Numeric		DSS	
1		1	
2		2	
3		3	
4		4	
5		5	
6		6	
7		7	
8		8	
9		9	
0		10	

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.

2. Follow all warnings and instructions marked on the product.

3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

4. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.

5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.

6. Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug or other similar surfaces. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home or office, consult your dealer or local power company.

8. The product is equipped with a three wire grounding type plug, a plug will only fit into a grounding type power outlet. Contact your

electrician to replace your obsolete outlet. Do not defeat the safety purpose of the grounding type plug.

9. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.

10. Do not overload wall outlets and extension cores as this can result in the risk of fire or electric shock.

11. Never push objects of any kind into this product as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.

12. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified service technician when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

13. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

A. When the power supply cord or plug is damaged or frayed.
B. If liquid has been spilled into the product.
C. If the product has been exposed to rain or water.
D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
E. If the product has been dropped or the cabinet has been damaged.
F. If the product exhibits a distinct change in performance.

14. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

15. Do not use the telephone to report a gas leak in the vicinity of the

SAVE THESE INSTRUCTIONS

System Speed Dial Entries

System Speed Dial Entries

100		126	
101		127	
102		128	
103		129	
104		130	
105		131	
106		132	
107		133	
108		134	
109		135	
110		136	
111		137	
112		138	
113		139	
114		140	
115		141	
116		142	
117		143	
118		144	
119		145	
120		146	
121		147	
122		148	
123		149	
124		150	
125			

SuperKey

**Superkey® Electronic Telephone Set
User Guide**

Table Of Contents

Description: As a station user, you may program your station to provide a reminder at a pre-determined time.   A single, non-repeating event is called a wake up call. When programmed, your telephone will ring to alert you at the time you have programmed.

Programming:

1.   Your telephone must be idle (on hook, speaker off).
2.   Press **[PGM]**, **[REMIND]** or **[PGM]**, **[HOLD]**.
3.   Your LCD display will show: *hh:mm dd*
                                 CHANGE? 1=Y 2=N
      Where   *hh:mm* indicates the alarm time (will be 00:00 if no alarm is set). *dd* will be 99 if a wake up call, 00 if inactive.
4.   Press **[1]**. LCD will display: **ENTER TIME** _ _:_ _
5.   Enter the time (in 24 hour format) that you wish the wake up call to activate and 99 to program it as a wake up call.
6.   Press **[SAVE]**, **[SPK]**.
7.   The LCD display will show the programmed time in the center of the top row of the display.

Note: If the duration is set to any value other than 99, the reminder is a non-cancelling reminder that will activate the background music function on your set for the time period programmed under the value (1 - 98 minutes). It will repeat daily until it is deactivated.If you have a key, you may press it to deactivate the reminder without removing the programming. You may reactivate it at any time by pressing the button again.

Cancelling a Wake Up Call:

Cancel a Wake Up Call by using the same steps as programming a wake up call. In the time and duration, you should enter all zeros (00 00 00) to cancel.

Description: The volume of the Ring, Speaker, and Handset may be programmed for each Superkey station. The volume settings may also be changed for individual calls without affecting the programmed levels.

Types: Ring Volume
Speaker Volume
Handset Volume
Temporary Volume Adjustment

Permanent Programming:
1. While your station is idle, press **[PGM]**, **[6]**.
2. If your station is equipped with LCD, the display will show:
Set Voice: 1:Ring
2:Spk 3:Handset
3. Select the device that you want to program, (**1, 2, or 3**).
4. Press **[VOL-]** to increase the volume or press **[VOL⁻]** to decrease.
5. Press **[PGM]** to save the programming and exit to idle status.

Note: Each setting has eight discrete levels. LCD sets will show the level number in the lower right corner of the LCD display.

Temporary Volume Adjustment:

1. While you are using your handset, your speaker, or your telephone is ringing, you may:
2. Press **[VOL-]** to increase the volume or press **[VOL⁻]** on the device (handset, speaker, ringer) that is operational.
3. If you are using your handset or speaker, the levels will revert to permanent programming as soon as you hang up or turn off the speaker. Ringing volume will revert to permanent programming on the next call.

Congratulations on your purchase and welcome to the Superkey® Series Electronic Key Telephone Set. The Superkey® Telephone Sets were specifically designed with you in mind to help make you more productive in communicating with customers, vendors, and fellow business associates. We at TransTel believe that you should not require extensive training to effectively use your telephone set, and as such, have taken great care in developing one of the most "user friendly" telephones available in the market today. Please take a moment to review this guide. Just as each person's job function differs, so do their telephone requirements. Pay particular attention to those features which will be most helpful for you. Since each telephone can be customized for your specific needs, your Superkey® Authorized Dealer will be happy to make sure your telephone set is configured to your requirements.

Accessories

For your reference and convenience the following accessories and replacement parts are available from your Authorized Superkey® Dealer.

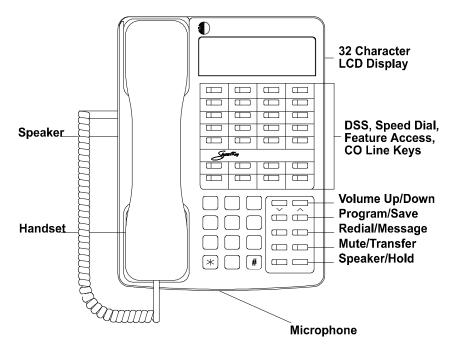| Item	Part Number	Description
SK-HND/S	60009312	Standard Handset for all Superkey model sets
SK-HND/M	60009314	Handset with mute/push to talk button
SK-HND/C	60009316	Handset Cord (10 Ft.)
SK-EKT/LK	60009318	Superkey® Electronic Telephone Label Kit

The figure below indicates the default key placement for Superkey® Electronic Telephone sets. While this figure illustrates a telephone set equipped with LCD display, it is also representative of Superkey® Electronic Telephone Sets that are not equipped with LCD display. The similarity in key layout for the two telephone is designed to allow you to more easily use a set that is different from your own.

Key Assignments for the DSS, Speed Dial, Feature Access and CO Line keys will be determined by your installation requirements. This user guide is designed to give you detailed instructions for all station features that are available to you.

Speaker

Handset

32 Character LCD Display

DSS, Speed Dial, Feature Access, CO Line Keys

Volume Up/Down
Program/Save
Redial/Message
Mute/Transfer
Speaker/Hold

Microphone

Description: Room Monitor allows you to use a speakerphone for surveillance. When a speakerphone is set up for Room Monitor, it is placed in the auto answer mode. The difference between Room Monitor and Auto Answer is that no audible tone is given to the Room Monitor station to indicate a call.

Note: The station to be monitored must be a speakerphone.

