EK-32

This Feature Handbook can be used with the EK-32 KSU and the following telephones.

Part No.
60007	Businesscom 16 Executive phone
60010B	Businesscom 16 phone
60011	Businesscom 16 handsfree phone
60030	DELPHI 16 phone
60031	DELPHI 16 handsfree phone
60032	DELPHI 16 Executive phone
60080	DELPHI 32 phone
60081	DELPHI 32 handsfree phone
60085	Businesscom 32 phone
60086	Businesscom 32 handsfree phone

TIE ® The
Industry Standard™

TIE/communications, Inc.
8 Progress Drive, Shelton, CT 06484

TEUG-012

FEATURE HANDBOOK

☐ Storing Systemwide Speed Dial Numbers

Up to 89 telephone numbers can be stored in memory for "speed calling" by everyone in the system. A telephone number is assigned a storage code (11-99) so that any user can call the number by dialing its associated code. Only extension 01 can store Systemwide Speed Dial numbers.

To store a Systemwide Speed Dial number:

Also see Speed Dial Shortcuts.

1. Dial #.
2. Press MEM.
3. Dial storage code (11-99).

HF/MON/SPK key lights.

Keys 1-12 flash and represent lines 1-12. This allows you to store a line in step 4. If you have a 6-button phone, press MEM to display lines 7-12 on keys 1-6.

4. Press a flashing Line key to store a line.
5. Dial number to be stored, up to 17 digits including special entries.

Numbers with more than 17 digits must be stored under two codes. The special entries are described under the feature, Speed Dial Special Entries.

6. Press HF/SPK/MON.

Key goes out.

To call a Systemwide Speed Number:

See Speed Dial.

TABLE OF CONTENTS

All of the pre-checked (✔) BASICS and FEATURES below are available to you. Your communications manager can tell you which others you can use. You can check them below and in the handbook.

TABLE OF CONTENTS

SPECIAL FEATURES

There are two special features: Night Mode and Storing Systemwide Speed Dial Numbers. They can be activated only at special extensions.

☐ Night Mode

Night Mode provides an alternate ringing mode for the system when, for example, the attendant is off-duty. When the Night Mode is enabled, incoming calls will ring at extensions that were selected during installation. Only extensions 01 or 06 can enable the Night Mode.

To enable or disable Night Mode (from extension 01 or 06):

1. Dial #.   HF/MON/SPK lights.
2. Dial 9 9.
3. To enable, dial 1.   Listen for a confirmation beep.
        OR   HF/MON/SPK goes out.
   To disable, dial 0.

☑ Volume Control

The Volume Control on your phone controls the volume of ringing, Background Music, and voice levels over the speaker. You can adjust the volume of these three things while they are happening, that is, while the phone is ringing, music is playing or speaker conversation is in progress.

To increase the volume of ringing, Background Music or voice levels:

1. Turn the dial on the face of your phone toward HI.
   OR
   Turn the thumbwheel on the front edge of your phone counterclockwise.

To decrease the volume of ringing, Background Music or voice levels:

1. Turn the dial on the face of your phone away from HI.
   OR
   Turn the thumbwheel on the front edge of your phone clockwise.

TABLE OF CONTENTS

GETTING STARTED

A QUICK REFERENCE card is attached to the inside back cover to help you easily begin using your new phone.

Using Your Feature Keys

To answer a call on a Transfer Receive key (key flashes):

If you have more than one Transfer Receive key, Transfers enter starting on the highest numbered key.

1. Press the flashing key.

To call an extension using a DSS key:

If the DSS key is flashing, the extension is in Do Not Disturb; if steadily lit, the extension is busy.

1. Press the DSS key.

To use a Paging key:

1. Lift handset.
2. Press the Paging key.

This pages the programmed zone.

3. Make announcement.
4. Hang up.

To use a Speed Dial or Save key:

1. Press the Speed Dial/Save key.

The stored number dials out. If you hear immediate busy tone when you press the key, the call must be dialed out this way: press an idle Line key, then MEM, then Speed Dial/Save key.

29

User Programmable Features (continued)

Routine 3 — Paging
Feature Code: Internal Zones (41-48), All Call (40),
External Zones (51-52)

This routine assigns a page zone to a key so that you can make a one-touch page to that zone.

For more detailed feature descriptions, see Transfer, Intercom Calls, Speed Dial, Save, and Paging.

To reassign a feature key:

1. Dial #.
2. Dial 1.

   If you hear busy tone, someone else is assigning keys and you have to wait.
   Press HF/MON/SPK.

