

TOSHIBA

Perception[®] II
Electronic Digital PBX
User Guide

Standard Telephone

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GENERAL INFORMATION

Dial tone must be heard before dialing a particular feature. If you have just lifted the handset, you will hear a dial tone. If you are engaged in a conversation, however, you must obtain "Recall Dial Tone" before activating another feature, such as transfer, etc.

During a conversation, Recall Dial Tone is obtained by "flashing" the hookswitch (plunger) located in the cradle that holds your handset. To flash, momentarily depress the hookswitch (for about $\frac{1}{2}$ second). In response, you will hear Recall Dial Tone, which is three short bursts of dial tone, followed by a continuous dial tone.

CALL PROGRESS TONES:

- Dial: Standard tone—continuous, proceed to dial.
- Recall Dial: Standard tone—three short pulses followed by continuous tone, proceed with feature execution.
- Busy: Standard tone—60 impulses per minute (IPM), the connection or trunk line you've dialed is busy.
- Overflow: Same as busy tone—120 IPM, your call has been blocked due to dialing error or service restrictions.
- Ringing: Standard tone—1 second on - 3 seconds off, your call is ringing.

(continued)

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CALL PROGRESS TONES:

- | | |
|--------------|---|
| Dial: | Standard tone—continuous, proceed to dial. |
| Recall Dial: | Standard tone—three short pulses followed by continuous tone, proceed with feature execution. |
| Busy: | Standard tone—60 impulses per minute (IPM), the connection or trunk line you've dialed is busy. |
| Overflow: | Same as busy tone—120 IPM, your call has been blocked due to dialing error or service restrictions. |
| Ringin: | Standard tone—1 second on - 3 seconds off, your call is ringin. |

(continued)

GENERAL INFORMATION (cont.)**SPECIAL SIGNAL TONES (while the telephone is in use):**

- Camp-on:** A single muted warning tone indicates that a call is waiting.
- Call Waiting:** Two short warning tones during a conversation indicates that a call is waiting.
- Attendant Verification/Executive Override:**
A short tone burst (repeated every 15 seconds) is applied whenever the attendant enters the conversation, and when a station user enters your conversation using the Executive Override feature.

RINGING SIGNALS:

- Internal Call:** A single ring every four seconds
- External or Attendant Call:**
A double ring at four-second intervals.

ACCOUNT NUMBER RECORDING

Your system automatically records the details of some or all of the calls you make to or receive from outside the system. Recorded calls may be assigned account numbers for billing purposes (_____ digits).

TO RECORD AN ACCOUNT NUMBER BEFORE DIALING A CALL

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **# 9**.
- 3) Dial the account number on the dial pad (_____ digits).
 - When the number is completed, receive recall dial tone.
- 4) Dial call in usual manner.

TO RECORD AN ACCOUNT NUMBER DURING A CALL (incoming or outgoing)

- 1) At any time before disconnect, ask your party to wait.
- 2) Flash the hookswitch.
 - Connection on hold.
 - You will hear recall dial tone.
- 3) Dial **# 9**.
 - You will hear recall dial tone.
 - Dial the account number (_____ digits).
 - Receive recall dial tone.
- 5) Flash the hookswitch.
- 6) Resume conversation.

AUTOMATIC CALLBACK

If you attempt to call another station or access a trunk and receive a busy tone, you can request to be signalled when the desired station or trunk is idle. You may continue to use your telephone in the usual manner while awaiting a callback.

TO ACTIVATE AUTOMATIC CALLBACK

- 1) Flash the hookswitch.
 - You will hear recall dial tone.
- 2) Dial ***7**.
 - You will hear dial tone.
- 3) Hang up and wait for callback, or dial another number.

TO ANSWER AUTOMATIC CALLBACK

When the desired connection becomes idle your telephone will ring in short bursts. You must pick up the call within six seconds or your request will be cancelled.

Lift the handset.

- If the called party is a trunk, you will hear outside dial tone (proceed to dial).