At the station that is to be monitored:

1. Press **[7]**, **[7]**, **[0]**. The LCD will display: *XX* **Room Monitor**
Where *XX* is the station number.

From any other station:

1. Dial the number of the telephone in Room Monitor Mode.
2. You will hear confirmation tone to indicate that you are connected to the station.
3. You now have a two way voice path to the station.
4. This connection will remain in place until you hang up or until the station programmed as a room monitor goes off hook and then on hook.

To remove a station from Room Monitor mode:
1. Lift handset or press **[SPK]**.
2. Hang Up handset or press **[SPK]**.

Note: The station that is programmed as a room monitor will remain in the Room Monitor mode until it is removed from the mode. Any number of stations may call the monitor (one at a time) and may monitor for any required amount of time.

4. Display will show: **SELECT LINE**
                                         PRESS 9 NO SELECT
5. Press a CO line button if you want the call to use a specific line for this call or press **[9]** if you want the first available line in your Dial 9 group.
6. The LCD Display will show the type of Speed Dial you are storing by either Spd:D*xx* if a DSS button (*xx* is the button number selected from 01-10) or Spd:N*xx* if a numeric entry (*xx* is the keypad number 00-09).

   If you selected a CO line, the display will show TK:*xx* (*xx*= the CO line that you selected 01-40) or if the Dial 9 group, TK:00.
7. Enter the actual telephone number that you want to store, (up to 30 digits, including PAUSES **[HOLD]**, FLASH **[TSF]**, or tone dialing conversion **[MSG]**.
8. Press **[SAVE]**.
9 If your telephone is equipped with LCD and the system is programmed for Dial By Name operation, the display will show:
                                         STORE WITH NAME?
                                         1=YES   2=NO
   (If your system is not programmed for Dial By Name operations, steps 9 through 14 do not apply).

10. If you do not wish to store a name or you are not using a set equipped with LCD, press **[2]**. The number is saved.
11. If you wish to store a name, press **[1]**.
12. Display will show: **ENTER NAME**
13. You may enter the name via the numeric keypad, using the letters printed on the keycaps as your guide.
14. To advance to the next position in the name or to skip a space, press **[MSG]**. To backspace and re-enter a previously entered character, press **[REDIAL]**.
15. When you are finished entering the name, press **[SAVE]**. The number and name will be saved for your future use.

Note: Personal Speed Dial is subject to any toll control assigned to your station.

Description: Superkey LCD telephones allow you to select, activate and program most system features even if you do not have all the keys that are required to program. This is called the feature menu.

1. Press **[PGM],[0]** . The LCD will begin scrolling through the feature menu. Each menu item will be displayed for two seconds. The system will then scroll to the next menu item.

2. You may press **[*]** to step the display backwards or press **[#]** to move the display forward. At any time you may press **[0]** to access the feature that is displayed on the LCD.

3. Feature programming or activation continues according to the individual descriptions in this features guide.

Note: The feature menu also lists the keystrokes required in order to invoke or program a function within the Superkey system.

Advisory Messages

Description: Superkey Electronic Telephones equipped with LCD displays have the capability to leave Advisory Messages that can be read by other stations. These are most often placed on stations during temporary absences from telephone locations.
Most messages may be appended with a time or date indicator to show your expected return time or date.

<u>**Setting up a message**</u>:

1. Press **[PGM],[MSG]** . LCD will display:
                                         Select Message
                                         Enter Message # __
2. Enter the number of the message that you want to display (See list below).

Note: You may scroll forward through the messages by pressing **[VOL-]** or scroll backwards through the messages by pressing **[VOL ⁻]**.
3. If appropriate, enter the time or date that you expect to return. If you have selected message 9, you may program your own

message. The characters that you may program are listed in the table below.

4. Press **[SAVE]**. Your telephone will provide confirmation tone.

5. To return your telephone to the idle state, press **[SPK]**.
6. Your LCD will display your selected message. Any station that calls your station will have the message echoed to its display.

Turn off a message:

1. Press **[PGM]**, **[MSG]**. LCD will display:
                                  Select Message
                                  Enter Message # __
2. Press **[SPK]**. The message will clear from your display.

Messages:
    0. On Vacation   5.   Do Not Disturb
    1. Will Be Back   6.   Call STN
    2. At Lunch   7.   Gone For The Day
    3. In a Meeting   8.   Out Of Town
    4. Call   9.   (Blank display)

Description: Personal Speed Dialing allows you to save numbers on your telephone set that are for your exclusive use. You may have personal speed dial numbers that can be programmed on the first 10 DSS keys of your Superkey set or stored as one of ten numbers you can access from the numeric dial pad or both. Additionally, if your phone is equipped with a LCD display and a **[DIR]** key, you will have access to personal speed dial's Dial by Name function.

Note: Personal Speed Dial numbers are subject to your station's toll programming.

Types: Speed Dial by numeric keypad.
              Speed Dial by DSS button.
              Dial by Name. Please see Dial By Name in this guide.
              Programming

Speed Dial by Numeric Keypad
1. Press **[SPD]**.
2. LCD Display (if equipped) will show: **Enter Bin #___**
3. Press **[0]**, plus the personal location (0-9). The system will access the line programmed and dial the telephone number stored. If no line was selected when the number was programmed, the system will access the first available line in your Dial 9 group and dial the digits.

Speed Dial by DSS button
1. Press **[SPD]**.
2. LCD Display (if equipped) will show: **Enter Bin #___**
3. Press one of the programmed **[DSS]** buttons (1-10).
4. The system will access the CO line stored with the speed dial number.

Programming

1. Press **[PGM]**. Press **[SPD]**. [Press **[#]** (console only)].
2. LCD Display (if equipped) will show: **DIAL SPEED #0-9**
                                          OR PRESS DSS
3. Enter the storage location by dialing through for numeric or by pressing button 1 through 10.

6. The display will show the first name that matches. If that is not the name desired, press **[VOL-]** again until the display shows the proper name. If the end of the list is reached, the system will begin again at the first name in the list.
7. If there is no match, the display will show:

<div align="center">

NO ENTRIES
TRY AGAIN.

</div>

You may return to step 5 above and continue with a valid entry or lift the handset and return to an idle state.
8. When the desired name is found, you may lift the handset or press **[SPK]** and the call will be automatically placed.

Numeric (Bin) Access

1. Press **[SPD]** button.
   LCD will display: **Enter Bin #___**
2. Enter three digit speed dial entry.
3. The speaker will activate and the number will be dialed.
4. You may press **[SPK]** or lift the handset when the other party answers.

Description: There are several ways that you may answer calls at Your telephone. Depending on the particular type of call and the system programming, calls may require different actions in order to answer them.

Intercom Calls

Voice Announce Call:
If the system is programmed for Voice Announce calls, you will hear a quick tone. The calling party will then be routed to your speaker. To answer the call and have the ability to talk back to the caller press **[MIC]** (if your telephone is equipped with a speakerphone) or lift the handset .

Note: If your telephone is programmed for Auto Answer, your microphone will activate automatically upon a voice announce call. It is not necessary to press any buttons to answer a call if your station is in the Auto Answer mode.