3. Dial your extension number.

   Your keys light/flash to represent lines or assigned feature routines:
   • Flashing means a Line key (You cannot reassign a Line key.)
   • Steadily-lit means Routines 1-3
   • Unlit means Routine 0

4. Press desired feature key.
5. Dial Routine number (0-3).
6. Dial Feature Code unless using Routine 0.
   • To enter data for another key, repeat steps 4-6.
   • To stop assigning keys, press HF/SPK/MON key.

   This key lights; others go out.

   Listen for confirmation beep.

INTRODUCTION

Your EK-32 telephone provides a wide range of features that can be accessed by pressing one or two keys: it's that simple. Your system can accommodate up to 12 outside lines and 32 extensions. In some systems, one extension may be reserved as the primary answering position (attendant/operator).

The EK-32 Hallmark: You Can Customize Your Own Phone

Right from your phone, you can program an unused Line key (called a Function key) to access one of four timesaving features: Direct Station Selection, Speed Dial/Save, Paging, or Transfer Receive. Your system manager can tell you which keys are programmable. For programming instructions, see User Programmable Features.

To Find Out Which Model of the EK-32 Phone You Have . . .

Turn your phone upside down. The label on the bottom tells you the model name and five-digit part number. This information makes it easy to zero in on the appropriate phone drawing on the following pages. The part number on the phone drawing also indicates whether your phone has the Handsfree or Monitor feature.

Handsfree or Monitor: Your Phone Has One Feature Or The Other

Handsfree lets you place and answer calls without lifting the handset. Monitor lets you place calls without lifting the handset; however, when the call goes through, you must lift the handset to talk. For details, read Handsfree and Monitor in the Features section.
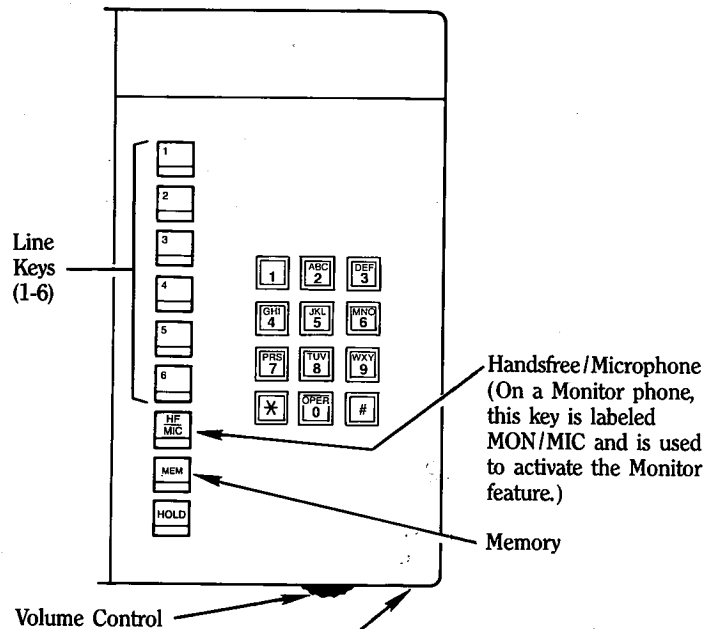
Line
Keys
(1-6)

Handsfree/Microphone
(On a Monitor phone,
this key is labeled
MON/MIC and is used
to activate the Monitor
feature.)

Memory

Volume Control

The microphone
is located inside the
bottom right-hand
corner of your phone.
Be careful not to
block this area.

DELPHI 16
Part No. 60030: Monitor phone
Part No. 60031: Handsfree phone

2

To store numbers under non-consecutive codes without having to start over from step 1:

1. After storing digits in step 5, press key 6.
2. To store the new number, repeat steps 3-5 above.

☞ User Programmable Features

During installation, features were assigned to your unused Line keys. The User Programmable Features let you reassign the features to meet your needs. There are four feature choices for a key. To assign a feature to a key, you must assign its routine number and feature code to the key.

Routine 0 — Clear/Transfer Receive
Feature Code: none
This routine clears a feature key so that it can receive Transfers on lines not normally available to your extension.

Routine 1 — Direct Station Selection (DSS)
Feature Code: Extension number 00-32; 00 or 06 is the attendant
This routine assigns an extension number to a key so that you can make a one-touch Intercom call to that extension.

Routine 2 — Speed Dial/Save
Feature Code: Storage codes (01-99 and 00, respectively)
This routine assigns a Speed Dial/Save storage code to a key so that you can make a one-touch Speed Dial/Save call. (The Speed Dial/Save number must be stored under a code in the usual way).

