have stored a stop, the number stops dialing when it reaches CONF; you must dial * to restart the dialing.

Call Pickup

Call Pickup allows you to answer, from any phone, an intercom call you hear ringing (or voice announced) at another phone.

To answer an intercom call you hear ringing (or voice announced) at another phone:

1. Lift handset.
2. Dial the extension number of the ringing phone.

OR

Dial #.

Do *not* press SPK.

You can do this only if the ringing phone is in the same Internal Page Zone as yours. (See Page Zones Chart.)

Call Waiting

There are two parts to Call Waiting:

- SENDING SIGNALS** — When you place an intercom call to an extension that is busy, Call Waiting allows you to send a signal to the busy user to indicate you are trying to get through — you can wait for a reply.
- RECEIVING SIGNALS** — While you are busy on a call, you will receive signals when a second call is trying to reach you. You do not have to answer the signals if it is inconvenient to do so. (See page 13.)

Sending Signals

- Manually sent (see A below)
- Automatically sent (see B below)

A. To manually send a signal to a busy extension:

1. Place intercom call; hear busy tone.
2. Dial 1.

You hear one short burst of tones, then silence.

If you hear continued busy tone, you cannot signal that extension at the moment.
3. Wait for a reply — do not hang up.

B. To automatically signal a busy extension:

1. Simply place intercom call in usual way.

Your phone is programmed to automatically send one short burst of tones to any extension that is busy.
2. Wait for a reply — do not hang up.

Speed Dial (continued)

Speed Dial Linking Procedures

You can link personal and/or system-wide Speed Dial numbers that are stored under different keys or codes, in any combination and as many as you wish, so they dial out one after the other. You can also manually dial before or after using a Speed Dial number.

To link Speed Dial numbers:

1. Lift handset.
2. Press Line key.
3. Press Function key for desired personal number.
OR
Press DC, then dial two-digit code (00-99) for desired system-wide number.
OR
Manually dial a number.
4. Wait for the number to dial out completely.
5. Repeat steps 3 and 4 for each number you wish to link.

Speed Dial (continued)

Recording Speed Dial Numbers

You can record the Speed Dial numbers you store under the Function keys on the card underneath the plastic panel that is next to the keys. To remove the card, apply pressure along the left side of the panel; the right side will pop up.

For your convenience, the detachable preprinted Directory Card provided with your phone lists all the possible two-digit system-wide Speed Dial codes (referred to as ABBREVIATED DIAL NO.), so you can record, next to the appropriate code, the corresponding stored telephone number.

Call Waiting (continued)

Receiving Signals

The types of signals you may receive while on a call are listed below.

Call Waiting Signal	Type of Call:
<input type="checkbox"/> One short burst of tones/ Flashing ICM key	Intercom Call (see A below)
<input type="checkbox"/> Two short bursts of tones/ Flashing ICM key	Intercom Call from attendant (see A below)
<input type="checkbox"/> Muted ringing/Flashing Line key	Outside Call (see B below)

A. To answer a Call Waiting signal from an intercom call:

1. Press flashing ICM. You are connected. An outside call that was in progress is put on Hold and an intercom call that was in progress is dropped; intercom calls cannot be put on Hold.

B. To answer a Call Waiting signal from an outside call:

1. Put an outside call in progress on Hold. Intercom calls cannot be put on Hold. If on an intercom call, skip to step 2.
2. Press flashing Line key. You are connected.

Callback

When you make an intercom call to a busy extension, rather than place your call again, you can have Callback ring your phone as soon as both the busy extension and your extension are free. When you answer the ring, the call to the previously busy extension is automatically placed (dialed) for you.

To activate Callback:

You can leave Callback requests at more than one extension.

1. Place intercom call; hear busy tone.
2. Dial *.
3. Hang up.

Busy tone stops. One beep over your phone's speaker confirms Callback.

You can place other calls in the meantime.

NOTE: If, in step 1 above, you hear one short burst of tones, then silence, this also means the extension is busy; however, you cannot leave a Callback at that phone.

To answer when Callback rings your phone:

Callback is canceled if you do not answer within 20 seconds.

1. Lift handset.

Your ICM button lights, and you hear ringing in your handset.