Tone Signal Call:
If the system is programmed for Tone Signalling on Intercom calling, or if you are called by a single line telephone, you will hear a double ring that repeats until you answer the call. You may answer the call by pressing **[SPK]** if your telephone is speakerphone equipped or by lifting the handset.

External Calls Ringing Your Telephone Set
For outside line calls that ring at your telephone, lift the handset or press **[SPK]**. You will be connected to the call.

External Calls Not Ringing At Your Set

Calls With DSS Line Appearance:
Incoming calls on a line that appears on your set may be picked up by pressing the flashing CO line key. You will be connected to the call.

Note: This feature depends on system programming. On some systems this option may be disabled. If that is the case, this procedure will not work.

Calls That Do Not Appear on Your Telephone Set:
If an incoming call is not ringing on your telephone set and it does not appear on a line button on your telephone set, you may answer the call by one of several methods, depending on the way the call is presented.

Ringing Line Is Known:
1. If you know which line is ringing into the system, press **[*]**.
2. The LCD on your telephone (if equipped) will display:

    1=LN   2=GP
    3=STN 4=DEPT

3. Press **[1]**. The display will show:

    Enter LINE #

4. Enter the line number (1-8) that is ringing. You will be connected to the call.

Line is ringing at a station within your pickup group:
1. Press **[*]**.
2. The LCD on your telephone (if equipped) will display:

    1=LN   2=GP
    3=STN 4=DEPT

3. Press **[4]**. You will be connected to the call.

Line is ringing at a station in a pickup group other than your own:
1. Press **[*]**.
2. The LCD on your telephone (if equipped) will display:

    1=LN   2=GP
    3=STN 4=DEPT

3. Press **[2]**.   Display shows:

    Enter GROUP #

4. Dial the group where the call is ringing (1-8).   You will be connected to the call.

Description: System Speed Dialing allows telephone numbers to be stored in the system and made available for use by all stations.   All stations may have access to system speed dial.   A station's toll classification may govern the actual ability to dial system speed dial numbers.

Note: The actual number of speed dial numbers in the system is dependant upon the system mix of personal speed dial numbers and whether the system is programmed for a system directory.

Types: Dial by Name (Directory) Access
Numeric (Bin) Access

Dial By Name (Directory) Access

Note: Dial By Name is only available to stations equipped with LCD Displays.   **[DIR]** must be programmed on the system in order to utilize the Directory Function.

1. Press **[DIR]** button.
2. The LCD Display will show: ***/#=SYS/PER. SPD**
                                     1=Intercom
3. Press **[*]**.
4. Display Shows: **ENTER LETTER**
5. Press the button containing the first letter of the desired speed dial name. Continue to press the number until the desired letter appears in the lower left corner of the display.
    When the desired letter is shown in the display, press **[VOL-]**.

Key 1= Q Z (Blank Space) 1	Key 2=A B C 2
Key 3=D E F 3	Key 4=G H I 4
Key 5=J K L 5	Key 6=M N O 6
Key 7=P R S 7	Key 8=T U V 8
Key 9=W X Y 9	Key 0= . : & 0
Key *= - / ! *	Key #=( ) $ #
Redial= Backspace	MSG = Forward

Description: The attendant console(s) are allowed to program System Reminders. System Reminders allow you to provide a common audilble indication (background music) to all Superkey Electronic Telephone sets at a pre-determined time. System Reminders occur at the same time every day. Up to ten system reminders may be set on any system.

Note: Only stations that are programmed as consoles have this ability.

1. Press **[REMIND]**. LCD will display: **SYS REMINDER ***
                                        OR DIAL STN#
2. Press **[*]**. LCD will display: **SELECT REMINDER**
                                          #0-9
3. Select the reminder number that you wish to program (0-9).
4. Display will show: **RMD#*X*   *hh:mm dd***
                                        CHANGE? 1=Y 2=N
Where *X* is the reminder number selected (0-9) and
hh:mm is the starting time of the reminder (24 hour clock)
dd is the duration of the reminder in minutes (01-98).
5. Press **[1]**. LCD will display: **ENTER TIME __:__**
                                      ENTER TYPE __
6. Enter the start time of the reminder (24 hour format) and the duration on minutes (01-98).
7. Press **[SAVE]**. LCD will display: **Reminder Set !!**
8. The display will update the next time you use your telephone.

Description: Automatic Line Access allows a station to gain access to a telephone line without pressing a specific CO line button. It is also known as Dial 9 access.

1. Lift the Handset or press **[SPK]** button. The system will provide intercom dial tone.
Note: This step is optional. If this step is not performed, the telephone set will automatically enter the monitor or speakerphone mode (depending on telephone type) when step 2, below is completed.

2. Dial **[9]**.
3. Outside CO line dial tone will be returned from the first available CO line in your Dial 9 group. If no outside lines in your group are available, you will hear a Busy signal.

Note: In some systems, you must dial **[0]** instead of **[9]**. Please check with your system administrator for the applicable access code.

Description: Automatic Last Number Redial allows you to repeatedly dial the last external number that was dialed from your telephone.

1. Place an outside CO line call.
2. Hang Up.
3. Lift the Handset or press **[SPK]**. **Note:** This step is optional.
4. Press **[SPD]**, **[REDIAL]**.
5. The system will access a CO line and dial the number that was previously dialed from your telephone.
6. The system will remain off hook for a pre-programmed period. If you do not lift the handset or press the **[MIC]** button, the telephone will automatically hang up.
7. The system will periodically repeat steps 5 and 6 until either the number of attempts has been satisfied (as per system programming) or until you lift the handset, press **[MIC]**, or press **[SPK]** while the speaker is active.

The **[PGM]** button will flash while the Auto Last Number Redial function is in operation.

Description: Auto Redial allows you to save a telephone number for use at a later time. This feature is in addition to Last Number Redial.

1. You have dialed an outside call. The number does not answer or is busy.
2. Press **[SAVE]**.
3. The lower portion of the LCD (on display telephones) will display:

Auto Save

4. You may hang up.
5. You may make other calls if you wish.
6. While your telephone is idle, press **[SAVE]**.
7. The telephone will access an available line, turn on your speaker and redial the saved number.
8. If you take no action, the system will monitor the call for a programmable period of time and then disconnect the call and return your telephone to idle. The **[PGM]** button will wink, indicating that Saved Number Redial is active.
9. The telephone set will periodically access a CO line and continue to redial the saved number. Steps 7 and 8 will continue for a programmed number of times or until you lift the handset or press **[SPK]** while the system is on the line.

Note: If you place another call while Auto Redial is active, your telephone will wait until you have finished the call and resume the Auto Redial mode.

Background Music

Description: If your system is equipped with background music or music on hold capabilities, you may choose to have the music broadcast over your telephone's speaker when your set is idle.   Background music will automatically be interrupted whenever you initiate a telephone call or receive a call.