27

☑ Speed Dial Shortcuts

Speed Dial Shortcuts help you to quickly store Speed Dial numbers. The first procedure below is the general Speed Dial storing procedure. The three that follow are the shortcuts.

General Storing Procedure

To store a Speed Dial number:

1. Dial #.
2. Press MEM.
3. Dial two-digit storage code.
4. Press a flashing Line key to store a line.
5. Dial number to be stored, including special entries.
6. Press HF/SPK/MON.

Shortcuts

When a mistake is made in storing the digits (step 5):

1. Press key 4.
2. Start over from step 4 above.

To store numbers under consecutive codes without having to dial the codes:

1. After storing digits in step 5, press key 5 to access the next highest consecutive code.
2. To store the new number, repeat steps 4-5 above.
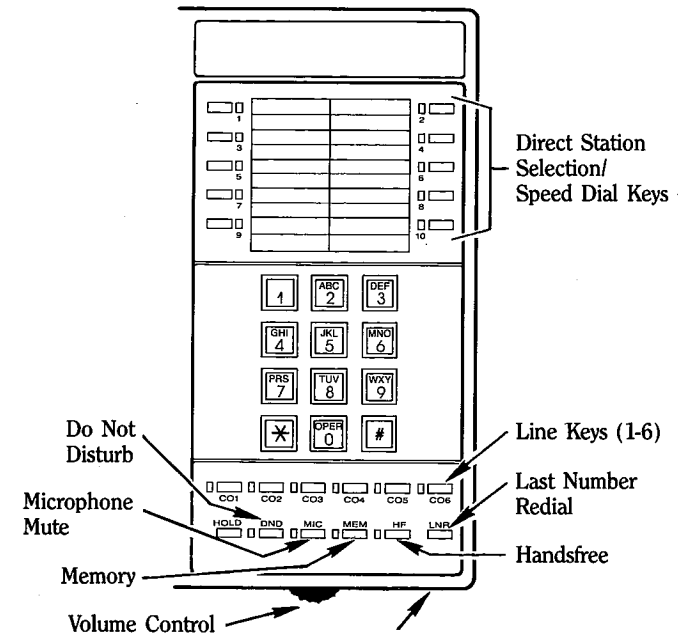
Direct Station Selection/ Speed Dial Keys

Do Not Disturb

Microphone Mute

Memory

Volume Control

Line Keys (1-6)

Last Number Redial

Handsfree

The microphone is located inside the bottom right-hand corner of your phone. Be careful not to block this area.

BUSINESSCOM 16
Executive Telephone
Part No. 60007: Handsfree phone

DELPHI 16
Executive Telephone
Part No. 60032: Handsfree phone

Line Keys (1-6)

Volume Control

Speakerphone/Handsfree
(On a Monitor phone,
the SPK key is used
to activate the
Monitor feature.)

Memory

The microphone
is located inside the
bottom right-hand
corner of your phone.
Be careful not to
block this area.
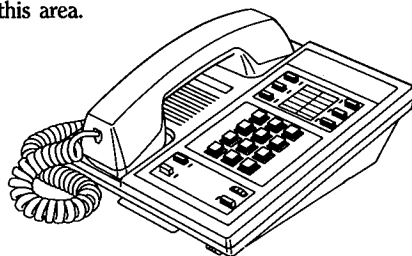
BUSINESSCOM 16
Part No. 60010B: Monitor phone
Part No. 60011: Handsfree phone

☑ Speed Dial Special Entries

You can enter a Pulse To Tone Conversion, Pause, and/or Flash when
storing a Speed Dial number. Each entry counts as a digit.

Pauses are most frequently needed when storing numbers to special
computer services (such as MCI, SPRINT).

Pulse To Tone Conversion is used if the stored line is pulse, and you
need the stored number (or part of the number) to dial out in tones.

Flash is stored to access customized features of your PBX or Centrex.
The system manager can provide you with more information on Flashes.

To store a pause:

1. Press Line key 1.   You can press this key at any
                                         point while storing a number and
                                         more than once. Your system
                                         manager can tell you how long
                                         the pause is.

To store a pulse to tone conversion:

1. Press Line key 3.   You can press this key at any
                                         point while storing the number,
                                         but only once. The digits stored
                                         after you press key 3 will be
                                         dialed out as tones.

To store a flash:

1. Press Line key 2.   You can press this key at any
                                         point while storing a number and
                                         you can store more than one
                                         flash.

Speed Dial (continued)

To call any Speed Dial number:

1. Press MEM.
2. Dial storage code (01-99).

The number dials out. If you hear a busy tone before it dials out, you must manually select an idle line before step 1.