To cancel a Callback request before it rings your phone:

1. Lift handset.
2. Dial *.
3. Dial 1.
4. Hang up.

Speed Dial (continued)

To Speed Dial a number stored under a Function key:

1. Lift handset.
2. Press Line key.
3. Press Function key which stores desired personal number.

To dial a system-wide Speed Dial number:

1. Lift handset.
2. Press Line key.
3. Press DC.
4. Dial two-digit code (00-99) which stores desired system-wide number.

To dial a system-wide number stored on two different codes, see Speed Dial Linking Procedures.

✓ Speed Dial

Speed Dial allows you to store ten of your most frequently called outside numbers to later dial them with just a single touch. The storage locations for the Speed Dial numbers are the ten Function keys.

In addition to the numbers you store at your extension for your personal use, you also have access to system-wide Speed Dial numbers stored at the system programming extension. The storage locations for these numbers are identified by the two-digit codes (00-99). The communications manager (or the user of the system programming extension) can supply you with a directory of the system-wide numbers.

To store a Speed Dial number under a Function key:

1. Lift handset.
2. Press DC.
3. Dial *.
4. Press a Function key (1-10).
5. Dial number to be stored, up to 18 digits including pauses, stops, pulse to tone conversion, and flashes.

If any outside lines require an access code, store the code before you store any number; include the access code in the digit count.

For help with pauses, stops, etc., see Special Speed Dial Storing Procedures.

6. Hang up. A stored number is automatically erased by storing another one in its place.

NOTE: If a number you wish to store is more than 18 digits, store the number in the usual fashion using two or more keys, and then use the Speed Dial Linking Procedure (described after this section) to dial it.

✓ Camp-On

When you make an intercom call to a busy extension, rather than hang up, you can touch one button and be automatically connected to that extension as soon as it is available.

To activate Camp-On:

1. Place intercom call; hear busy tone.
2. Dial 2.
3. Do *not* hang up.

Busy tone stops. When the extension becomes available, you hear it ringing in your handset. To cancel Camp-On, just hang up.

NOTE: If, in step 1 above, you hear one short burst of tones, then silence, this also means the extension is busy; however, you cannot use Camp-On for that phone.

Conference

Conference calls allow you (an inside party), and up to six other people to jointly converse.

You can place a Conference call with:

- One outside and up to five other inside parties (see A below)
- Up to five other inside parties (see B on page 17)
- Two outside parties (see C on page 17)
- Two outside parties, and then drop out of the conversation, leaving the outside parties connected (Unsupervised Conference.— see D on page 18)

A. To place a Conference call with one outside and up to five other inside parties:

1. Place outside call first; wait for party to answer.
2. Press CONF.
3. Press ICM.
4. Dial extension number of invited inside party; wait for the party to answer. The person must answer using the handset.
5. Press CONF **once** if no further parties are to be added. All parties are connected.
OR
Press CONF **twice** if more parties are to be added. Repeat steps 3-5 for each additional party you wish to add.
To exit the Conference, hang up; the remaining parties will stay connected. To reenter the Conference, press the Line key of the Conference.

Speakerphone (continued)

To place a Speakerphone call:

1. Press SPK instead of lifting handset. SPK lights steadily.
2. Place outside or intercom call in the normal way. You hear dial tone, dialing, ringing, and the other person answer — all over your phone's speaker.

Programmable Option: You may not need to press SPK (in step 1); just pressing the Line key or ICM may automatically activate the Speakerphone — SPK lights and you hear dial tone over your speaker. (See Checklist.)

To hang up a Speakerphone call:

1. Press SPK. SPK extinguishes.

To change to the Speakerphone during a handset call:

1. Press SPK. SPK lights steadily.
2. Replace handset.

To change to handset during a Speakerphone call:

1. Lift handset. SPK extinguishes.

Security Alarm Signals

Your phone system is connected to your security alarm system. When the security alarm is activated, you will hear repeated tones (signals) at your phone.

Speakerphone

The Speakerphone allows you to use your phone without lifting the handset. For any instruction in this guide that says "lift handset", you can press SPK instead (unless a comment specifically instructs you otherwise).