1. While your set is idle, press **[#]**.   The **[SPK]** button will light. Background music will be heard through your telephone speaker.
2. You may discontinue background music by pressing **[#]** or by pressing the lit **[SPK]** key.

Description: The attendant console(s) are allowed to program Station Reminders, including wake up calls. Station Reminders allow you to provide a common audilble indication (background music) to a specific Superkey Electronic Telephone set at a pre-determined time or to ring a Superkey Set or Single line telephone set at a pre-determined time (wake up). Station Reminders occur at the same time every day. Wake up calls will cancel after they are invoked.

Note: Only stations programmed as consoles have this ability.

1. Press **[REMIND]**. LCD will display: **SYS REMINDER ***
                                         OR DIAL STN #
2. Dial Station number.

4. Display will show: *XX   hh:mm dd*
                                 CHANGE? 1=Y 2=N
Where *XX* is the station selected and *hh:mm* is the starting time of the reminder (24 hour clock)
       dd is the duration of the reminder in minutes (01-99). 01-98 denote a repeating station reminder. 99 indicates a self cancelling Auto Wake Up Call.
5. Press **[REMIND]**. LCD will display: **ENTER TYPE** _   **:**
6. Enter the start time of the reminder (24 hour format) and the duration in minutes (01-99).
7. Press **[SAVE]**. LCD will display: **Reminder Set !!**
                                       XX   hh:mm dd
8. The display will update the next time you use your telephone.

Note: If a wake up call is not answered, and a console has a wake up key, the wake up key will flash, to indicate the presence of an unanswered wake up call. Pressing the key will cause the LCD to display the identity of the unanswered call. The operator can lift the handset to immediately recall the station, or press the button again to cancel the wake up call.

Description: As a station user, you may program your station to provide a reminder at a pre-determined time every day. A daily, repeating event is called a station reminder. When programmed, your telephone will provide background music over the speaker to alert you at the programmed time.

Note: This function may also be accessed from the feature menu.

Programming:

1. Your telephone must be idle (on hook, speaker off).
2. Press **[PGM]**,**[REMIND]**.
3. Your LCD display will show: *hh:mm dd*
                      CHANGE? 1=Y 2=N
   Where *hh:mm* indicates the alarm time (will be 00:00 if no alarm is set). *dd* will be 01-98 if a station reminder, 00 if inactive.
4. Press **[1]**. LCD will display: **ENTER TIME __:__**
                                   ENTER TYPE __
5. Enter the time (in 24 hour format) that you wish the wake up call to activate and 01-98 to specify the duration of the reminder.
6. Press **[SAVE]**, **[SPK]**.
7. The LCD display will show the programmed time in the center of the top row of the display.

Note: If the duration is set to 99, the reminder is a self-cancelling reminder that will ring your set at the programmed time. It will automatically cancel.

Cancelling a Station Reminder:

To cancel a station reminder the procedure is the same as programming a station reminder, except that the time and type must all be entered as zeros (00 00 00).

Description: Depending on system programming, you may have the ability to barge in on another station's conversation. When you perform a Barge In, the station(s) being interrupted receive an audible tone to inform them that an intrusion is about to occur. Barge In may also be performed on a CO line.

1. You call another station. It is busy.
2. Press **[0]**. If you are authorized to intrude, the station (and whoever that station is in conversation with will hear a tone.
3. When the tone stops, you will be admitted to the conversation. You will have the ability to converse with both parties that are in the conversation.
4. If equipped with LCD, the telephone(s) that are involved in the original conversation will show your identity and indicate that you are overriding the call.
5. Your telephone, if equipped with LCD, will show both parties that are involved in the conversation that you are overriding.
6. When you hang up, the two parties can resume their normal conversation.

Note: Barge In capability is assigned by number. A station may Barge In on any conversation where all parties are at an equal or lesser number than your telephone set. It is for this reason that you may be able to barge in on some stations, and not others. Not all stations will have the capability to Barge In.

Description: Call Park provides the capability for a Superkey Electronic telephone to "stow" a call so that it may more easily be picked up by other stations.

To Place a call into a park orbit:

1. Establish a call (either incoming or outgoing).
2. Press **[HOLD]**. The call is on Hold.
3. Press **[PARK]** or dial **[8]**, **[5]**, **plus the parking slot (0-9)** where you wish to place the call.
4. If the slot is available, you will continue to hear the Hold "double beep" tone. If the slot is in use, you will hear busy tone. You may immediately dial another slot number (0-9) in order to find a free parking slot. When an available slot is found, you will hear dial tone, indicating that the call is parked.

Note: If you have an LCD telephone and a [PARK[button, the system will automatically assign a park position to your call. The park slot will be displayed on your LCD.

To retrieve a call from a Call Park orbit:

1. Lift Handset or press **[SPK]**.
2. Press **[PARK]** or dial **[8]**, **[5]**, **plus the parking slot (0-9)** where the call is parked.
3. You will be connected to the call. If the Call Park slot is empty, you will hear a busy tone.

Note: If you have a CO line key for the line that you parked, you may also press the line button to be connected to the parked

Description: Station lock lets you secure your telephone so unauthorized calls cannot be made from your station. While your station is locked, only numbers that are in the locked toll class and System Speed Dial Unrestricted can be dialed. All others are denied.

To Lock Your Station:
1a. Press **[PGM]**, **[LOCK]** if your station has a Lock button, **OR**
1b. Press **[PGM]**,**[9]** .
2. LCD (if equipped) will display: **Security Code**
3. Enter a three digit code.
4. Press **[SAVE]**. Press **[SPK]**. Your station is now locked. The LCD will display in the upper right hand corner:

Lock On

Note: It is important that you remember the code used to lock your telephone. You must use it to unlock your telephone. If you forget, the telephone can only be unlocked by the attendant or through system programming.

To Unlock Your Station:

You may unlock your station by repeating the same steps that lock it. Your display will show: **Lock Off**

To Temporarily Unlock Your Station:

1. Press **[PGM]**, **[#]**.
2. LCD (if equipped) will display:

Security Code
3. Enter the three digit code used to lock the telephone set.
4. If the code matches the code used to lock the set, you will be connected to an outside line. You may place a call.
5. As soon as you disconnect from the outside line, the telephone set will revert back to its original locked status.

Description: You are on an outside call and you need to save a number for dialing later. Supersave provides a way for you to save the number to your telephone set so that you can dial it later.

SuperSave:

1. You are on an outside call.
2. Press **[SAVE]**.
3. Dial the new telephone number that you wish to save.
4. You may hang up.
5. Make other calls if you wish.
6. While your telephone is idle, press **[SAVE]**.
7. The telephone will access an available line, turn on your speaker and redial the saved number.
8. If you take no action, the system will monitor the call for a programmable period of time and then disconnect the call and return your telephone to idle. The button will wink, indicating that Saved Number Redial is active.
9. The telephone set will periodically access a CO line and continue to redial the saved number. Steps 7 and 8 will continue for a programmed number of times or until you lift the handset or press while the system is on the line or until you make another call.