When a number is stored under two codes, wait until the first stored number dials out, then repeat steps 1-2 using the next code. If a two-code call dials out on a pulse line, the number stored under the second code dials out as tones.

You can manually link Extension and/or System Speed Dial numbers by connecting their codes as described in the comment above. You can also manually dial before or after using a Speed Dial number.

A STEP SAVER: The User Programmable Features let you call a Speed Dial number by pressing one key. If you have an Executive Phone, also see Direct Station Selection Keys.

Line Keys (1-12)

Speakerphone / Handsfree (On a Monitor phone, the SPK key is used to activate the Monitor feature.)

Do Not Disturb / Microphone Mute

Memory

Volume Control
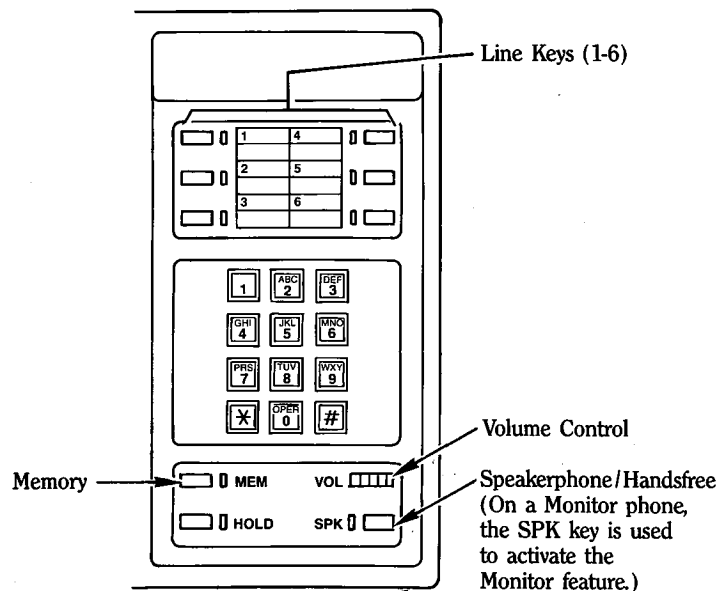
The microphone is located inside the bottom right-hand corner of your phone. Be careful not to block this area.
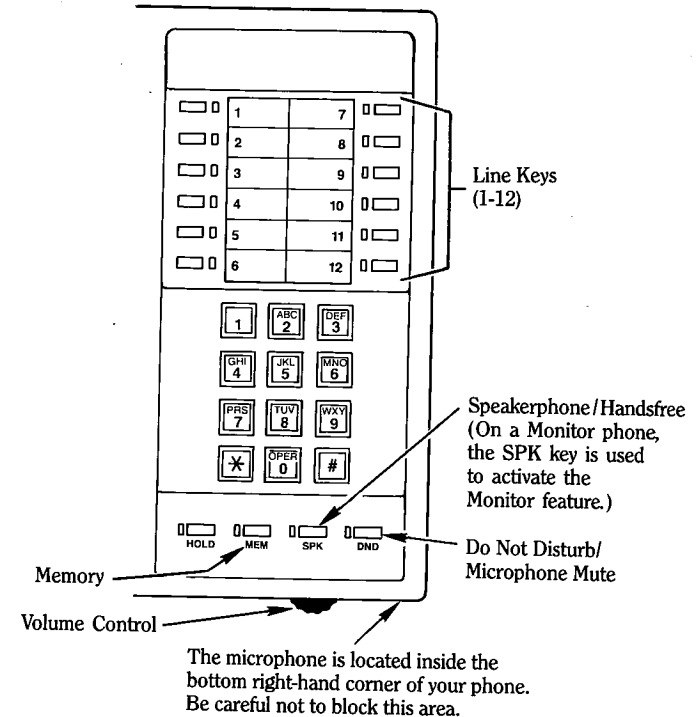
DELPHI 32
Part No. 60080: Monitor phone
Part No. 60081: Handsfree phone

BUSINESSCOM 32
Part No. 60085: Monitor phone
Part No. 60086: Handsfree phone

BASICS

For simplicity, all instructions for placing and answering calls are based on a Handsfree phone, where there is never a need to lift the handset — unless you want to. So if you have a Monitor phone, remember that you must lift the handset to talk.

☑ Outside Calls

Some of your lines may be incoming and outgoing while others may be incoming only. Some incoming lines may ring, others may not. Your system manager can tell you how your phone is set up.

