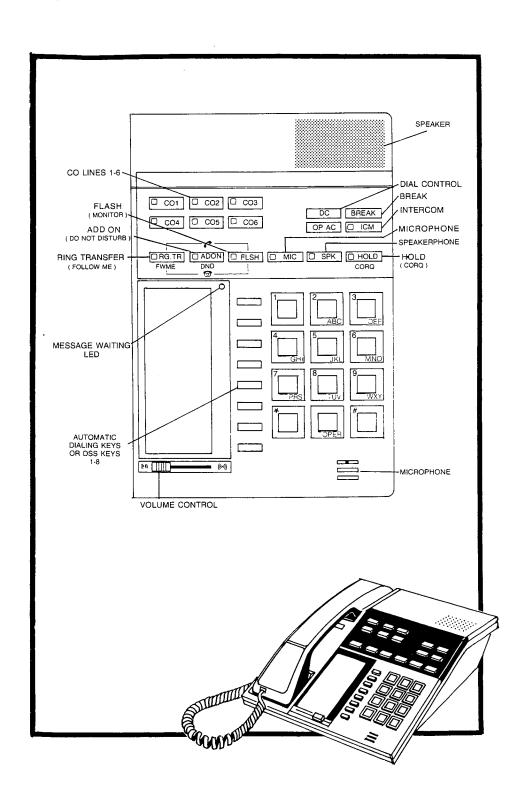
PARAGON[™]

telemanuals.com



USER'S GUIDE MULTIBUTTON KEY TELEPHONE



PARAGON KEY TELEPHONE

The Paragon Key Telephone is designed to facilitate your company's communications. The unique features available to a Paragon Key Telephone are explained in this User's Guide in three steps: **THE TELEPHONE, THE BASICS,** and **THE FEATURES.**

STEP ONE: THE TELEPHONE

To receive the most benefit from your telephone system, take this time to become familiar with your PARAGON Key Telephone. An illustration, showing designations for the various keys, has been provided for your convenience. Look at this illustration while examining the keyboard, the control panel of your telephone. The six keys in the upper left section of your keyboard provide access to outside lines. Remaining keys and the dial pad enable you to access the features available to your system.

STEP TWO: THE BASICS

ANSWERING A CALL

Incoming calls can be answered at any telephone that is programmed to receive calls on a specific line. Incoming calls provide a tone signal and a distinctive flash rate in the associated line key. To preselect a line, press the line key before lifting the handset.

To answer an outside call:

- Lift handset.
- · Press flashing Line key.

PLACING AN OUTSIDE CALL

Outside calls can be initiated from any extension that is programmed to place outside calls on a line. To preselect a line, press the line key before lifting the handset.

To place an outside call:

- Lift handset.
- Press Line key (1-6). Listen for dial tone.
- Dial number.

NOTE: The mode of dialing on a telephone may be switched from rotary (pulse) to tone to allow use of special services, such as MCI or SPRINT. To switch the dialing mode, dial # before the desired number or code.

TERMINATING A CALL

To terminate a call:

Hang up handset. LED extinguished.

INTERCOM

The system can be programmed to allow voice announce or intercom ringing. The called party will be allowed to reply Handsfree, or the called extension will ring, requiring the party to reply using the handset. If the system is programmed for voice announce the caller can also cause the called extension to ring. If the system is programmed for intercom ringing, voice announce is not available.

When the system is programmed for voice announce, use the following procedures:

To place an Intercom call that can be answered Handsfree:

- Lift handset.
- · Press ICM key.
- Dial extension number (10-25). Splash tone is audible at both extensions.

NOTE: An Intercom call placed for Handsfree Reply may ring the called extension when the system capacity for Intercom Handsfree Reply is reached.

To place an Intercom call that will ring and must be answered with the handset:

- Lift handset.
- Press ICM key.
- Dial extension number (10-25).
- Dial 1.

The called extension is signaled by a flashing ICM key and an alert tone.

To answer a Handsfree Intercom Call:

· Answer voice announcement through microphone.

To answer an Intercom ring signal, or for private conversation:

- Lift handset.
- Press ICM key.

When the system is programmed to allow only Intercom ringing and Private reply, use the following procedures:

To place an Intercom call that rings the called extension:

- Lift handset.
- Press ICM key.
- Dial extension number (10-25). Splash tone audible at both extensions.

To respond to ringing:

- Lift handset.
- Press ICM key.