Description: Call Pickup lets you answer a call that is not ringing at your telephone.

Types: CO Line Pickup
Station Group Pickup
Individual Station Pickup
Departmental Pickup
All Pickup

CO Line Pickup

To answer a CO line that does not appear on your telephone and does not ring on your telephone:

1. Lift Handset or press **[SPK]** . **Note:** This step is optional.
2. Press **[PICKUP]** or press **[*]**.
3. LCD Display (if equipped) will show:

<div align="center">

1=LN   2=GP
3=STN 4=DEPT

</div>

4. Press **[1]**. LCD will display: **Enter Line #**
5. Enter the line number that you wish to pick up (1-8 for SK-824, 01-40 for SK-200) .
6. You will be connected to the selected line, unless it is in use by another station.

Station Group Pickup

To answer a call that is ringing within a specific station group:
1. Lift Handset or press **[SPK]**. **Note:** This step is optional.
2. Press **[PICKUP]** or press **[*]**.
3. LCD Display (if equipped) will show:

<div align="center">

1=LN   2=GP
3=STN 4=DEPT

</div>

4. Press **[2]**. LCD Display will show: **Enter GROUP #**
5. Enter the group number that you wish to pick up (1-8).
6. You will be connected to the call ringing at a station in the selected group. If more than one telephone within the group is ringing, you will be connected to the oldest call in the group. If there is not a call ringing in the group, you will hear busy tone.

Individual Station Pickup

To answer a specific ringing station:

1. Lift Handset or press **[SPK]**. **Note:** This step is optional.
2. Press **[PICKUP]** or press **[*]**.
3. LCD Display (if equipped) will show: **1=LN   2=GP**
                                                  3=STN 4=DEPT
4. Press **[3]**. LCD will display: **Enter STN**
                                                  NUMBER # _
5. Enter the station number that you wish to pick up. If the station is ringing, you will be connected to the caller that is ringing the station. If the station is idle, you will receive busy tone.

Departmental Pickup

Departmental Pickup allows you to answer a call ringing at another station within your own station group.

1. Lift Handset or press **[SPK]**. **Note:** This step is optional.
2. Press **[PICKUP]** or press **[*]**.
3. LCD Display (if equipped) will show: **1=LN   2=GP**
                                                  3=STN 4=DEPT
4. Press **[4]**. You will answer the call that was ringing within your pickup group. If no station was ringing in your group, you will hear a busy tone.

All Pickup

All Pickup allows you to pick up the oldest ringing call in the system, without regard for the station number or type of call.

1. Lift Handset or press **[SPK]**. **Note:** This step is optional.
2. Press **[PICKUP]** or press **[*]**.
3. LCD Display (if equipped) will show: **1=LN   2=GP**
                                                  3=STN 4=DEPT
4. Press **[*]**. You will answer the oldest call that was ringing anywhere within your system. If no call was ringing, you will hear a busy tone.

Description: Saved Number Redial allows you to save a telephone number for use at a later time. This feature is in addition to Last Number Redial.

Automatic Save:

1. You have dialed an outside call. The number does not answer or is busy.
2. Press **[SAVE]**.
3. The lower portion of the LCD (on display telephones) will display:

    Auto Save

4. You may hang up.
5. Make other calls if you wish.
6. While your telephone is idle, press **[SAVE]**.
7. The telephone will access an available line, turn on your speaker and redial the saved number.
8. If you take no action, the system will monitor the call for a programmable period of time and then disconnect the call and return your telephone to idle. The **[PGM]** button will wink, indicating that Saved Number Redial is active.
9. The telephone set will periodically access a CO line and continue to redial the saved number. Steps 7 and 8 will continue for a programmed number of times or until you lift the handset or press **[SPK]** while the system is on the line or until you make another call.

Note: If you lift the handset or press **[SPK]** immediately before step 6 above, the system will dial the number without the automatic redial functions taking effect.

Privacy Release

Description: Privacy Release allows a Superkey to allow other stations to enter into an existing conversation.

1. A station is on a call.
2. Press **[PRI RLS]**.
3. Another station dials the extension number of the station that pressed **[PRI RLS]**.
4. The additional station (from step 3) is added to the conversation.
5. Any number of internal parties up to can be allowed into the conversation by repeating steps 2 through 4 above.

Pulse To Tone Conversion

Description: In some situations, your local CO lines may accept only pulse dialing to place calls. However, it may be desirable to be able to output DTMF tones after the call is connected (such as voice mail, answering machines, automated banking services, etc.). In such instances, the Pulse to Tone function will be of use to you.

1. Select a CO line and dial a call (the CO line is a pulse or rotary line).
2. Press **[MSG]**. All digits dialed after this point will be DTMF.

Call Split/Swap

Description: Call Split/Swap allows you to quickly alternate between two different calls in the system.

Note: If your station does not have a pre-programmed **[SPLIT/ SWAP]** button you should substitute **[SPD]**, **[#]** in its place.

1. Establish the first call (either intercom or external CO call).
2. Press **[HOLD]**. The first call is on Hold.
3. Establish the second call (either intercom or external CO call).
3a. You may also have a three way conference established.
4. Press **[SPLIT/SWAP]**. The second caller is on Hold. You are connected to the first caller.
5. You may continue to alternate between the two callers as many times as you wish. Each time you wish to alternate, press **[SPLIT/SWAP]**.

Note: If your station is equipped with LCD display, after you have completed step 4, the party on hold will be shown in the bottom half of your LCD display. The connected party will be shown in the top half of the LCD display. As you **[SPLIT/ SWAP]** between the two parties, their positions on the LCD will change as well, so that you always know which party is connected to your station.

Call Transfer

Description: Call Transfer permits you to route a call directly to another station.

Types: Unscreened Transfer
Screened Transfer
Camp-On (Call Waiting)
External Transfer (See Unsupervised Conference in this document)

Unscreened Transfer

1. You are in conversation with another station or CO line.
2. Press **[HOLD]**.
3. Dial the station number where you wish to transfer the call.
4. When it rings, press **[TSF]**. The call is transferred.

Note: You may also use the Dial by name function in place of step 3, if your telephone is equipped for dial by name. See Also Dial By Name in this guide.

Screened Transfer

1. You are in conversation with another station or CO line.
2. Press **[HOLD]**.
3. Dial the station number where you wish to transfer the call.
4a. If the system is programmed for tone signaling or you are transferring to a single line telephone set, wait for the station to answer.
4b. If the system is programmed for voice announce signaling you will hear a tone indicating that you are on the called station's speaker.
5. Announce the call. Press **[TSF]**. The call has been transferred.

Note: You may also use the Dial by name function in place of step 3, if your telephone is equipped for dial by name. See Also Dial By Name in this guide.