To place an outside call:

1. Press Line key.
2. Dial access code, if necessary.   Your system manager can tell you if one is required.

3. Dial telephone number.   When you dial more than 25 digits on a pulse (rotary) line, the 26th, 27th, etc. are dialed as tones. (Also see Pulse to Tone Conversion.)

To answer an outside call (a Line key flashes):

1. Press flashing Line key.

6

☑ Speed Dial

☑ Extension Speed Dial lets you store 10 telephone numbers in your phone's memory for easy calling at a later time. You assign a storage code (01-10) to a number so that you can call the number by just dialing the code.

☐ System Speed Dial lets you access numbers that are stored in a central memory location. Every user can call these numbers by using codes (11-99). See your system manager for a directory.

To store an Extension Speed Dial Number:

Also see Speed Dial Shortcuts.

1. Dial #.
2. Press MEM.   HF/MON/SPK key lights.
3. Dial storage code (01-10).
4. Press a flashing Line key to store a line.   Your Line keys flash.
5. Dial number to be stored, up to 17 digits including special entries.   Numbers with more than 17 digits must be stored under two codes. The special entries are described on the following pages.

   To erase a number, only press key 1 in step 5.
6. Press HF/SPK/MON.   Key goes out.

23

☑ Save

After you manually dial an outside call, Save lets you store the number (up to 25 digits) for easy calling at a later time. You can place and answer other calls without affecting the Save number: it is "saved" in your phone's memory until you store a new one in its place.

To store a manually dialed number for Save:

1. Dial an outside call.
2. Press MEM anytime before hanging up.
   OR
   Dial # 0 after hanging up and before placing the next call.

To call a Save number:

1. Press MEM.
2. Dial 00.

The system selects a line and dials out your call.

If you hear busy tone before your call dials out, you must manually select an idle line before using Save.

Once your call finishes dialing, you hear a confirmation beep.

A STEP SAVER: The User Programmable Features let you call a Save number by pressing one key.

☑ Hold

You can place an outside call on System or Exclusive Hold at your phone. System Hold allows someone to pick up the call from any phone that has access to the line. Exclusive Hold allows the call to be picked up only from your phone.

To place a call on System Hold:

1. Press HOLD.

   Line key flashes fast at your phone and more slowly at others.

* If using the handset, hang up.

   ☐ **Hold Recall:** If the call is not picked up within a set time, it recalls (rings) your phone. If you do not answer, the call rings all extensions that can receive ringing for that line.

To place a call on Exclusive Hold:

1. Press HOLD key twice.

   Line key flashes very fast at your phone. All other extensions see this line as busy (steadily lit).

* If using the handset, hang up.

   ☐ **Hold Recall:** If you do not pick up the call within a set time, it recalls (rings) your phone. If you do not answer, the call rings all extensions that can receive ringing for that line and can be picked up at any of these phones.

To pick up a call on Hold:

1. Press flashing Line key.

☑ Intercom Calls

The Intercom feature lets you call other extension users in the system. When you place an Intercom Call, you'll hear ringing or a beep. If it's ringing, simply wait for someone to answer. If it's a beep, just speak; your voice will be broadcast over the speaker of the other extension. You can convert a ringing Intercom Call into a voice-announced one.

To place an Intercom Call:

1. Dial extension number.

The extension numbers are 00-32. Dialing 00 or 06 calls the attendant.

A STEP SAVER: The User Programmable Features let you place an Intercom Call by pressing a key. If you have an Executive Phone, also see Direct Station Selection Keys.

To change a ringing Intercom Call into a voice announcement:

1. Place Intercom Call.
2. Press and hold MEM.
3. Make announcement.
4. Release MEM to listen.

Listen for ringing.
Listen for a beep.

Repeat steps 2-4 to continue. The beep sounds only the first time.

To answer a ringing Intercom Call (MEM key flashes):

1. Lift handset.

At a Handsfree phone, you can press HF (SPK) and then speak toward the phone.

To answer an Intercom Call that comes over your speaker:

1. When MEM lights, speak toward the phone.
   OR
   Lift handset for privacy.

8

☐ Privacy Release

With a single touch, Privacy Release lets you enter a co-worker's outside call to deliver an urgent message or to have a conference.

CAUTION: Unauthorized monitoring of calls using the Privacy Release feature may be interpreted as an invasion of privacy.

To enter a co-worker's outside call:

1. Press the busy Line key for the call.

This joins you to the conversation on that line unless it is an established Conference call (you'll hear busy tone).

If more people enter the call, the quality of voice transmission is degraded.