For example, the Speakerphone allows you to place calls or answer calls that ring without lifting the handset. To converse on a Speakerphone call, simply speak towards your phone — your phone's microphone picks up your voice.

To answer an outside call without lifting the handset:

1. Press SPK instead of lifting handset.
2. Press flashing Line key.

Programmable Option: You may be able to answer the call by just pressing SPK. (See Checklist.)

To answer a ringing intercom call without lifting the handset:

1. Press SPK instead of lifting handset.

Conference (continued)

B. To place a Conference call with up to five other inside parties:

- | | |
|--|---|
| 1. Place intercom call; wait for the party to answer. | The person must answer using the handset. |
| 2. Press CONF. | |
| 3. Dial extension number of next inside party; wait for the party to answer. | The person must answer using the handset. |
| 4. Press CONF once if no further parties are to be added. | All parties are connected. |
| OR | |
| Press CONF twice if more parties are to be added. | Repeat steps 3-4 for each additional party you wish to add. |
| | To exit the Conference, hang up; the remaining parties will stay connected. |

C. To place a Conference call with two outside parties:

- | | |
|---|--|
| 1. Place first outside call; wait for the party to answer. | |
| 2. Press OPAC. | |
| 3. Press CONF. | Line key flashes. |
| 4. Place second outside call on another Line key; wait for the party to answer. | |
| 5. Press CONF. | Both Line keys are steadily lit and the Conference call is established. As the only inside party, if you hang up the Conference is terminated. |

Conference (continued)

D. To place an Unsupervised Conference call:

1. Place first outside call; wait for the party to answer.
2. Press OPAC.
3. Press CONF.
4. Place second outside call; wait for the party to answer.
5. Press CONF.
6. Press OPAC.
7. Press CONF.
8. Hang up.

Line key flashes.

All parties are connected.

The two outside parties remain connected.

To reenter the Unsupervised Conference, lift handset and press either Line key. To exit again, repeat steps 6-8.

Save (continued)

C. To Save a number under Function key 9:

1. Lift handset.
2. Press DC.
3. Dial *.
4. Press Function key 9.
5. Press OPAC.
6. Dial #.
7. Hang up.
8. Now perform the steps in procedure A: "To Save a number in your phone's memory."

The saved number is retained until you Save another number or store a Speed Dial number in its place.

Once you complete steps 1-8, you need only perform step 8 to Save a different number — unless you have stored a Speed Dial number in the meantime; then steps 1-7 are required also.

D. To redial a number saved in Function key 9:

1. Lift handset.
2. Press Line key.
3. Press Function key 9.

FEATURES

Save

- Save allows you to store an outside telephone number in your phone's memory and later redial it with just a few touches. (See A and B below.)
- You can Save (store) an outside telephone number under the ninth Function key and later redial with a single touch. (See C and D on page 39.)

A. To Save a number in your phone's memory:

1. Lift handset.
2. Press Line key.

If you need to dial an access code on this line, dial it after you press the Line key.
3. Dial telephone number.

The number can be saved regardless of whether the call was answered, unanswered or encountered a busy signal.
4. Press OPAC.
5. Press DC.
6. Hang up.

The saved number is retained until you store another one in its place.

B. To redial a number saved in your phone's memory:

1. Lift handset.
2. Press Line key.
3. Press DC.
4. Dial #.

Confirmation Tone

You can program your phone to emit a tone each time you press a key (Line key, Feature key [e.g., SPK] or dialpad key). The tone confirms that the key was fully depressed.

To program or cancel Confirmation Tone:

1. Do *not* lift handset.
2. Dial *.

Direct Station Selection

Each Function key can be programmed to directly connect you to another extension (station) in your system.

To program a Function key for Direct Station Selection:

1. Lift handset.
2. Press DC.
3. Dial #.
4. Press a Function key.
5. Dial extension number.
6. Hang up.

NOTE: You can record the extension numbers on the card underneath the clear plastic panel on your phone. To remove the card, apply pressure along the left side of the panel; the right side will pop up.

To call an extension using a preprogrammed Function key:

1. Lift handset.
2. Press Function key assigned to desired extension.

You may hear one or two beeps instead of ringing. If so, state your message after the beeps — your voice will be broadcast over that extension's speaker.

