

USER'S GUIDE MULTIBUTTON TELEPHONE

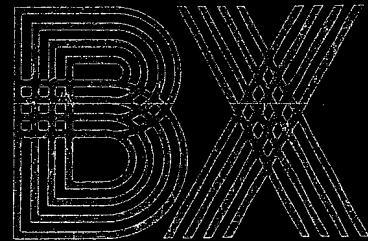


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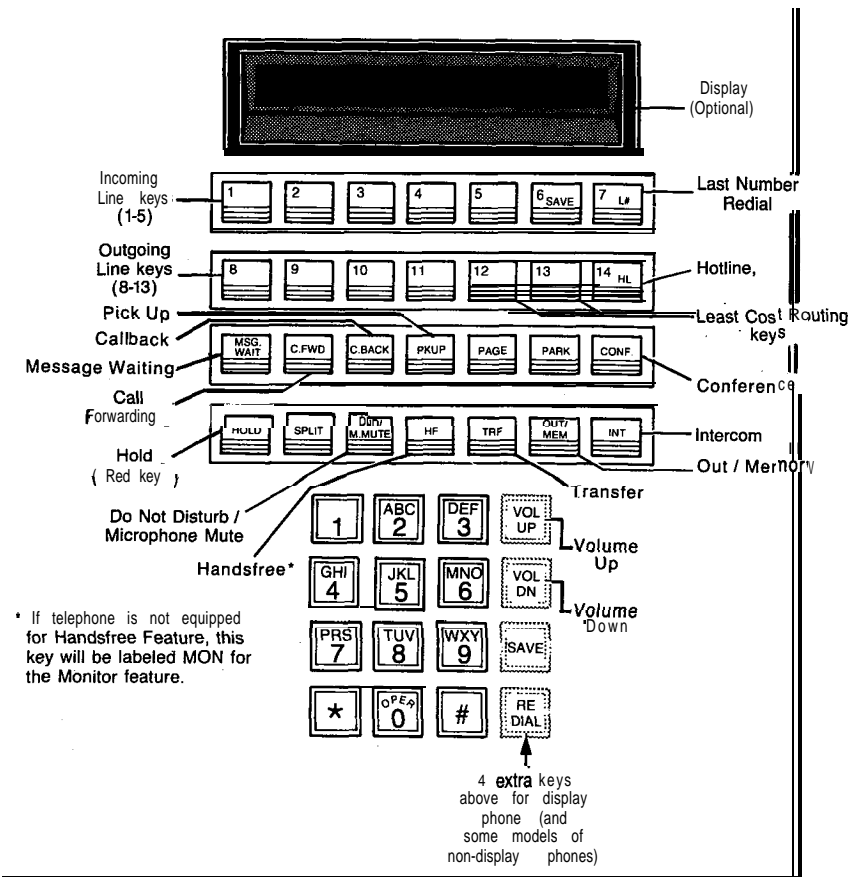
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For Your Notes

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Volume control for ringing, Background Music, Page, and tones you hear over your speaker. (non-display telephone)

Volume control for Handsfree or Monitor Voice levels over speaker, (non-display telephone)

Speed Dial (continued)

To dial a **system-wide** Speed Dial number:

1. Lift handset.
2. Press INT.
3. Dial three-digit code for the number (800-899).

The attendant can supply a system-wide Speed Dial directory

Split

Split allows you to alternate repeatedly between two outside calls.

To alternate between two outside calls:

1. Put first call on Hold.
2. Press flashing Line key to answer second call.
3. Press SPLIT to alternate.

Speed Dial

You can store your most frequently called outside numbers to later dial them with just a few touches. Keys 1-14, in two horizontal rows across the top of your phone, normally give access to outside lines, Save, Last Number Redial, and Hotline. However, when used with the OUTIMEM button, they become storage locations for Speed Dial numbers. You may also have access to system-wide Speed Dial numbers stored by the attendant.

NOTE: The users of extensions 351-363 and 401-465 cannot store Speed Dial numbers at their phones.