☑ Pulse to Tone Conversion

Pulse to Tone Conversion lets you convert from pulse dialing to tone dialing while you are placing an outside call. This conversion allows you to use pulse lines to access computer services (such as MCI, SPRINT, automatic banking). When you hang up, the line automatically reverts to pulse.

To convert from pulse to tone while dialing an outside call:

1. After you dial all the pulse digits, dial #.

The digits that follow # are dialed as tones.

NOTE: After you dial 25 digits on a pulse line, the dialing mode of that line **automatically** converts to tone (i.e., digits 26, 27, etc., are tone dialed).

21

☐ Paging

You can make a paged announcement from your telephone to:

☐ A group of extensions, called an internal zone (see A)
☐ All extensions that are programmed to receive Paging (see B)
☐ Paging speakers, called external zones (see C)

A. To page an internal zone:

1. Lift handset.
2. Dial Paging code (41 to 48).

These codes page internal zones 1-8, respectively. See your system manager for zone assignments.

3. Make announcement.
4. Hang up.

B. To page all extensions that are programmed to receive pages:

1. Lift handset.
2. Dial 40.
3. Make announcement.
4. Hang up.

C. To page an external zone:

1. Lift handset.
2. Dial Paging code (51 or 52).

These codes page external zones 1 and 2, respectively. See your system manager for zone assignments.

3. Make announcement.
4. Hang up.

A STEP SAVER: The User Programmable Features let you make a page by pressing a key instead of dialing a code.

☑ Transfer

Transfer lets you send an established outside call to another extension (even if it's busy). You can Transfer a call in one of two ways: you can notify the receiving extension before sending the call, or you can Transfer the call directly, without notification.

To receive a Transfer, you must have access to the transferred line or a Transfer Receive key (see User Programmable Features).

To Transfer a call:

1. Press HOLD.

Line key flashes.

2. Dial extension number.

If you hear a busy tone:
• Return to the call, OR
• Perform steps 4-5 to send a beep to the busy extension. The beep indicates that a call is waiting to be answered.

3. Notify the receiving extension, if you wish.

For information on voice announcing, see Intercom Calls.

4. Dial #.
5. Hang up.

If a direct Transfer is not answered, the call may revert back to you. If you do not answer it, the call rings all extensions that can receive ringing on that line.

To return to the call when a Transfer is not accepted:

1. Press flashing Line key.

To receive a Transfer:

If you're already on a call, you'll hear a beep. All busy keys extinguish (temporarily) except the flashing key for the transferred line.

1. Press flashing key.

FEATURES

☐ Background Music

Music can play over your speaker while your phone is not in use.

To turn Background Music (BGM) on or off:

- Do not lift handset.
1. Dial 9.

> BGM is interrupted when the phone is used (e.g., when a call comes in). It resumes when your phone returns to an idle state.
>
> You can adjust the BGM volume using the volume dial on your phone.

☑ Call Waiting

When you call a busy extension, Call Waiting lets you send a signal (beep) to that extension to indicate you'd like to get through. After you send the beep, you can wait for a reply.

So when you are busy on a call, a beep during your conversation means that a call is waiting to be answered. You can receive a beep from outside and transferred calls as well as Intercom calls. When you hear the beep, glance at your keys; they will tell you which type of call is waiting to be answered.

Key Indication	Type of Waiting Call
Flashing Line key	Incoming outside call
All busy keys extinguish except one flashing Line key or Transfer Receive key	Transferred outside call
No flashing keys	Intercom call

10

☐ Monitor

Monitor lets you dial a call without lifting the handset. You'll hear dial tone, dialing and ringing over the speaker of your phone. When the call goes through, you must lift the handset to talk. Monitor also lets you replace the handset while on Hold and listen to the call over the speaker. When the party on the line returns, you must lift handset to talk.

To place an Intercom call using Monitor:

- Do not lift handset.
1. Dial the extension number.
2. Lift the handset to talk.

> For information on voice announcing, see Intercom Calls in the BASICS section.

To place an outside call using Monitor:

- Do not lift handset.
1. Press a Line key.
2. Dial telephone number.
3. When someone answers, lift handset to talk.

To hang up a call during Monitor (i.e., the handset is already on-hook):

1. Press MON/MIC (SPK).

To change to Monitor during a handset call:

1. Press MON/MIC (SPK).
2. Hang up handset.

To change to the handset while using Monitor:

1. Lift handset.

19

☑ Last Number Redial

Your telephone automatically stores the last outside number that you manually dialed (up to 25 digits). Last Number Redial (LNR) lets you redial that number in a single step, making it very easy to retry busy or unanswered numbers.