DIRECT STATION SELECTION

Key telephones have eight Direct Station Selection (DSS) keys that can be programmed to provide rapid Intercom access to particular extensions. Each key corresponds to a particular extension. The DSS keys are designated as F keys on the telephone. The Multibutton Key Telephone has keys that are assigned to extensions 10 through 17. DSS assignments can be changed by the user.

NOTE: Use the normal Intercom Call procedure to reach extensions not assigned to a DSS key.

To assign a DSS (F) key to a particular extension:

- Lift handset.
- Press DC. Listen for ICM dial tone.
- Press ICM key.
- Press appropriate DSS (F) key. Intercom dial tone removed.
- Dial desired extension number. Listen for Intercom dial tone.
- Hang up.

To use a DSS (F) key to place an Intercom call:

- Lift handset.
- Press the appropriate DSS key to signal the desired extension.,
- Dial 1 when appropriate depending on the programmed Intercom calling mode.

SPEAKERPHONE

If your telephone is equipped with the speakerphone option, you can dial and converse on an outside line without using the handset.

To initiate:

- Press SPK key.
- · Press Line key. Listen for dial tone.
- Dial number.

NOTE: To terminate the call, press the SPK key again.

To return to a private conversation using the handset:

Lift handset.

MICROPHONE MUTE

Microphone Mute provides privacy at an extension in the Handsfree Reply mode during an Intercom conversation. While engaged, Microphone Mute disables the microphone and prevents a calling party from hearing what is being said at the extension. A double splash tone is heard at both extensions when an Intercom call is made to an extension in the Microphone Mute mode.

To mute the microphone:

• Press MIC ON / OFF key. LED illuminated.

To return the microphone to operation:

• Press MIC ON / OFF key. LED extinguished.

HOLD

Hold is used to place a call in a temporary waiting condition. There are two types of Hold: *I-Hold* and *Exclusive Hold*.

I-Hold

I-Hold is a common hold. A call placed on I-Hold can be answered at any extension in the system. The appropriate line provides an I-Hold indication by flashing fast at the telephone where the call was placed on Hold. The line flashes more slowly at all other telephones. After a programmed time period, the system automatically resignals the extension that placed the call on Hold. The duration of this signal is also programmed.

To place a line call on I-Hold:

Press HOLD / CORQ key.

NOTE: Calls can be automatically placed on Hold and transferred by pressing the ICM key or appropriate DSS key.

To return to call:

Press the flashing Line key on any key telephone.

Exclusive Hold

Exclusive Hold places a call on Hold and prevents that call from being accessed at any other extension. The call can only be retrieved at the extension where the call was originally placed on hold. At that extension, the appropriate line key flashes; at other extensions, the line key remains steadily illuminated. If the call is not retrieved within a programmed time period, the system signals the original extension. If the call is still not retrieved after another programmed time period, the call reverts to I-Hold and can be retrieved at any extension.

To place a call on Exclusive Hold:

• Press the HOLD / CORQ key twice.

To return to call on Exclusive Hold:

- · Lift handset.
- · Press flashing Line key.

CONFERENCE

Conference permits three-way conversations. There are two types of conference calls: **Add-On Conference**, which allows another internal party to join the conversation, and **Line Conference**, which allows another outside call to join the conversation.

Add-On Conference

To add a second internal party to an outside call:

- Press DND / ADON key to place call on Exclusive Hold.
- Press ICM kev.
- Dial desired extension number.
- Press DND / ADON key again after the called party answers by using the handset. Conference is established.

NOTE: To ring desired extension, you may have to dial 1 after the extension number, depending on the programming for Intercom calling mode. If desired, you may access a desired extension by pressing the appropriate DSS key.

Line Conference

To add a second outside line:

- Press DND / ADON key to place first call on hold.
- Establish second call on another line.
- Press DND / ADON key again after second party answers.
- Announce conference.

TRANSFER

Transfer sends an outside call from one extension to another. A call on a common line can be transferred using the dial Intercom or the DSS (F) keys. The extension where the transfer was originated will receive a reminder tone for the appropriate line if the called extension does not answer after a programmed time.

To Transfer a call using the dial intercom:

- Press ICM key. Call placed on hold.
- Dial extension number.
- Press HOLD / CORQ key. Listen for Intercom ring tone.
- Hang up.

To Transfer a call using the DSS (F) key:

- Press appropriate DSS (F) key. Call placed on Hold.
- Press Hold key. Listen for Intercom ring tone.
- Hang up.