To store a Speed Dial number at your extension:

1. Do not lift handset.
2. Press outgoing Line key, 8-13. This stores the line group selection with the number
3. Press OUTIMEM. OUTIMEM flashes; if it stops flashing before step 6, you must start over — that is, return to step 1.
4. Press a key (1-14). This becomes the storage location for the Speed Dial number.
5. Dial number to be stored, up to 16 digits long, including pauses. See attendant for help with longer numbers and pauses.
6. Press same key (1-14) again.

To Speed Dial a number stored at your extension:

1. Lift handset.
2. Press OUTIMEM.
3. Press storage location key (1-14). That is; the key where the number is stored.

INTRODUCTION

Your Multibutton telephone is part of a sophisticated electronic telephone system that will save you time and help you work more efficiently. It is not difficult to use if you familiarize yourself with the instructions in this guide.

Terms:

Attendant is the telephone operator in your system and the person to contact if you have questions about your phone.

Display is an optional feature. When a phone with a display is not in use, it shows day, month, date and time; when it is in use, the display describes what is happening — for example, **"EXT 301 CALLING."**

Extension number is the number assigned to each phone in your system. The extension numbers range from 301 to 363 and 401 to 465.

Handset is the hand-held part of the phone (commonly called the receiver).

Handsfree or **Monitor** (your phone has one or the other) allows you to use your phone without lifting the handset. See Features section of this guide for details.

Hookswitch is the button on your phone on which the handset rests,

Intercom calls are used to contact other extension users in your system.

Line keys are the keys on the telephone that give access to groups of outside lines. Keys 1-5 are for incoming calls, and keys 8-13 are for outgoing calls. Some outgoing Line keys may be reserved for WATS, MCI, SPRINT or Least Cost Routing. See the attendant for further information.

Signal tones will sometimes be heard while you are on a call; the signal tones indicate that another call is trying to get through. These are detailed under Call Waiting in the Features section of this guide.

BASICS

Outside Calls

To answer an outside call:

1. Lift handset.
2. Press flashing incoming Line key (I-5).

To answer a call you hear ringing over the page system:

1. Lift handset.
2. Press INT.
3. Dial 69.

To answer an outside call you hear ringing at another extension:

1. Lift handset.
2. Press PARK.
3. Dial extension number where the call is ringing.

This might happen when the attendant is off duty.

You can answer only outside calls that have been transferred to an extension and not, for example, calls ringing on a private line at another phone.

You are automatically connected.

Save

You can Save an outside number you manually dial and later redial it (on the same line group) with the touch of one button. You can place and receive other calls in the meantime. The Saved number is retained until you Save another one in its place.

To Save a number:

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

The number can be Saved regardless of whether the call was answered, unanswered or whether it encountered a busy signal.

5. Hang up.

To redial a Saved number:

1. Do not lift handset.
2. Press SAVE.

Handsfree or Monitor is automatically activated; if Monitor is activated, you must lift the handset to talk.

Pickup

Your extension may be grouped together with other extensions in what is called a Pickup group. Extensions are grouped in this manner to allow people who work closely with each other (for instance, in the same department) to answer each other's calls. More specifically, the Pickup feature allows you to answer outside calls that are transferred to any extension in your Pickup group.

An outside call transferred to any extension in your Pickup group shows on your phone as a flashing PKUP key, and those transferred to your phone also ring. However, you can enable ringing at your extension for the calls transferred to the other extensions in your Pickup group.

To answer an outside call transferred to your Pickup group:

1. Lift handset.
2. Press flashing PKUP.

The attendant can tell you which extensions are in your Pickup group.

You are connected to the call.

To enable ringing at your extension for outside calls transferred to the other extensions in your Pickup group:

1. Lift handset.
2. Press INT.
3. Dial 1803.
4. Hang up.

To disable ringing at your extension for outside calls transferred to other extensions in your Pickup group:

1. Lift handset.
2. Press INT.
3. Dial 1802.
4. Hang up.

Outside **Calls** (continued)

To place an outside call:

1. Lift handset.
2. Press outgoing Line key (8-13).

By pressing INT, then dialing 9 and a line code, you may also have access to lines not available on keys 8-13. The attendant will supply this information.