To redial the last number you called:

1. Press LNR key, if available.
   OR
   Dial *.

The system selects a line and dials out your call.

If you hear busy tone before your call dials out, you must manually select an idle line before using LNR: Press Line key, press MEM, then do step 1.

Once your call finishes dialing, you hear a confirmation beep.

☐ Microphone Mute (Executive and 12-Line Phones Only)

While on a call, you can turn off the microphone in your handset or speaker (whichever you are using). You can still hear the party on the line, but that party cannot hear you. Turning off the microphone lets you have a private conversation with someone in your office while on the phone. You must turn on the microphone to resume your telephone conversation.

To turn the microphone off or on while on a call:

1. Press MIC on Executive Phone.
   OR
   Press DND on 12-Line Phone.

The key lights while the microphone is off.

Note: You cannot dial a call while the microphone is off.

18

To send a Call Waiting beep to a busy extension:

1. Place Intercom call.

Hear busy tone.

2. Press MEM.

This sends a beep. Busy tone stops.

3. Wait for a reply.

You'll hear ringing if the busy party chooses to answer your signal.

To answer a Call Waiting beep from an Intercom call:

1. Put an outside call on Hold and hold down the hookswitch if using the handset.
   OR
   Terminate your call: hold down the hookswitch or press HF/SPK.
2. Wait for the phone to ring.
3. Release the hookswitch or press HF/SPK to answer the waiting call.

If you are on an Intercom call, skip to the second choice in step 1; Intercom calls cannot be put on Hold.

To answer a Call Waiting beep from an outside call:

1. (Optional) Put an outside call in progress on Hold.

2. Press flashing key.

If you are on an Intercom call, you must skip to step 2; Intercom calls cannot be put on Hold.

11

☑ Conference

Conference lets you establish a three-party telephone conversation. There are two types of Conferences:

- Add-On Conference lets you establish an outside call and then add another extension user to the conversation.

- Multi-Line Conference lets you and two outside parties jointly converse.

CAUTION: When a Conference is established, the quality of audio reception and transmission may be degraded.

Add-On Conference

To establish an Add-On Conference:

1. Establish outside call.
2. Press HOLD key twice.
3. Dial extension number of invited inside party.

   If you voice announce the call by pressing the MEM key, tell the invited party to lift the handset to answer.

4. After the invited party answers, press MEM.
5. Press HOLD.

   All three of you are connected. When only one inside party hangs up, the other remains connected to the outside party.

To join an Add-On Conference when invited:

1. Simply wait to be connected to the others.

12

☐ Handsfree

Handsfree lets you place and answer calls without lifting the handset. When you establish a Handsfree call, just speak toward the phone; your phone's microphone will pick up your voice.

To place an Intercom call using Handsfree:

- Do not lift handset.
1. Dial the extension number.   The call goes through.

To answer a ringing Intercom call using Handsfree (MEM key flashes):   To answer an Intercom call that comes over the speaker, see Intercom Calls under BASICS.

1. Press HF (SPK).

To place an outside call using Handsfree:

- Do not lift handset.
1. Press a Line key.   Listen for dial tone over the speaker.
2. Dial telephone number.

To answer an outside call using Handsfree:

- Do not lift handset.
1. Press flashing Line key.

To hang up a Handsfree call:

1. Press HF (SPK).

To change to Handsfree during a handset call:

1. Press HF (SPK).
2. Hang up handset.

To change to the handset during a Handsfree call:

1. Lift handset.

17

Door Chime Box (continued)

To answer the chime tone:

1. Lift handset.
2. Dial the number assigned to the box (31 or 32).

   Before doing step 3, you can just monitor (listen to) the activities at the door.

3. Press and hold MEM, then speak.
4. Release MEM to listen.

To call the Door Chime Box and just monitor the door:

1. Dial the number assigned to the box (31 or 32).

   This makes contact with the box. You can monitor the door over your speaker or through your handset.

☐ Flash

While you are on an outside call, Flash provides a momentary interruption on the line so that you can access PBX or Centrex features. Your system manager can give you more details.

To use Flash while on an outside call:

1. Press the Line key of the call.

Multi-Line Conference

To establish a Multi-Line Conference:

1. Establish first outside call.
2. Press HOLD key twice.
3. Establish second outside call.
4. Press MEM.
5. Press HOLD.

   All three of you are connected. When you hang up, the Conference is terminated.

   If one outside party hangs up, you will remain connected to the other; however, you will also hear dial tone from the abandoned line. To eliminate the dial tone, use the next procedure.