Camp-On (Call Waiting)

1. You are in conversation with another station or CO line.
2. Press **[HOLD]**.
3. Dial the station number where you wish to transfer the call.
4. The station number called is busy.
5. Press **[TSF]**. The call is camped-on to the busy station. If the busy station is a single line telephone, it will hear a tone in the handset to indicate that a call is waiting. (This is a function of system programming and may not occur on all systems). If the station is an electronic set, it will hear a tone through the telephone's speaker indicating that there is a call waiting.

Description: Paging allows you to make voice announcements through externally provided paging systems and internal telephone speakers.

To access paging:

1. Lift the handset or press **[SPK]**.
2. Press **[#]** or **[PAGE]** if equipped.
3. Press the access code for the type of paging you want to use:
   [0]=Internal and External All Page
   [1]=Internal All Page
   [2]=Internal Zone Page (you must also dial the zone number 1-8).
   [3]=External Zone Page (also dial the zone number 1-2 on the SK-824 or 1-8 on the SK-200).
   [9]=External All Page (opens all external zones).

Description: Answer Page allows you to speak directly with a person that is paging.
1. Lift the handset or press **[SPK]**.
2a. Press **[#],[*]**. You will be connected to the party that is making the page.

Note: This function will pick up the station that is using ANY paging function, internal, external, or all page.

Description: You may temporarily disable the transmitter on your telephone handset so that you may converse without the other party hearing your conversation.

Handset Mute:

1. While using your handset on a call, press **[MIC]**. The button will light. This indicates that your telephone transmitter is temporarily disabled. You will still be able to hear the call.
2. Press **[MIC]** again. The button will go dark. This indicates that the transmitter has been turned back on.

   These steps can be repeated as many times during a conversation as you wish.

Speakerphone Mute:

1. While in the Speakerphone mode, the **[MIC]** button indicates that status of the speakerphone's microphone. If the button is lit, the microphone is active. If it is dark, the microphone is inactive.
2. You may alternate between active and inactive (muted) as many times as you wish by pressing the **[MIC]** button.

Off Hook Voice Announce

Description: Some stations in your system may be equipped for Off Hook Voice Announce. If they are equipped with OHVA, you can be routed to the speaker on their telephone set and can carry on a converation that is independent from the call that is on their handset.

1. Call a station in your system. The station is busy.
2. Press **[1]** or if your telephone is programmed with a **[OHVA]** button, you may press it instead.
3. You will be connected to the busy station via the speakerphone portion.

Note: If the station that you are attempting to OHVA is using the speakerphone, the feature will not operate. You will continue to receive busy tone. Also, if the OHVA circuit is in use by a station while you activate OHVA, you will continue to receive busy tone.

Description: When you attempt to access an outside CO line and it is busy, you may elect to be notified when it becomes available.

1. Lift handset or press **[SPK]**. (This step is optional).
2. Dial **[9]** or press a CO line button. The line is busy.
3. Press **[MSG]**. Hang up (if you were using the **[SPK]**, your telephone will become idle as soon as you press the **[MSG]** button).
4. When the line or line group that you attempted to access becomes free, your telephone set will ring.
5. When you answer your telephone, you will be connected to outside CO line dial tone.
6. You may dial your call normally.

Note: If you do not answer your telephone in Step 4 above, the system will automatically cancel the callback feature after approximately 90 seconds.

Calling the Doorphone

Description: The Superkey Telephone system is equipped to support two doorphones. If your system is equipped with doorphones, you may call the doorphones.

1. Lift the Handset or press **[SPK]**. **Note:** This step is optional.
2a. Dial **[8]**,**[8]** to call doorphone 1.
2b. Dial **[8]**,**[9]** to call doorphone 2.
3. You will be connected to the doorphone dialed if it is not talking to another station. While you are talking to the doorphone, you may press **[0]** to activate a door strike release. If there is not a door strike relay programmed for the system, this will have no effect on the doorphone. If you have a door phone key programmed on your telephone, you may activate the strike release relay by pressing it, instead of **[0]**.

Note: You cannot place a doorphone on Hold, conference a doorphone, or transfer a call to a doorphone.

Description: Call Forwarding allows you to re-route calls that normally would ring at your telephone set. The Superkey system supports four variations of Call forwarding. Always Forward (also known as Follow me), Busy Forward, No Answer Forward and Busy/No Answer Forward.

Programming:

1a. Press **[PGM]**, **[FWD]** .
1b. If your set does not have a programmed CFWD button, press **[PGM]**, **[1]**.
2. LCD (if equipped) will show: **FWD 1=ALL 2=BSY**
   3=NO/A 4=BSY/NOA
3. Press the number corresponding to the desired type of forwarding. LCD (if equipped) will show:
   ENTER EXTENSION
   OR PRESS DSS
4. Enter the station number where you want your calls forwarded or press the button corresponding to the station where you want your calls forwarded.
5. Your LCD will display **CFWD {**_Type_**}**
   TO _XX_ **hh:mm**
Where _XX_ is the station where your calls are forwarded and hh:mm is the current time.
6. If your station is equipped with a button, it will flash to indicate that call forwarding is in effect on your station.

Note: Stations with buttons may deactivate Call forwarding by pressing the button. The button will stop flashing. It is not necessary to re-program call forwarding at a station with the button. It can be re-activated and de-activated by pressing the button. It is only necessary to re-program Call forwarding on these stations when you want to change the forwarding type or location.

Deactivating:

1. Repeat steps 1, 2, and 3 listed above for any programming.
2. Enter your own station number.
3. Call forwarding is deactivated.

Description: Message Waiting lets you to notify another station that you attempted to contact them. If their telephone is LCD equipped, they will also know who called and the time the message was left.

To Set Message Waiting:
1. Call another station, either by dialing the station number or pressing **[DSS]** button for their station.
2. You may press **[MSG]** if the station does not answer or is busy.
3. The [MSG] button will flash at the station where you left the message.
   If the station is equipped with LCD, the display will show:
   _XX_ **MESSAGES**

To Respond to Messages Waiting:
From LCD equipped set:
1. When a message is left at your telephone your **[MSG]** button will flash. The top portion of the display will show:
   XX MESSAGES
2. Press **[MSG]**. The display will show:
   Call _STATION NAME_
   _xx_   **hh:mm**
   This tells you who left the message (Station Name), their station number (xx) and the time that they left the message (hh:mm).
3a. To call that station, lift the handset or press **[SPK]**. The party that left the message will be called.
3b. To cancel the message without returning the call, press **[#]**.
3c. To scroll through to other messages (if you have more than one) press **[VOL-]** or **[VOL⁻]**. You may return any call by using step 3a, above.

From non-display set:
1. When a message is left at your telephone your **[MSG]** button will flash.
2. Lift Handset or press **[SPK]**. Press **[MSG]**. You will call the station that left the message.

Note: If you hang up after you have contacted a station by the steps listed above and the **[MSG]** continues to flash, you have more messages waiting on your station.