3. Dial telephone number.

You do not have to hang up to regain dial tone on the same line to make another call; just press the Line key again.

To put an outside call on Hold.

1. Press HOLD.
2. Hang up.

You cannot put intercom calls on Hold.

Line key flashes.

To return to a call on Hold:

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

A call on Hold will re-ring your extension after a time, and if unanswered, then rings the attendant.

Intercom Calls

When you place an intercom call to a phone with a speaker, it may not ring; instead, you will hear an alert tone and you can then speak — your voice will be broadcast over that extension's speaker. To have the extension ring, dial 1 before the number. (Also see Direct Extension Selection in Features section.)

To place an intercom call:

1. Lift handset.
2. Press INT. You hear dial tone.
3. Dial extension number.

To answer an intercom call that is broadcast over your speaker, you have two choices:

- | | |
|--|--|
| 1. Just speak without touching the phone. | Your phone's microphone will pick up your voice. (Also see Microphone Mute.) |
| OR | |
| Lift the handset if you want a private conversation. | Your phone's microphone is automatically disabled. |

To answer intercom calls that ring:

1. Lift handset.

To force incoming intercom calls to ring your extension instead of being broadcast:

1. Lift handset.
2. Press INT.
3. Dial 1801. Listen for a single (confirmation) tone before you hang up.
4. Hang up.

Park (continued)

B. To Park a call for a person whose extension number you know, but the person is away from his or her desk:

1. Press TRF.
2. Dial extension number of person to receive call (no answer).
3. Page person and announce extension.
4. Hang up.

See Paging for detailed instructions.

If not picked up, the Parked call re-rings your extension first, and if unanswered, then rings the attendant.

To answer a Parked call when your extension is paged:

1. Lift handset.
2. Press PARK.
3. Dial announced extension number.

You can pick up the call at any extension.

Park

Park is a special waiting state for outside calls. It allows you, in effect, to transfer a call to a coworker whose extension you do not know, or to a coworker away from his or her desk. In either case you page the person, who can then pick up the call from any extension.

A. To Park a call for a person whose extension you do not know:

- | | |
|--|---|
| 1. Press TRF. | The call is automatically put on Hold. |
| 2. Dial a Park code, 50-59. | You should hear a single (confirmation) tone. If you hear dial tone after dialing, that code is already Parking a call. Dial another Park code. |
| 3. Page person to receive transfer and announce Park code. | See Paging for detailed instructions: |
| 4. Hang up. | If not picked up, the Parked call re-rings your extension first, and if unanswered, then rings the attendant. |

To answer a Parked call when the Park code is announced:

1. Lift handset.
2. Press PARK.
3. Dial announced Park code, 50-59.

You can pick up the call at any extension.

Intercom Calls (continued)

To cancel forced ringing of intercom calls to your extension:

- | | |
|------------------|---|
| 1. Lift handset. | |
| 2. Press INT. | |
| 3. Dial 1800. | Listen for a single (confirmation) tone before you hang up. |
| 4. Hang up. | |

Transfer

To transfer an outside call to another extension:

1. Press TRF.
2. Dial extension number.

You cannot transfer intercom calls. (Also see Park in Features section.)

The outside call is automatically put on Hold.

When you want to talk to the person receiving the transfer, wait for party to answer before hanging up (step 3).

If you do not hang up, you can return to the outside call again — for example, when the person receiving the transfer does not answer — by pressing the flashing Line key.

3. Hang up.

A transfer that cannot be completed (the extension is busy or the person does not answer) re-rings your extension first, and if unanswered, then rings the attendant.

FEATURES

Account Code

Your system may automatically record the following information about the outside calls you make: date, extension, line, number dialed, starting time of the call, duration of the call and perhaps the cost of the call. For accounting purposes, you may be asked to add an Account Code number which will identify a client or customer you call.