NOTE:

If the call was made using Least Cost Routing the called number will be dialed automatically at this point.

- If the called party is a station, that station will ring and you will hear the ringback tone.
- If you hear an overflow tone, the station or trunk you called has been previously called, hang up and wait to be called again.

TO CANCEL AUTOMATIC CALLBACK

- 1) Lift the handset.
- 2) Dial ****7**.
 - You will hear dial tone.
 - Callback is cancelled.

AUTOMATIC WAKE-UP TIME

Automatic Wake-up allows the station user to set a "wake-up" alarm that will ring the station at a prearranged time. After answering a wake-up call, the station receives either a digitized voice message, music, or silence. If the wake-up call is not answered within six rings, or if the station is busy, a second (and, if necessary, third) attempt will be made at 5-minute intervals.

TO SET AUTOMATIC WAKE-UP TIME

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#80**.
 - You will hear recall dial tone.
- 3) Dial the 4-digit time (via the dial pad) in the following format:

HHMM

 - For example: For 9:30 AM, enter 0930.
 - You will hear dial tone.
 - The time is stored.

AUTOMATIC WAKE-UP TIME CANCEL

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#80**.
- 3) Dial the 4-digit time 0000.
 - You will hear dial tone.
 - Your wake-up time has been cancelled.

CALL FORWARDING

Call Forwarding enables you to direct your station's incoming calls to another station. There are four types of call forwarding available:

- Call Forward All Calls.
- Call Forward Busy.
- Call Forward No Answer.
- Call Forward Busy/No Answer.

In addition there are two types of Call Forwarding that apply to calls from DID, TIE and CCSA trunks.

- Call Forward Busy.
- Call Forward Busy/No Answer.

TO CALL FORWARD ALL CALLS

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#9**.
 - You will hear recall dial tone.
- 3) Dial the number to which calls are to be forwarded.
- 4) Dial **#**.
 - You will hear dial tone.
 - The number is stored.

TO USE CALL FORWARD BUSY

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#10**.
 - You will hear recall dial tone.
- 3) Dial the number to which calls are to be forwarded.
- 4) Dial **#**.
 - You will hear dial tone.
 - The number is stored.

(continued)

CALL FORWARDING (cont.)**TO USE CALL FORWARD NO ANSWER**

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#11**.
 - You will hear recall dial tone.
- 3) Dial the number to which calls are to be forwarded.
- 4) Dial **#**.
 - You will hear dial tone.
 - The number is stored.

TO USE CALL FORWARD BUSY/NO ANSWER

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#12**.
 - You will hear recall dial tone.
- 3) Dial the number to which calls are to be forwarded.
- 4) Dial **#**.
 - You will hear dial tone.
 - The number is stored.

TO USE CALL FORWARD BUSY (SYSTEM/DID)

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#13**.
 - You will hear recall dial tone.
- 3) Dial the number to which calls are to be forwarded.
- 4) Dial **#**.
 - You will hear dial tone.
 - The number is stored.

(continued)

CALL FORWARDING (cont.)**TO USE CALL FORWARD BUSY/NO ANSWER (SYSTEM/DID):**

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#14**.
 - You will hear recall dial tone.
- 3) Dial the number to which calls are to be forwarded.
- 4) Dial **#**.
 - You will hear dial tone.
 - The number is stored.

TO CANCEL CALL FORWARDING

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial ***9**.
 - You will receive recall dial tone.
 - Call Forwarding is cancelled.

CALL PICK-UP DIRECTED

Call Pick-up Directed allows you to answer a call which is ringing or on hold at a station other than your own.

FOR CALL PICK-UP

- 1) Lift handset.
- 2) Dial *6.
 - You will hear recall dial tone.
- 3) Dial the station number that is ringing/on hold.
 - You will be connected to that call.

CALL PICK-UP GROUP

Call Pick-up Group allows you to answer a call that is ringing at a station within your designated group without knowing exactly which station number is ringing.