Description: In some installations, it may be desirable to allow you to program some keys to satisfy your own functions, rather than the standard key programming that applies to all stations. For that reason you may be allowed to override Keys 21-28 to program your own "functions." These flexible functions may be composed of up to five (5) keystrokes of any key that appears on your telephone. This way, you can custom tailor your telephone set to satisfy your own personal requirements.

To Program a Key:
1. Press **[PGM]**, **[8]**.
2. Press the **[DSS]** button of the key you wish to program.
3. Continue to press the keys that you wish to store up to a total of 5 buttons.
4. When you have entered all valid buttons that you wish to program, press the **[DSS]** button again to save your entry.

To Return a Flexible Function Key to Default Status:
1. Press **[PGM]**, **[8]**.
2. Press the **[DSS]** button of the key you wish to return to default.
3. Press the **[DSS]** button again.
4. The key is now the original function as was assigned during system programming.

To Use a Flexible Function Key
1. Press the programmed button. The flexible function that is stored will be activated.

Note: **[VOL-]** and **[VOL⁻]** cannot be stored as part of a macro.

Description: Camp-On provides the ability to transfer a call to a station that is on another call. It provides audible notification and on sets equipped with LCD display will provide visual indication of the party being camped-on.

Camping a Call On To a Busy Station:

1. You are in a conversation with a party on an outside line.
2. Press **[HOLD]**.
3. Dial the station where you wish to transfer the call. It returns busy tone.
4. Press **[TSF]**. The call is camped-on to the busy station.

Note: If the camped on station does not answer the call within a pre-programmed time (under system software control) the camped on caller will re-ring your telephone set.

Answer a Call That Is Camped On To Your Station:

1. You will hear a double ring on the telephone speaker indicating a camped on caller. If your set is LCD equipped, the display will show the source of the party that is camped on, (i.e., LN 1, Local, etc.).
2. To answer the camp on you may:
3a. Finish the call that you are on and hang up. The camped on call will ring your telephone set. You may answer normally.
OR
3b. You may place your existing call on HOLD and Hang Up. The camped on call will ring your telephone set. You may answer normally.

Description: Check In - Check Out allow an operator station to change the dialing restriction of a telephone. This is commonly used in Hotel applications where there is a need to "turn off" dialing capabilies of individual room telephones. This function is only available to system operators.

Note: The use of Check In - Check Out requires that function keys are programmed on the telephone set.

Check In:
1. Press the **[CHECK IN]** key.
2. Dial the extension number to be unrestricted.
3. Press **[SAVE]**. LCD on telephone will say: **Lock Off**
                                                    xx
   Where ***xx*** is the extension number that is locked
4. Press **[SPK]** to return the set to idle.

Check Out:
1. Press the **[CHECK OUT]** key.
2. Dial the extension number to be restricted.
3. Press **[SAVE]**. LCD on telephone will say: **Lock On**
                                                    xx
   Where ***xx*** is the extension number that is locked
4. Press [SPK] to return the set to idle.

Description: Central Office (CO) lines can be directly selected by a station user.

Types: DSS key selection.
         Access Code Selection.

DSS Key Selection:
1. Press a Central Office Line button. If access is allowed, you will receive Central Office Dial tone.
2. You may dial a call over the connected line.

Access Code Selection:
1. Dial **[8]**, plus the line number (between 01 and 08 for SK-824, 01 - 40 for SK-200). If access is allowed you will receive Central Office Dial tone.
2. You may dial a call over the connected line.

Last Number Redial

Description: Last Number Redial automatically stores the last number that was dialed from your telephone.

1. Place an outside CO line call.
2. Hang Up.
3. Press **[REDIAL]**. The system will access a CO line and dial the number that was previously dialed from your telephone.

Note: Last Number Redial is updated every time you access a CO line and dial at least one digit. If you access a line and dial no digits, Last Number Redial is not updated.

Last Number Redial does not store intercom numbers.

Description: Intercom calling describes calling from one station to another within the Superkey Telephone System.

Types: Station Dialing
DSS
Directory Dialing.

Station Dialing:
1. Lift Handset or press **[SPK]** button
2. Dial station number of station desired.

DSS:
1. Lift the handset or press **[SPK]** button.
2. Press button of desired station.

In either condition above, the called station either RINGS, returns BUSY tone or DO NOT DISTURB tone, depending on the status of the called station. LCD equipped stations will receive confirmation of the status of a called station.

Immediate CO Line Access

Description: Automatic Line Access will connect you to the first available line in your Dial 9 Group when you lift the handset while in an idle state.

To Enable/Disable:

1. Press **[7]**, **[7]**, **[1]**.
2, If Auto Line Access was previously disabled, it is now enabled. If it was previously active, it is now disabled.

Note: Automatic Line Access is only applicable when the handset is lifted. Activation of the button will still provide intercom dial tone.

Description: Conference allows you to create a conversation of two or more other parties. Up to 5 other parties may be joined in a conference (six total conferees).

Types: Station Controlled Conference
Unsupervised Line Conference

Station Controlled Conference
To establish a conference:
1. Establish first telephone call (either CO or intercom call).
2. Press **[HOLD]**. The first caller is on system hold.
3. Establish second call (either CO or intercom call).
4. Press **[CONF]** or **[DND]**, (depending on your system's programming).
5. The first and second caller are now in conference with you.
6. Steps 2 through 5 may repeated to a maximum of five other parties in the conference.

To exit a conference in progress:
1. You have a conference established as per the steps described above.
2. Press **[CONF]** or **[DND]** . Your station will be returned to idle.

Rejoining a conference:
1. Press the CO line button that is involved in the conference. You will hear busy tone.
2. Press **[CONF]** or **[DND]**.   You will be readmitted to the conference.

Unsupervised Line Conference
1. You have established a conference via the station controlled conference above.
2. The conference consists of two or more outside CO lines and no other internal stations.
3. Press **[CONF]** or **[DND]** (depending on your system programming).
4. Your station is returned to idle and the outside lines are connected together.

Description: Depending on system programming, you may have the ability to monitor another station's conversation. When you perform a Conversation monitor, the station(s) being monitored will receive no notification of the monitor. This is a helpful function in any operation where the quality of customer service is of importance.

1. You call another station. It is busy.
2. Press **[#]**. If you have the authority to monitor, you will be allowed in to the conversation. The microphone on your telephone handset (or Speakerphone, depending on your status when you initiate the monitor) is muted. You will be able to listen to the conversation, without a talk path into the conversation. No notification is given to the station that you are monitoring.
3. Your telephone, if equipped with LCD, will show both parties that are involved in the conversation that you are monitoring.
4. You may press your **[MIC]** button at any time during the monitor to enter the conversation. This button will affect the operation of your handset or your speakerphone (if you are equipped with a speakerphone), depending on which mode you were using when you began the monitor.
5. At any time you may exit the monitor function by replacing the handset or pressing the **[SPK]** button.