To enter an Account Code:

1. Lift handset.
2. Press outgoing Line key.
3. Dial telephone number.
4. Dial #.
5. Enter Account Code number.

You have approximately six seconds from the moment you finish dialing your call to dial # (step 4).

Maximum of 9 digits.

Paging

You can page from your telephone to all phones in your system equipped with speakers, or just to selected extensions.

A. To page all phones in your system equipped with speakers:

1. Lift handset.
2. Press PAGE.
3. Make announcement.
4. Hang up.

Paging speakers mounted in ceilings or walls may receive your page also.

B. To page selected **extensions**:

1. Lift handset.
2. Press INT.
3. Dial zone number for selected extensions (or paging speakers).
4. Make announcement.
5. Hang up.

You may also be able to page **just** the (ceiling or wall) paging speakers.

See attendant for information on zone paging.

Monitor

If your phone has a Monitor button, you can dial your calls without lifting the handset. Monitor also allows you to replace the handset during a call; you can listen to the call, but you must lift the handset to talk.

To place a call using Monitor:

1. Press MON instead of lifting handset.
2. Place call in normal way.
3. Lift handset to talk.

You hear the other party answer over your speaker.

To change to Monitor during a call:

For example, when you are left on Hold and do not want to hold the handset to your ear.

1. Press MON.
2. Replace handset.

To change to handset during a Monitor call:

1. Lift handset.

Background Music

If your system is equipped with an outside music source, you can receive music through your telephone's speaker when the phone is not in use.

To turn Background Music on or off while your telephone is not in use:

1. Do not lift handset.
2. Press HOLD.

HOLD flashes while the music is on. The music automatically turns off when you use the phone, when someone calls you, or when a paged announcement comes over your phone.

Barge In

Normally both intercom and outside calls are private, but Barge In, if your phone is programmed for it, allows you to break into a call in progress to deliver an urgent message.

WARNING: UNAUTHORIZED MONITORING OF CALLS USING THE BARGE IN FEATURE CAN BE INTERPRETED AS AN INVASION OF PRIVACY.

To break into a conversation in progress:

1. Lift handset.
2. Press INT.
3. Dial extension number (busy).
4. Press DND/M.MUTE.
5. Deliver message.
6. Hang up.

All parties hear 3 beeps before you enter the conversation.

Message Waiting (continued)

B. To cancel a Message Waiting without calling the person back:

1. Do not lift handset.
2. Press flashing MSG WAIT

If your MSG WAIT button continues flashing, you had more than one message waiting. Repeat the two steps at left.

Microphone Mute

Microphone Mute allows you to turn off your phone's microphone during a call for which you are not using the handset (intercom or Handsfree call). This way you can also have a private conversation in your office without sending your voice to the party on the line. However, you can also disable the microphone when the phone is not in use. This ensures that a new intercom caller will not be able to hear what is being said in the vicinity of your phone at the moment the call comes through.

To activate Microphone Mute:

1. Press DND/M.MUTE once.

DND/M.MUTE flashes fast while the microphone is turned off.

To cancel Microphone Mute:

1. Do not lift handset, then press DND/M.MUTE twice if your phone is not in use.

OR

Just press DND/M.MUTE once if you are on a call.

In either case, DND/M.MUTE extinguishes.

Message Waiting

When you make an intercom call to a busy extension or to a coworker who doesn't answer, Message Waiting lets you request a return call. You can use your phone in the meantime, and you can leave Message Waiting indications at more than one extension.

To leave a Message Waiting:

1. Place intercom call (no answer).
2. Press MSG WAIT You hear a single (confirmation) tone.
3. Hang up.

You can respond to a Message Waiting Signal left for you in two ways: Your MSG WAIT button flashes and your phone may emit an occasional beep.

A. To call the person who left the Message Waiting:

1. Lift handset.
2. Press flashing MSG WAIT This automatically calls the extension of the person who left the Message Waiting. The call is received and answered like a normal intercom call, except you cannot make it ring by dialing 1. If your MSG WAIT button continues flashing, you had more than one Message Waiting. Repeat the two steps at left.