To convert a voice announced call into a call that rings, or vice versa, dial 1 after step 2.

Room Monitor

From your phone you can monitor the sounds going on in the vicinity of another extension. This feature must be activated (and canceled) at both your phone and the phone being monitored.

To activate or cancel Room Monitor at your phone:

1. Do *not* lift handset.
2. Press OPAC.
3. Press FLSH. MON flashes while Room Monitor is activated.

To activate or cancel Room Monitor at the phone being monitored:

1. Lift handset.
2. Press OPAC.
3. Press FLSH. MON flashes while Room Monitor is activated.
4. Hang up.

NOTE: You can lift the handset or press SPK to place a call (or use another feature) while monitoring; however, Room Monitor is temporarily disabled until you hang up.

Private Line

You have a private outside line; that is, only *you* have access to line number [] [] []. The instructions under Outside Calls, Hold and Transfer apply to a Private Line as they do to any other line.

 **Pulse to Tone Conversion**

If the dialing mode of a line is pulse (rotary dialing), you can temporarily change it to tone while dialing an outside call. You may have to do this in order to use special services such as MCI, SPRINT, etc.

To convert your dialing mode from pulse to tone:

1. Lift handset.
2. Press Line key.
3. Dial #.
4. Dial number.

Listen for dial tone. If you need to dial an access code for this line, dial it after you press the Line key.

The # may be entered at any point while dialing the number. The digits you dial before entering # are dialed as pulse digits; the digits you dial after # are dialed as tone digits. The telephone reverts to pulse dialing as soon as you hang up.

NOTE: If you change the dialing mode of a line to tone, then put the call on Hold, the dialing mode of the line automatically reverts to pulse.

Do Not Disturb

Do Not Disturb prevents incoming calls from ringing your phone.

You can prevent the following types of calls from ringing:

- Just outside calls
- Outside & intercom calls; only a call from the attendant can reach you

You can still place calls while your phone is in the Do Not Disturb mode.

To activate Do Not Disturb:

1. Do *not* lift handset.
2. Press DND.

DND lights steadily to indicate both outside and intercom calls are blocked.

DND flashes to indicate just outside calls are blocked. If both boxes (above) are checked, you must press DND a second time to see it flash.

To cancel Do Not Disturb:

1. Do *not* lift handset.
2. Press DND once or twice; whichever causes it to extinguish.

NOTE: Do Not Disturb automatically gets canceled if someone forwards calls to you using the Executive Call Forwarding feature.

□ Door Chime Box

A Door Chime Box, which is most often placed alongside of an entrance door, allows a visitor, for example, to send a chime signal to the extension users inside to announce his or her arrival. When an extension user answers the chime, a two-way conversation is possible. However, a Door Chime Box can be placed in a room or office, instead of a telephone, when only intercom conversations are necessary.

To send a chime signal from the Door Chime Box:

1. Press CALL button. Speak towards the box when an extension user answers the chime tone.

To answer a chime tone from your phone:

Programmable Option: You can answer only if your phone is specially programmed. (See Checklist.)

1. Lift handset. You can now speak to the person who sent the chime tone.

To call the Door Chime Box:

Programmable Option: There may be two boxes. (See Checklist.)

1. Lift handset.
 2. Press ICM.
 3. Dial 88. This calls the first box; you hear one bell tone.
- OR
- Dial 89. This calls the second box; you hear two bell tones.

Paging (continued)

Meet-Me Conference Paging

F. To initiate Meet-Me Conference Paging:

1. Lift handset.
2. Press ICM.
3. Dial desired page zone code (80-84) See Page Zones Chart for information on codes. If you dial 80, the page can be answered from any phone that receives paging.
4. Page the parties; request that they "pick up" and press CONF. The paged parties can only answer from a phone that received the page.
5. Press CONF at your phone.
6. Do *not* hang up; wait for the answer. You hear a tone each time a party joins the conference.

To respond to a Meet-Me Conference request:

1. Lift handset. Do *not* press SPK.
2. Press CONF.

Paging (continued)

Meet-Me Answer Paging

E. To initiate Meet-Me Answer Paging:

1. Lift handset.
2. Press ICM.
3. Dial desired page zone code (80-84).

See Page Zones Chart for information on codes.