TO USE CALL PICK-UP GROUP

- 1) Lift handset.
 - You will hear dial tone.
- 2) Dial *4.
 - You will be connected to any call that is ringing at any station in your group.

CALL TRANSFER

TO TRANSFER A CALL

- 1) Request the party to wait.
- 2) Flash the hookswitch.
 - Original connection goes on hold.
 - You will hear recall dial tone.
- 3) Dial the desired number.*
- 4) When the called party answers, announce the call.
- 5) Hang up to transfer the call.

*NOTES:

1. *If you hear a busy tone after dialing the station number or trunk access code, flash the hookswitch **once** to return to the original call.*
2. *To return to the original call after accessing a trunk, flash the hookswitch **twice**.*

CALL WAITING

Two short warning tones while you are talking with someone advises you that your attendant has an outside call waiting. You have three choices:

1. Ignore the call — it will return to the attendant.
2. Terminate your existing call, and accept the new call.
3. Hold the existing call, and accept the new call. In this mode, it is possible to alternate between the two calls until the conversations are terminated.

TO ACCEPT THE WAITING CALL AND TERMINATE THE EXISTING CALL

- 1) Hang up.
 - Your telephone will ring in the normal manner.
- 2) Answer the call.

(continued)

CALL WAITING (cont.)

TO ACCEPT THE WAITING CALL WHILE HOLDING THE EXISTING CALL

- 1) Flash the hookswitch.
 - You will hear recall dial tone.
 - Original call goes on hold.
- 2) Dial **#4**.
 - You will be connected to the waiting call.

TO RETURN TO THE ORIGINAL CALL

- 1) Flash the hookswitch.
 - New call goes on hold.
- 2) Talk to original call.

It is possible to alternate between the two calls indefinitely by successive hookswitch flashes.

TO DISCONNECT ONE CALL AND REMAIN CONNECTED TO THE OTHER CALL

- 1) Hang up while connected to the call you wish to terminate.
 - Your telephone will ring.
- 2) Answer the remaining call.

Camp-on and Call Waiting are mutually exclusive.

CAMP-ON CALLS

A short warning tone while you are talking with someone advises you that an incoming call has been parked at your station by the attendant.

TO ACCEPT A CAMP-ON CALL

- 1) Complete the original call.
- 2) Hang up.
 - Your telephone will ring.
- 3) Answer the new call.

Camp-on and Call Waiting are mutually exclusive.

CONFERENCING

It is possible to add a third party to an existing two-party conversation. The added party can be on either a station or an outside line. Any of the three parties may disconnect at anytime, leaving the remaining two parties connected. (The system will refuse to connect certain types of trunk lines.)

TO INITIATE A CONFERENCE

- 1) Flash the hookswitch.
 - Original connection goes on hold.
 - You will hear recall dial tone.
- 2) Dial the desired number.*
- 3) Flash the hookswitch when the new party answers.
 - Three-party conference commences.

TO RETURN TO THE ORIGINAL CONNECTION

- 1) Flash the hookswitch.
 - The third party will be released and the original connection will remain.

**NOTES:*

1. *If you hear a busy tone after dialing the station number or trunk access code, flash the hookswitch **once** to return to the original call.*
2. *To return to the original call after accessing a trunk, flash the hookswitch **twice**.*

CONSULTATION CALL

This feature enables you to consult with either an inside or outside line while you hold another call.

TO CONSULT

- 1) Flash the hookswitch.
 - Original connection on hold.
 - You will hear recall dial tone.
- 2) Dial the desired number.*

TO RETURN TO ORIGINAL CONNECTION

- 1) Flash the hookswitch **twice**.
 - The first flash will actually conference all three lines.
- 2) Resume conversation.

*NOTES:

1. *If you hear a busy tone after dialing the station number or trunk access code, flash the hookswitch **once** to return to the original call.*
2. *To return to the original call after accessing a trunk, flash the hookswitch **twice**.*

DO NOT DISTURB

This feature allows a station to give a busy indication whenever the user does not wish to be disturbed.