Call Forwarding

You can reroute your calls to another extension when you need to be away from your phone.

To activate Call Forwarding:

1. Lift handset.
2. Press C.FWD.
3. Dial extension number to which calls will be forwarded. You hear a single beep as confirmation.
4. Hang up. C.FWD flashes.

To cancel Call Forwarding:

1. Do not lift handset.
2. Press C.FWD. C.FWD extinguishes.

Call Waiting

When you are busy on a call, you may receive a signal that another outside or intercom call is waiting to be answered. The lights on your phone and the beeps you hear indicate the type of call waiting.

Call Waiting Signal

Type of Waiting Call

- | | |
|-----------------------------------|---|
| Two beeps. | Intercom call from the attendant or your Hotline partner. |
| Two beeps with flashing Line key. | Outside call. |

NOTE: If you hear three beeps during a call, someone from a specially equipped extension is breaking into your call to deliver an urgent message.

(continued on next page)

Call Waiting (continued)

To answer a Call Waiting signal from an outside call:

1. Put an outside call in progress on Hold.

OR

Press and release hookswitch to hang up the first call.

2. Press flashing Line key.

You can choose not to answer Call Waiting signals.

You must hang up if you are on an intercom call: intercom calls cannot be put on Hold.

You are connected to the waiting outside call.

To answer a Call Waiting signal from the attendant or your Hotline partner:

1. Press SPLIT

You can choose not to answer Call Waiting signals. If you answer this Call Waiting signal, an outside call in progress is automatically put on Hold and an intercom call in progress is automatically terminated; intercom calls cannot be put on Hold.

You are connected to the waiting call.

To alternate between the outside call and the call from the attendant or your Hotline partner, press SPLIT

Last Number Redial

Your telephone automatically remembers the last outside number you dialed, and can redial it quickly. The redialed call will go out on the same line group as when it was originally dialed.

To place a call using Last Number Redial:

1. Do not lift handset.
2. Press L#; if you have a display phone, press REDIAL instead.

Handsfree or Monitor is automatically activated; if Monitor is activated, you must lift the handset to talk.

Line Queuing

When all of the outgoing lines in a particular group are busy (for example, all the WATS lines), Line Queuing can ring your phone as soon as a line becomes available. This way you can avoid having to continually watch for a free line.

To queue for an outside line:

1. Press the desired busy outgoing Line key (8-13).
2. Press C.BACK.

C.BACK is steadily lit.

To answer when Line Queuing rings:

1. Lift handset.

C.BACK flashes.

You will hear dial tone on the line, and can begin to dial.

Hotline (continued)

To answer a call from your Hotline partner:

- | | |
|--|--|
| 1. Just speak without touching the phone. | Your phone's microphone picks up your voice. (Also see Microphone Mute.) |
| OR | |
| Lift the handset if you want a private conversation. | Your phone's microphone is automatically disabled. |

To transfer an outside call to your Hotline partner:

- | | |
|---------------------------------------|---|
| 1. Press HL. | The outside call is automatically put on Hold. |
| 2. Announce Line key of outside call. | Your partner must press the announced Line key to receive the transfer unless he or she asks to receive the transfer Handsfree; then press HL one more time — this automatically transfers the outside call to the speaker of your partner's phone. |
| 3. Hang up. | A transfer your partner does not pick up re-rings your extension first, and if unanswered, then rings the attendant. |

Callback

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

NOTE: You can leave only one Callback command at a time, and you cannot leave a Callback command at your Hotline partner's extension. (See Hotline.)

To activate Callback:

- | | |
|--|---|
| 1. Place intercom call (busy extension). | |
| 2. Press CBACK. | CBACK is steadily lit. |
| 3. Hang up. | You can use your phone in the meantime. |

To answer when Callback rings your phone:

- | | |
|------------------|---|
| 1. Lift handset. | C.BACK flashes. |
| | You are automatically connected to the previously busy extension. |

To cancel a Callback command before it rings your phone:

- | | |
|-------------------------|---|
| 1. Do not lift handset. | |
| 2. Press CBACK. | The Callback command is automatically canceled if you do not answer the ring. |
| | CBACK extinguishes. |

Conference

Conference calls allow three-party telephone conversations. In other words, a Conference call allows you (an inside party), and two other people to jointly converse. There are three types of Conferences.