To receive Transfer:

- Lift handset.
- Press appropriate Line key.

PAGING

There are three types of paging: *All Call Paging, Internal Zone Paging* and *External Zone Paging*. All Call Paging is broadcast to all extensions and external zones that are programmed to receive paging announcements. Internal Zone Paging provides paging to a select group of extensions. External Paging requires optional customer-provided speakers and other equipment. A maximum of two external zones can be programmed in a system. External paging equipment can be assigned during programming to receive audible for certain outside lines. The external paging amplifier provides an audible signal to the external speaker when line audible is received. The incoming line call can then be answered at a key telephone programmed to access that line.

All Call

To use All Call:

- Lift handset.
- Press ICM key.
- Dial 80.
- Make announcement.
- Hang up.

Internal Zone Page

To use Internal Zone Page:

- Lift handset.
- Press ICM key.
- Dial the desired internal zone.
- Make announcement.
- Hang up.

Internal Zones

- 81 Zone 1
- 82 Zone 2
- 83 Zone 3
- 84 All internal zones

External Zone Page

To use External Zone Page:

- Lift handset.
- Press ICM key.
- Dial the desired zone.
- Make announcement.
- Hang up.

External Zones

- 85 Zone 1
- 86 Zone 2
- 87 Both zones

STEP THREE: THE FEATURES

ABANDONED CALL RELEASE

Abandoned Call Release returns a line to an idle condition, if an outside party waiting on Hold hangs up. This occurs when open loop disconnect of 20 milliseconds or more is given from the telco office.

CALL MONITOR

Call Monitor permits a user to dial a number without lifting the handset. It also allows the user, while on hold from an outside party, to monitor the call with the handset on hook. The user can hear through the telephone speaker when the outside party returns to the call, but must lift the handset to be heard by the outside party, unless the extension is equipped with the speakerphone option.

To dial a call without lifting the handset:

- Press SPK key.
- Press idle Line key.
- Dial number.
- Lift handset to talk and be heard, unless extension has speakerphone option.

To monitor while on Hold:

- Press SPK key.
- Hang up handset.

To disengage the Monitor feature:

Lift handset or press SPK to disconnect.

ROOM MONITOR

Room Monitor enables a user to monitor sounds in a room where another key telephone is located. Both telephones must be in the Monitor mode.

To activate Monitor mode at the extension to be monitored:

- Lift handset.
- Press MON / FLSH key. Key flashes fast.
- Hang up.

NOTE:Only one telephone in the system can be monitored at a time. However, more than one user can monitor that extension.

To activate the Monitor mode at the user's extension:

- Do not lift handset.
- Press MON / FLSH key. Key flashes fast.

To cancel Monitor mode at the extension in the room being monitored:

- Lift handset.
- Press MON / FLSH key.
- Hang up.

To cancel Monitor mode at the user's extension:

• Press MON / FLSH key while handset is on hook.

ALTERNATE POINT ANSWER

Alternate Point Answer allows Intercom calls to be answered at any extension in the same internal zone. If two Intercom calls are made simultaneously, the call to the extension with the lowest number is answered first.

To answer an Intercom call for extensions in the same zone:

- Lift handset.
- Press BREAK key.

MEET-ME-ANSWER PAGING

Meet-Me-Answer Paging enables a user to transmit a page to locate a specific person and then establish a private handset-to-handset conversation. Only one Meet-Me-Answer Page can be accepted in each zone at a time. The zone is unavailable for 30 seconds when a page is initiated.

To initiate a Meet-Me-Answer page:

- Lift handset.
- Press ICM key.
- Dial desired zone. †
- Instruct party to meet you.
- Press *.

† If All Call (access code 80) is used, a Meet-Me-Answer page can be answered from any extension.

To respond to page:

- Lift handset.
- Press *.

FOLLOW-ME INTERCOM CALL

Follow-Me Intercom allows a user to forward Intercom calls to another extension. The feature must be initiated at the user's own telephone. Intercom calls can be forwarded to a third extension; this can be done from the user's own telephone or from the second extension.

To initiate Follow-Me feature:

- DO NOT LIFT HANDSET.
- Press FWME / RGTR key.
- Dial your extension number.
- Dial extension number where Intercom calls will be forwarded.
- Press FWME / RGTR key.

FWME / RGTR key flashes fast at the extension receiving the calls and slowly flashes at the originating extension.

To cancel Follow-Me feature:

- Press FWME / RGTR key.
- Dial your extension number.
- Press FWME / RGTR key.