TO ACTIVATE DND

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#2**.
- 3) Hang up.

Outgoing calls and features will still function while telephone is in the DND mode. To all incoming calls the telephone will appear to be busy.

TO CANCEL DND

- 1) Lift handset.
 - You will hear dial tone.
- 2) Dial **# # 2**.
- 3) Hang up.
 - Do Not Disturb feature is no longer active.

EXECUTIVE OVERRIDE

Executive Override allows you to enter an established conversation. The original parties receive a warning tone prior to you being conferenced.

TO OVERRIDE A BUSY STATION

- 1) Flash the hookswitch.
 - Busy tone changes to recall dial tone.
- 2) Dial **#0**.
 - A warning tone is given to the existing connection.
 - A 3-way conference now exists (any one of the parties can leave the conference and the other two will remain connected).

A short tone will be heard every 15 seconds by all parties during the override condition.

HOLDING CALLS

TO HOLD A CALL

- 1) Flash the hookswitch.
 - Receive recall dial tone.
 - Connection on hold.
- 2) Dial ***3**.
 - You will hear dial tone.
- 3) Hang up or dial another call.

TO RECONNECT THE CALL

- 1) Lift the handset.
- 2) Dial ****3**.

If you do not return to the call within a designated time period, your telephone will ring to recall you.

LEAST COST ROUTING

The system will automatically select the least costly route (trunk group) for the call that you wish to make. If that route is busy, the next best route will be selected (if permitted by your Class of Service).

TO USE LEAST COST ROUTING

- 1) Lift handset.
 - You will hear dial tone.
- 2) Dial the LCR access code _____.*
- 3) Dial the number you wish to call.
- 4A) If a trunk allowed by your Class of Service is available:
 - Your call will be dialed automatically over the proper trunk.
 - You will hear call progress tones.
- 5A) Proceed with conversation.
- 4B) If no trunks are available:
 - You will hear busy tone.
- 5B) Activate the Automatic Callback feature.

***NOTE:**

You may hear dial tone at this point if system is programmed to do so.

MAID-IN-ROOM STATUS*

Using the guest room telephone the maid can indicate, to the attendant console, that a maid is in the room and change the room status.

TO SET MAID-IN-ROOM STATUS

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#00**.
 - You will hear recall dial tone.
- 3) Dial **#01**.
 - You will hear recall dial tone.
 - Maid-in-room status is set.

TO CANCEL MAID-IN-ROOM STATUS

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#00**.
 - You will hear recall dial tone.
- 3) Dial **#02**.
 - You will hear recall dial tone.
 - Maid-in-room status is now cancelled.

TO CANCEL MAID-IN-ROOM STATUS AND SET ROOM CLEAN STATUS

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#00**.
 - You will hear recall dial tone.
- 3) Dial **#03**.
 - You will hear recall dial tone.
 - Maid-in-room status is now cancelled and room clean status is set.

**Lodging/Health Care only.*

MEET-ME PAGE

This feature will automatically connect you to a call that has been "parked" for you by the operator. If you are away from your telephone, the operator may park the call and direct you via the page system to dial an access code.

TO ANSWER A MEET-ME PAGE

- 1) Lift handset (at any telephone).
 - You will hear dial tone.
- 2) Dial the access code.
 - You will be connected to the caller immediately.

MESSAGE WAITING

This feature allows the attendant or other Message Center to inform a station user that there is a message waiting. There are two signalling possibilities:

- If your station is equipped with a Message Waiting light it will flash on and off.
- If it is not equipped with a Message Waiting light, your station will receive a double ring every 20 minutes. You will automatically be connected to the Message Center when you go off-hook.