If you dial 80, the page can be answered from any phone that receives paging.

4. Page person; request that the person "pick up" and dial #.
5. Dial # at your phone.
6. Do *not* hang up; wait for the answer.

The paged party can answer only from a phone that received the page.

To respond to a Meet-Me Answer request:

1. Lift handset.
2. Dial #.

You can only do this from a phone that received the page.

Do *not* press SPK.

Dual Handsfree Hotline

Your phone is linked (via programming) with designated pairs of extensions (up to four pairs). When you place an intercom call to either extension in a pair, both are contacted simultaneously. However, the simultaneous call goes through only if both extensions in the pair are idle.

The pairs of extensions you can call simultaneously are:

- (1) and (3) and
(2) and (4) and

To activate Dual Handsfree Hotline:

1. Lift handset.
2. Press ICM.
3. Dial extension number of either extension in the pair.

If either extension in the pair is busy, you will only reach (signal) the extension you dial.

You are connected to both phones. You and both users can jointly converse provided you have voice-announced the call over the extensions' speakers and the users reply Handsfree (i.e., without lifting the handset). If the handset is lifted (or SPK is pressed) at one of the phones, the connection to the other phone drops.

NOTE: If the extensions ring, you can dial 1 after step 3 to convert the call into a voice announcement.

Executive Call Forwarding

Executive Call Forwarding allows you to reroute your calls to your (preprogrammed) "partner" extension. Your partner extension is:

Both intercom and outside calls are forwarded, and only a call from your partner can reach you.

To activate or cancel Executive Call Forwarding:

1. Do *not* lift handset.
2. Press DND.

DND lights steadily while intercom and outside calls are forwarded.

Paging (continued)

B. To page all phones and speakers using Function key 10:

1. Lift handset.
2. Press Function key 10.
3. Make announcement.
4. Hang up.

NOTE: If you have programmed a Function key 10 for Direct Station Selection, it will not function as a page key. You can, however, restore Function key 10 to its paging capability by using the programming procedure described in the Direct Station Selection feature; just enter 80 when the procedure asks for the extension number.

C. To page a selected group of extensions:

1. Lift handset.
2. Press ICM.
3. Dial page zone code (81-84) assigned to desired group of extensions. See Page Zones Chart for extension groupings.
4. Make announcement.
5. Hang up.

D. To page just the paging speakers:

1. Lift handset.
2. Press ICM.
3. Dial page zone code (85-87) for speakers. See Page Zones Chart for speakers to be paged.
4. Make announcement.
5. Hang up.

Paging

You can page from your telephone to:

- All phones and paging speakers in your system that are programmed to receive paging — by dialing a code (see A below)
- All phones and paging speakers in your system that are programmed to receive paging — using Function key 10 (see B on page 33)
- A selected group of extensions (see C on page 33)
- Any paging speakers that may be installed in ceilings or walls (see D on page 33)

There are two special types of Paging:

- Meet-Me Answer Paging** allows a person you have paged to answer your page — with just a single touch — from nearly any phone. (See E on page 34.)
- Meet-Me Conference Paging** allows you to initiate a Conference call with a page. More specifically, up to five people you have paged can answer your page, and jointly converse — with just a single touch — from nearly any phone. (See F on page 35.)

A. To page all phones and paging speakers by dialing:

1. Lift handset.
2. Press ICM.
3. Dial 80.
4. Make announcement.
5. Hang up.

 Executive Override

You can break into someone else's conversation on an outside line to deliver an urgent message.

To activate Executive Override:

1. Lift handset.
2. Press Line key.
3. Deliver message.
4. Hang up.

Group Hunt

The extensions in your system are grouped together (via programming) in "hunt groups," and each group is assigned a number (0-9). (For example, your sales department might be hunt group 7.) This feature "hunts" through the extensions in the group and calls the first idle one it finds. (See the Hunt Groups Chart for the extension groupings.)

To activate Group Hunt:

1. Lift handset.
2. Press ICM.
3. Dial #.
4. Dial hunt group number (0-9) for desired extension group.

You are connected. Busy tone means all extensions in the group are busy.

If there is no answer, you can press #, and this feature will hunt for another idle extension in the group.