MEET-ME CONFERENCE

Extensions in the same internal page zone can join in a conference that is initiated by a page. A maximum of five extensions can be joined in a conference. The zone is unavailable for 30 seconds or until all five extensions are in conference when Meet-Me-Conference is initiated.

To initiate Meet-Me Conference:

- Lift handset.
- Press ICM key.
- Dial desired zone (80-84).
- Press DND / ADON key.

To respond from extension and join conference:

- Lift handset.
- Press DND / ADON key.

Splash tone is heard when parties are joined in a conference.

LAST NUMBER REDIAL

Last Number Redial is available to all extensions that are not restricted from placing an outside call. This feature automatically stores the last line number manually dialed from the extension for automatic dialing until any other number has been dialed. The number is stored in system memory whether the call was answered, not answered or busy.

To use Last Number Redial:

- Lift handset.
- Press Line key.
- Press DC key.
- Dial *.

SAVE

Save stores the last line number manually dialed from the extension for automatic dialing at a later time. The number will be erased when a new number is saved.

To save a number:

- Place an outside call.
- Press DC key twice.
- Hang up.

To dial the saved number:

- Lift handset.
- Press Line key.
- Press DC key.
- Dial 0.

AUTOMATIC DIALER

Automatic Dialer allows a maximum of eight telephone numbers to be stored at an extension. The DSS keys are used as bins to store the numbers. Each bin accommodates one number that contains up to 20 digits. Automatic Dialer numbers can be chained, i.e., more than one Automatic Dialer number may be included in a dialing sequence. This accommodates special services such as MCI, SPRINT, etc.

To store a number:

- Press SPK key or lift handset.
- Press DC key.
- Press HOLD / CORQ key.
- Press appropriate DSS (F) key.
- Dial desired number.
- Hang up.

NOTE: A pause, flash or stop can be inserted between digits when storing a number. Each pause, flash or stop counts as a digit. The duration of the pause or flash is established through system programming.

To insert a pause when storing a number:

Press BREAK key.

To insert a flash when storing a number:

Press MON / FLSH key.

To insert a stop:

Press DND / ADON key.

To continue dialing after a stop:

• Dial *.

To dial a stored number:

- Lift handset, †
- Press Line key.
- Press DC key.
- Press appropriate DSS (F) key.

† To dial Handsfree (on hook), do not lift handset. The calling party cannot converse Handsfree, unless the key telephone is equipped with the speakerphone option. The handset must be lifted to talk.

To chain numbers:

- Press DC key again after first number has finished dialing.
- Press appropriate DSS (F) key.

SPEED DIAL

Speed Dial stores up to 60 telephone numbers, with up to 20 digits each, in addition to those stored in Automatic Dialer. They are programmed into the system at extension 10, which must be an Executive Display Key Telephone. These numbers are accessed by a two digit code and available to every extension not restricted by programming. Speed Dial numbers can be chained, i.e., more than one Speed Dial number can be included in a dialing sequence. This accommodates special services such as MCI, SPRINT, etc.

To dial Speed Dial number from any nonrestricted extension:

- Lift handset. †
- Press Line key.
- Press DC kev.
- Dial the appropriate two-digit code (10-69).

† To dial Handsfree (on hook) do not lift handset. The calling party cannot converse Handsfree, unless the key telephone is equipped with the speakerphone option. The handset must be lifted to talk.

To chain Speed Dial numbers:

- Press DC key again after the first number has finished dialing.
- Dial the appropriate two digit code (10-69).

LINE QUEUING

Line Queuing enables an extension to queue (wait in line) for an available outside line in a busy line group. Each extension can queue any of the line groups, but can only queue a particular line group once. The system automatically signals the extension, in order, when the line group is available.

To queue for an outside line:

- Lift handset.
- Press HOLD / CORQ key. Listen for dial tone.
- Dial Queue group number (1-6). Listen for splash tone in handset.
- Hang up.

NOTE: One splash tone indicates extension is queued; 5 splash tones indicate Queue is full.

When a line in the group becomes available, the line key flashes and recall tone is given at the next extension in the Queue. If the line is not accessed within 20 seconds, then the line is made available to the next extension.

To respond to Queue:

- Lift handset or press SPK key.
- Press flashing Line key.

CAMP-ON

Camp-On automatically connects (when an intercom link is available) a user to an extension that is busy as iong as the user does not hang up.