TO CANCEL MESSAGE WAITING

- 1A) Lift handset.
 - You will hear dial tone.
 - 2A) Dial Message Center.
 - 3A) Collect message(s).
 - 4A) Hang up.
- ... or ...
- 1B) Lift handset.
 - You will hear dial tone.
 - 2B) Dial **#5**.
 - Message waiting is cancelled.
 - 3B) Hang up.

OUTGOING CALLS

TO MAKE AN OUTGOING CALL

- 1) Lift handset.
 - You will hear dial tone.
- 2) Dial the required trunk line access code.*
Trunk Access Codes: _____

_____	_____
_____	_____
_____	_____
_____	_____

- You will hear outside dial tone.
- 3) Dial the desired telephone number.

***NOTE:**

If LCR is being used in the system, see Least Cost Routing, page 15.

PAGING

TO PAGE

- 1) You will hear dial tone.
- 2) Dial the access code (see below) for the desired zone.

Paging Access Codes (location)

ZONE 1	_____	_____
ZONE 2	_____	_____
ZONE 3	_____	_____
ZONE 4	_____	_____
ZONE 5	_____	_____
ALL ZONE	_____	_____

- 3) Speak slowly and distinctly, and repeat your message.

REPEAT LAST NUMBER DIALED

The system automatically stores the last number you dialed. Therefore, if you reach a busy number or no answer, and wish to try again, simply request the system to redial the number.

TO REDIAL THE LAST NUMBER

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#7**.
 - The system will automatically redial the number.

SPEED DIAL-STATION

If your telephone is equipped with Speed Dial-Station, you can establish a personal directory of up to 10 telephone numbers.

TO USE SPEED DIAL-STATION

- 1) Lift handset.
 - You will hear dial tone.
- 2) Dial **#3**.
- 3) Dial the SD address code (0 ~ 9).
 - The system will dial the stored number.

TO STORE OR CHANGE CODE NUMBERS

A Speed Dial-Station directory may be shared by several stations. However, only one station designated as the controller can store or change numbers.

- 1) Lift the handset.
 - You will hear dial tone.
- 2) Dial **#*#3**.
 - You will hear recall dial tone.
- 3) Dial the assigned single-digit code (0 ~ 9).
- 4) Dial the number to be stored (16 digits maximum).

(continued)

SPEED DIAL-STATION (cont.)

- It may be necessary to insert a pause to allow for dial tone delay. Press the **⏸** key after the trunk access code.
- 5) Dial **#**.
- You will hear recall dial tone.
 - Number is stored.

Record SD code and telephone number for future reference.

SPEED DIAL-SYSTEM

As many as 90 telephone numbers can be stored in your Speed Dial-System directory.

TO USE SPEED DIAL-SYSTEM

- 1) Lift handset.
 - You will hear dial tone.
- 2) Dial **#6**.
- 3) Dial the SDS address code (10 ~ 99).
 - The system will dial the stored number.

TO STORE OR CHANGE A TELEPHONE NUMBER

Notify the attendant (the Speed Dial-System directory is controlled by the attendant console).

STATION-TO-STATION CALLING

TO CALL ANOTHER STATION

- 1) Lift handset.
 - You will hear dial tone.
 - 2) Dial the station telephone number.
 - You will hear the call progress tones.
 - 3) Hang up when the call is complete.
-

UNIVERSAL NIGHT ANSWER

TO ANSWER AN INCOMING CALL WHEN THE NIGHT BELL IS HEARD

- 1) Lift handset.
 - You will hear dial tone.
- 2) Dial * 1 .
 - You will be connected to the incoming call.
- 3) Speak to the caller.
- 4) Use call transfer to connect the call with the desired station.

Address Code

Name

Phone Number

10		()
11		()
12		()
13		()
14		()
15		()
16		()
17		()
18		()
19		()
20		()
21		()
22		()
23		()
24		()
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51		()
52		()
53		()
54		()

SYSTEM DIRECTORY

Address Code

Name

Phone Number

10		()
11		()
12		()
13		()
14		()
15		()
16		()
17		()
18		()
19		()
20		()
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SYSTEM DIRECTORY