A. To place a Conference call with one outside and one other inside party:

1. Place outside call first; wait for the party to answer.
2. Press INT.

The outside call is automatically put on Hold.
3. Dial extension number of second inside party.
4. Announce Conference.
5. Press CONF.

The invited inside party now has approximately 10 seconds to join the Conference.

To join a Conference as the invited inside party:

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

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

1. Place first outside call.
2. Put call on Hold.
3. Place second outside call on a different Line key.
4. Press CONF.

As the only inside party, if you hang up the Conference is terminated.

Handsfree (continued)

To change to Handsfree during a call:

1. Press HF.
2. Replace handset.

You can now converse without touching the phone; your phone's microphone picks up your voice.

To change to handset during a Handsfree call:

1. Lift handset.

Hotline

Hotline provides, with a single touch, a direct connection between your extension and another — your partner extension. (Your partner extension is determined and programmed during system installation.)

To place a call to your Hotline partner:

1. Lift handset.
2. Press HL, then speak.

When your partner is on the phone or in Do Not Disturb mode, your HL button is illuminated.

You cannot make your Hotline partner's extension ring; instead your voice is broadcast over the speaker.

(continued on next page)

Handsfree

If your phone has a Handsfree button (HF), you can dial, answer a call that rings, and converse on a call without lifting the handset. For any instruction in this guide that says "Lift handset": you can press HF instead. (Also see Microphone Mute.)

To answer calls without using the handset when your phone rings:

1. Just press HF to be connected to a ringing intercom call.

OR

Press HF, then press the flashing Line key to be connected to an outside call.

2. Speak without touching the phone.

Your phone's microphone picks up your voice.

To place a Handsfree call:

1. Press HF instead of lifting handset.
2. Place call in the normal way.
3. Speak when the other party answers.

Your phone's microphone picks up your voice.

To hang up a Handsfree call:

1. Press HE

Conference (continued)

- C.** To establish a Conference in which you need two outside calls to go out on the same Line key:

1. Place first call on the desired outgoing Line key.
2. Press CONF.
3. Press HOLD.
4. Place second call on outgoing key used in step 1.
5. Press CONF.

For example, two WATS calls if all your WATS lines are accessed by the same key. (Your phone must be programmed for this feature.)

This moves the call to an incoming Line key. Incoming Line key flashes.

The Conference call is established.

Direct Extension Selection

Keys 1-14, in two horizontal rows across the top of your phone, normally give access to outside lines, Save, Last Number Redial and Hotline. However, when programmed and used with the INT button, they can also connect you directly to other extensions in your system. You can program them, for example, to represent the 14 extensions you call most frequently.

To program a key for Direct Extension Selection:

1. Do not lift handset.
2. Press OUT/MEM. OUT/MEM flashes; if it extinguishes before step 6, you must start again — that is, return to step 1.
3. Press a key (1-14). This becomes the storage key for the extension number.
4. Dial *.
5. Dial extension number.
6. Press same key (1-14) again.

To place an intercom call using Direct Extension Selection:

1. Lift handset.
2. Press INT. When you press INT, the 14 keys show the status of extensions they represent. If a key is steadily lit, that extension is busy or in the Do Not Disturb mode.
3. Press the key (1-14) associated with the desired extension.

Do Not Disturb

When you do not want to receive calls or signal tones, use Do Not Disturb. You can still place both outside and intercom calls. Only a call from the attendant can override your DND (i.e., sends two Call Waiting beeps when your phone is in use, or comes through if the extension is free).

To activate Do Not Disturb:

1. Do not lift handset.
2. Press DND/M.MUTE twice. DND/M.MUTE flashes slowly.

To cancel Do Not Disturb:

1. Do not lift handset.
2. Press DND/M.MUTE once. DND/M.MUTE extinguishes.