To initiate a Camp-On when extension is busy:

 Dial *. Do not hang up. The called extension receives the appropriate signal depending upon whether the extension is in the Handsfree or handset mode.

To answer Intercom ringing:

Press ICM key.

CALLBACK

After placing an Intercom call to busy extension (busy tone received), a user can request to be called back when the extension becomes free. Answering the callback ring within 20 seconds will automatically dial number of the extension that was previously busy. The Callback ring stops if the initiating party does not answer before the called party becomes busy again. However, the Callback request is not cancelled and will ring the initiating party when the called party becomes free.

To initiate Callback to a busy extension:

- Dial *.
- Hang up. When the busy party becomes available, the calling extension will ring.

To answer Callback ring:

• Lift handset or press SPK key. The called extension receives Intercom ringing or can answer Handsfree.

To cancel all Callbacks:

- Lift handset.
- Dial 0 0.
- Hang up.

To cancel an individual Callback:

- Lift handset.
- Dial number of extension to be canceled.
- Dial 0.
- · Hang up.

MESSAGE WAITING

Message Waiting provides a Message Waiting indication at a called extension that does not answer. The indication is a flashing MW lamp.

To leave a Message Waiting indication at an extension that does not answer:

- Dial *. MW lamp flashes at both extensions.
- Hang up.

To respond to a Message Waiting indication:

- Lift handset.
- · Press ICM kev.
- Dial 0. The extension that placed the Message Waiting signal is automatically signaled as an Intercom call.

To respond to the Intercom signal from an extension that initiated Message Waiting:

- · Lift handset.
- Press ICM key.

To cancel Message Waiting from an extension that initiated Message Waiting:

- Lift handset.
- Dial #.
- Dial number of extension to be canceled.
- · Hang up.

DO-NOT-DISTURB

Do-Not-Disturb (DND) blocks all incoming and Intercom audible signals to an extension. Callers attempting to reach an extension in DND mode receive a reorder tone (double beep tone).

To initiate Do-Not-Disturb:

Press DND / ADON key. DND / ADON key illuminates.

NOTE: If an extension is programmed for Executive Call Forward, Intercom calls are transferred to the programmed partner's extension.

To terminate Do-Not-Disturb:

• Press DND / ADON key again.

EXECUTIVE CALL FORWARD

Executive Call Forward sends all incoming outside and Intercom calls from one extension (executive) in the Executive Call Forward pair to the assigned partner extension. A maximum of 15 pairs of Executive Call Forward partners can be assigned:

To forward calls to another extension:

Press DND / ADON key. DND / ADON key is illuminated.

NOTE: DND / ADON key at partner extension slowly flashes.

To cancel call forward:

Press DND / ADON key again at executive telephone.

BARGE-IN

Barge-In enables designated extensions to interrupt conversations. There are two types of Barge-In: *Line Barge-In* and *Intercom Barge-In*.

Extensions are programmed into three levels for Barge-In:

Level 1:

- a. Extension users can directly interrupt an outside call and a three-way conversation is established.
- b. Intercom calls in the handset-to-handset mode can be directly interrupted.

Level 2:

- a. Extension users cannot interrupt outside calls.
- b. Intercom calls in the handset-to-handset mode can be directly interrupted.

Level 3

a. Extension users can only interrupt handset-to-handset Intercom calls.

Line Barge-In

To initiate a Line Barge-In:

- Press the busy Line key.
- Press BREAK key within five seconds.

NOTE: Only extensions programmed for Level 1 can use this feature.

Three splash tones are audible at the extension that was interrupted.

Intercom Barge-In

To initiate Intercom Barge-In or to generate a signal:

- Lift handset.
- Press ICM key.
- Dial extension number.
- Press BREAK key. Listen for splash tone at called extension.
- Announce call.

To respond to Intercom Barge-In signal:

Press ICM key.

FLASH

Flash provides a new dial tone without losing control of line or, when a line is programmed for a PBX a transfer dial tone is provided.

To use the Flash:

Press MON / FLSH key.

SELECTABLE NIGHT TRANSFER

Night Transfer is used during off-hours and is activated at extension 10. Extension 10 determines the extensions to receive Selectable Night Transfer. In this mode, telephones and optional external paging systems can receive incoming calls.

To activate Selectable Night Transfer: †

- · Lift handset.
- Press FWME / RGTR key. FWME / RGTR key illuminates.
- · Dial number of extension to receive incoming calls.

† Preset Night Transfer must be deactivated before Selectable Night Transfer will be operational.