Microphone Mute

Microphone Mute allows you to turn off your telephone's microphone in two different instances:

- You can turn it off during a call for which you are not using the handset. This allows you to also have a conversation in your office without sending your voice to the party on the line.
- You can turn it off while your phone is not in use. This ensures that a new intercom caller, whose voice is broadcast over your phone's speaker, will not hear what is being said in the vicinity of your phone at the moment the call comes through.

You must, however, turn on the microphone or lift the handset to converse.

To turn the microphone off or on:

1. Press MIC.

MIC is steadily lit while the microphone is turned off.

When an intercom call comes over your speaker while your microphone is off, you hear two beeps (instead of one).

Off-Hours Calling Restrictions

While your telephone system is in the Off-Hours Ringing mode, your RG TR button is steadily lit and you are restricted from placing certain outside calls. See the Calling Restrictions Chart.

Message Waiting

When you make an intercom call to a busy extension, or to a coworker who is away from his or her phone, Message Waiting lets you leave visual notification at that phone requesting a return call. You can use your phone in the meantime.

Leave a Message Waiting:

Place intercom call (no answer or hear busy tone)
Press 0.

MW flashes intermittently as confirmation.

Hang up.

Call a person who left a Message Waiting at your phone:

Lift handset.
Press ICM.
Dial *.

This automatically rings the person's extension. If there is no answer, you can leave a Message Waiting at that phone by simply dialing 0.

Cancel all Message Waiting indications you have left:

Lift handset.
Press *.
Press 0.
Hang up.

Group Hunt Transfer

The extensions in your system are grouped together (via programming) in "hunt groups," and each group is assigned a number (0-9). (For example, your sales department might be hunt group 7.) This feature allows you to transfer an outside call to the first idle extension in a hunt group by simply dialing its hunt group number. (See the Hunt Groups Chart for the extension groupings.)

To transfer an outside call to a hunt group:

1. Lift handset.
2. Press ICM.
3. Dial #.
4. Dial hunt group number (0-9) for desired extension group.
5. Announce call if you wish to speak to the receiving party.
OR
Press RG INW to make the outside call ring the extension.
6. Hang up.

Busy tone means all extensions in the group are busy. If there is no answer, you can press #, and this feature will hunt for another idle extension in the group.

You can return to the outside call by pressing the flashing Line key.

You cannot return to the outside call after you press RG INW.

If the transfer is not answered within a programmed interval of time, the outside call re-rings your phone.

☑ Last Number Dialed (LND)

- ☑ Your telephone automatically stores in its memory the last outside number you manually dialed so you can redial it with just a few touches. (See A below.)
- ☐ Your telephone automatically stores in its memory the last outside number you manually dialed so you can redial it with just a single touch — using Function key 10. If you have stored a Speed Dial number under Function key 10 it will not function as an LND key. You can, however, restore Function key 10 to its LND capability. (See B and C below.)

A. To redial LND:

1. Lift handset.
2. Press Line key.
3. Press DC.
4. Dial *.

B. To redial LND using Function key 10:

1. Lift handset.
2. Press Line key.
3. Press Function key 10.

C. To restore Function key 10 to LND:

1. Lift handset.
2. Press DC.
3. Dial *.
4. Press Function key 10.
5. Press OPAC.
6. Dial *.
7. Hang up.

☑ Line Queuing

When all lines in a particular line group are busy (e.g., all the WATS lines), you can use Line Queuing to ring your phone as soon as a line in the group becomes available.

To queue for an outside line:

1. Lift handset.
2. Press HOLD. Hear dial tone.
3. Dial queue group number (1-4) assigned to the line you desire. See Outside Lines Chart for queue group numbers.
HOLD flashes and dial tone stops to indicate queue is accepted.
4. Hang up.

NOTE: When you queue for an outside line, the last outside number you manually dialed is erased from your phone's memory. (See Last Number Dialed.)

To answer when Line Queuing rings:

1. Lift handset. HOLD extinguishes and Line key flashes.
2. Press flashing Line key.

You hear dial tone on the line, and can place your call. If you normally dial an access code for this line, dial it before you place the call.

Programmable Option: You may hear dial tone on the line by just lifting the handset. (See Checklist.)