To remain connected to just one of the outside parties in a Multi-Line Conference:

1. Press the Line key of call you wish to continue.

   The system disconnects the other call.

To put a Multi-Line Conference on Hold:

1. Press HOLD.
• If using the handset, hang up.

To return to the Multi-Line Conference on Hold:

1. Press MEM.
2. Press HOLD.

☐ Direct Station Selection Keys (Executive Phone Only)

Your ten Direct Station Selection (DSS) keys provide one-button access to extensions 01-10, respectively. The lamp beside a DSS key displays the status of the associated extension: steadily lit means busy, and flashing means Do Not Disturb. (Also see User Programmable Features.)

The DSS keys (1-10) also represent Extension Speed Dial storage codes (01-10), respectively. After you store an Extension Speed Dial number as usual, you can call it by using the corresponding DSS key.

To call an extension using a DSS key on your Executive Phone:

1. Press DSS key for desired extension.
• Just speak toward the phone or lift the handset to talk.

To call a Speed Dial number using a DSS key on your Executive Phone:

1. Press a Line key.
2. Press DSS key for desired number.
• Just speak toward the phone or lift the handset to talk.

☐ Do Not Disturb (Executive and 12-Line Phones Only)

While your phone is idle, you can activate Do Not Disturb (DND) to block ringing from outside calls, Intercom calls, and paged announcements. You can still place calls and make a page while your phone is in DND.

To activate DND:

• Do not lift handset.
1. Press DND.   Key lights.

To cancel DND:

• Do not lift handset.
1. Press DND.   Key goes out.

☐ Door Chime Box

A Door Chime Box, usually placed next to an entrance door, serves as a door bell and Intercom. When someone presses the button on the box, the system sends a chime tone to designated extensions. You can answer the chime from any phone and have a conversation with the person at the door. Your system can have a maximum of two Door Chime Boxes, numbered 31 and 32. So that you can easily recognize the box sending the signals, Box 31 sends one double chime and Box 32 sends two double chimes.

To use the Door Chime Box:

1. Press the button on the box.
2. When someone answers, speak toward the box.

14

15

QUICK REFERENCE

The BASICS of placing and answering calls are below. To place or answer a call without using the handset, see Monitor or Handsfree in your Handbook; your phone has one feature or the other. Some timesaving FEATURES are on the other side of this card.

OUTSIDE CALLS

TO PLACE	Lift handset • Press Line key • Dial access code, if necessary • Dial telephone number
TO ANSWER	Lift handset • Press flashing Line key
TO HOLD	Press HOLD • Hang up. To return to the call: Lift handset • Press flashing Line key
TO TRANSFER	Press HOLD • Dial extension number • Announce call, if you wish • Press # • Hang up

INTERCOM CALLS

TO PLACE	Lift handset • Dial extension number (If you hear ringing, simply wait for someone to answer. If you hear a beep, just speak).
TO CONVERT RINGING INTO ANNOUNCEMENT	Place Intercom call and listen for ringing • Press and hold MEM to speak • Release MEM to listen
TO ANSWER A RINGING CALL (MEM flashes)	Lift handset
TO ANSWER AN ANNOUNCEMENT	When MEM lights steadily, just speak toward the phone.

(cut along dotted line)

USER PROGRAMMABLE FEATURES

TO ASSIGN A FEATURE TO A KEY	Dial # • Dial 1 • Dial your extension number • Press steadily-lit or unlit key (do not press a flashing key) • Dial Routine number (below) • Dial Feature code • Press HF/MON/SPK
DIRECT STATION SELECTION	Routine number: 1 Feature Code: Extension number (00-32)
SPEED DIAL/SAVE	Routine number: 2 Speed Dial Feature Code: Storage code 01-99. Save Feature Code: Storage code 00
PAGING	Routine number: 3 Feature Code: Internal Zones (41-48), External Zones (51-52), All Call (40)
TRANSFER RECEIVE	Routine number: 0. Feature Code: None

SPEED DIAL

TO STORE A NUMBER	Dial # • Press MEM • Dial code (01-10) • Press a flashing Line key • Dial number to be stored, up to 17 digits • Press HF/MON/SPK
TO CALL	Press MEM • Dial storage code OR Press key assigned to desired Speed Dial code

PAGING

TO PAGE	Lift handset • Dial Page Zone (40-48, 51-52) or press key for Zone • Make announcement • Hang up

SAVE

TO SAVE A NUMBER	Dial outside call (25 digits) • Press MEM before hanging up or Dial # 0 after hanging up
TO CALL	Press MEM • Dial 00 OR Press key assigned to Save storage code