NOTE: When entering multiple extensions dial # after each extension number.

To deactivate Selectable Night Transfer from extension 10:

- Lift handset.
- Press FWME / RGTR key.
- Hang up.

PRESET NIGHT TRANSFER

Preset Night Transfer is normally used at night and is activated at extension 10. Telephone and optional external paging systems to receive Preset Night Transfer are designated during system programming. When placed in the Preset Night Transfer mode, designated extensions will receive all audible signals for incoming calls.

To activate Preset Night Transfer at extension 10:

- Lift handset.
- Press FWME / RGTR key. LED illuminated.
- Hang up.

To deactivate Preset Night Transfer at extension 10:

- Lift handset.
- · Press FWME / RGTR key. LED extinguished.
- Hang up.

BACKGROUND MUSIC / MUSIC-ON-HOLD

Background Music (BGM) can be broadcast through the telephone speaker. This music is automatically turned off when the telephone is in use. Background Music requires a separate music source that you must provide. Music-On-Hold (MOH) can use the same music source as the BGM or the internal synthesized music provided by the system. MOH provides music to outside lines when they are placed on Hold.

To turn on Background Music on an idle telephone:

Dial #.

To turn off Background Music on an idle telephone:

Dial #.

VOLUME CONTROL

The Volume Control slide regulates the volume of all tone signals and voice communications. Maximum volume level is obtained by positioning the slide completely to the right. Minimum volume level is obtained by positioning the slide completely to the left.

TOLL RESTRICTION

Toll Restriction prohibits selected extensions from placing unauthorized long distance (toll) calls. Extensions can be restricted to internal and local calls, depending on the Class of Service for that extension.

OFF HOOK TONE SIGNALING:

Off Hook Tone Signaling provides visual and audible signals of an Intercom and outside line call to a user who is off hook.

SPECIAL LINE ACCESS

During system programming, selected lines may be assigned as Private Lines. These lines may be programmed to completely deny access to other extensions. Private Lines may also be programmed to allow other extensions to pick them up (if on hold) or answer them (if an incoming call).

DOOR CHIME BOX

The Door Chime Box is an optional external Intercom unit equipped with a microphone and speaker to enable Handsfree Reply. When activated, the box sends a chime to an assigned extension. The extension then places an Intercom call to the Door Chime box to establish communication. The Door Chime Box can also be used to provide the Door Unlock Control feature. This enables an extension user to unlock a door after communicating with the Door Chime Box user. When a system contains more than one Door Box, the Door Unlock Control can only be used at the Door Chime Box assigned the lowest extension number.

To operate the Door Chime Box:

Press Door Chime key on Door Box.

To respond to Chime at extension:

Place Intercom call to Door Box. The Door Box user responds Handsfree.

To operate the Door Unlock Control feature:

- Use the preceding procedure to establish communication between a user with a key telephone and the user at the Door Chime Box.
- Press MON / FLSH key at key telephone to unlock door.

MONITOR BOX

The optional Monitor Box can be installed in a room to receive Intercom calls and pages. It also enables a user to answer Intercom calls Handsfree. Only All Call pages can be initiated from the Monitor box. The Monitor Box can also be used to broadcast Background Music.

To operate the Monitor Box:

- Press DND key to prevent receiving pages.
- Press AC key to initiate All Call page.
- Press MON key when in Monitor mode. Key will flash when Monitor Box is in Handsfree reply mode.

To turn Background Music on and off:

- Press DND key.
- Press AC key.
- Press DND key again.

ENERGY CONTROL SYSTEM

The Key Telephone can be used with the Energy Control System (ECS) to remotely control your company's lights and appliances. Refer to the ECS User's Guide for complete installation and operating instructions.

To access the ECS from an Key Telephone:

- Lift handset.
- Press ICM key. Listen for Intercom dial tone.
- Dial 30.
- Dial commands. †

† A complete list of commands is provided in the ECS User's Guide.

Commands

To issue ON command to a single module:

- Dial *.
- Dial UNIT CODE.
- Dial #. Listen for single tone after command is issued from ECS.

To issue ALL ON command (except appliance modules):

- Dial *.
- Dial 9.
- Dial #.

To issue OFF command to a single module:

- Dial *.
- Dial UNIT CODE twice.
- Dial #. Listen for double tone after command is issued from ECS.

To issue ALL OFF command (includes all modules):

- Dial *.
- Dial 9 twice.
- Dial #.

To terminate ECS operation:

• Hang up.