Note: Monitor capability is assigned by number. A station may monitor any station that is a lower number than your telephone set. It is for this reason that you may be able to monitor some stations, and not others. Not all stations will have the capability to monitor.

Exclusive Hold
Placing a Call on Exclusive Hold:
1. You are in conversation with an external party.
2. Press **[HOLD]** twice (two times). The other party is on exclusive hold. You may use your telephone normally. All other stations with an appearance of the line will continue to see the line as busy (solid Red light). If your phone has an appearance of the CO line, the LED will be green and "double wink" while you have the call on Exclusive Hold.

Retrieving your own call from Exclusive Hold:
1a. Press the flashing line button. You will be connected to the call.
1b. If you do not have an appearance of the line on exclusive hold, dial **[*]**, **[1]** plus the line number (4-8 on the SK824, 01-40 on the SK-200) that you placed on exclusive hold. You will be connected to the caller.

Retrieving another station's Exclusive Hold:
1. Press the **[CO]** button for the line you wish to retrieve.
2. Press **[HOLD]**. You will be connected to the call.

Note: You must have an appearance of the CO line that you wish to retrieve from Exclusive Hold.

Description: System Hold allows you to temporarily disconnect from a telephone call, yet retain the ability to re-connect with the call at a later time. While the caller is on hold, he may be connected to a music source so that he is certain that he has not been disconnected from your system.

Exclusive Hold provides a greater degree of ownership of a held call than system hold and may be subject to different timing parameters than a call placed on system hold. Exclusive Hold only applies to CO lines. Internal calls may not be placed on Exclusive Hold.

Types: System Hold
Exclusive Hold

System Hold
Placing a call on Hold:
1. You are in conversation with another party (intercom or external).
2. Press **[HOLD]**. The other party is on hold. You may use your telephone normally.

Retrieving a call with a DSS appearance on your phone:
1. Press the flashing **[DSS]** or **[CO]** key that is associated with the station or CO line that is on hold.
2. You will be connected with the held caller.

Retrieving a station or Line not appearing on your phone:
1. Lift Handset or press **[SPK]**.
2. Press the **[TSF]** key. You will be connected to the station that you previously held.

Retrieving a call held by another station:
1. Press **[PICKUP]** (if equipped) or press **[*]**.
2. Display will show: 1=LN   2=GP
                                  3=STN   4=DEPT
3. Press **[3]**. Display will show:
                                  Enter STN #
4. Enter the station number where the call was held.
5. You will be connected to the party that was placed on hold by that station.

Description: While the system clock is highly accurate, it may be desirable at certain times to set the date and time on the system. Any station that is defined as a system console (operator) may set the time as per the directions below.

1. Press **[PGM]**, **[HOLD]**,**[SAVE]**.
2. LCD will display: Date *mm-dd-yy* **01**
                                 Time *hh:mm* **Day** *D*
Where *mm-dd-yy* are month (01-12) - day (01-31) - year (00-99) and *hh:mm* is hour (00-24) : minute (00-59) and *D* is Day of Week

Day of Week: 1=Monday, 2=Tuesday, 3=Wednesday,
              4=Thursday, 5=Friday, 6=Saturday, 7=Sunday,

3. Enter the information for all fields and press **[SAVE]** .
4. Your LCD will update with the next use of your phone.

Note: If you are not defined as a system console, the above procedures will allow you to set a Wake Up or Station Reminder for your own station.

Day - Night Service Switching

Description: System Consoles may select whether the Superkey system provides automatic Day-Night Service Switching or manual switching.

Selecting Manual or Automatic Switching:

1. Press **[PGM]**, **[NIGHT]** or **[PGM]**, **[TSF]**. LCD display will depend on the mode that is currently in operation on the system. Display will be one of the following:

Day Service   If the system is presently in Day Service with
                     Day/Night Switching set to manual.

DAY SERV TIME   If the system is in Automatic Day/Night
hh:mm **To** *hh:mm*   Switching Mode.

Night Service   If the system is in Night Service with
Manual   manual switching.

Night Service Auto   If you are in the process of changing the switching type.

2.   Press **[*]** to toggle between the switching modes, either Automatic or Manual.

Note: This setting does not switch the system between Night And Day service unless you change from manual to automatic switching and the time period dictates that the mode is opposite of what is presently operational. In other words, if you are in Day Service mode with manual switching and you change to Automatic Switching, if the system is programmed for Night Service to be active at that time, the system will switch into Night Service.

Manually Switching Between Day and Night Service:

1.   Press **[NIGHT]**. The system will toggle between Day Service and Night Service with each press of the button.

Note: Your telephone must be defined as a system console (operator) in order to perform these functions.

The system displays the Service condition (Day or Night) through both the LCD display and the **[NIGHT]** button. During Night Service, the LCD will show NIGHT in the top right corner of the display and the **[NIGHT]** button will rapidly flash. During Day service the button will be dark and the telephone display will operate normally.

Also note that when a change occurs between Night Service and Day service, the LCD will not update and discontinue the NIGHT indication until the station has been cycled off hook and on hook.

Description: All Superkey Electronic Telephone sets may be used in the Handsfree mode for On Hook Dialing. If the Superkey Electronic Telephone set is equipped with a speakerphone, you may carry on a two way conversation "Hands Free."

Placing Intercom Calls:

1.   Dial the station number that you wish to reach or press the station's **[DSS]** button.
2.   Your station will automatically enter the on hook dialing mode. You will be able to hear call progress tones through the telephone speaker.
3a.   If the party answers, you may lift the handset to begin the conversation.
3b.   You may begin the conversation or lift the handset and begin the conversation.

On Hook Dialing (External):
1.   Press a **[CO]** line button or dial **[9]**. The **[SPK]** button will light and you will be connected to an outside line.
2.   Dial the number that you wish to reach. You will hear all call progress over the telephone's internal speaker.
3a.   If the party answers, you may lift the handset to begin the conversation.
3b.   If you have a speakerphone, you may press **[MIC]** to activate the microphone or lift the handset and begin the conversation.

Alternating Between Handset and Handsfree:
1.   While in the Handsfree mode, you may lift the handset to change to the handset mode of operation.
2.   While in the handset mode, you may change to the handsfree mode by pressing **[SPK]**. This will allow you to hang up the handset and utilize the built in speaker in the system.
3.   These steps may be repeated as many times as you like.

Note: All speed dial functions, including Dial by Name may be accessed in the Handsfree mode. For more information, see System Speed Dialing, Personal Speed Dialing, and Dial by Name in this document.

Description: Flash provides a timed temporary disconnection while on a CO line. Depending on your particular installation, the Flash will be programmed for either Centrex/PABX operation or CO disconnect operation. Only one will apply to your system.

Types: Centrex/PABX Flash.
CO disconnect operation.

Centrex/PABX Flash

1. Flash only operates while you are connected to an outside line.
2. While on an outside call press **[TSF]**.
3. You will hear Centrex or PABX "Special" or "Transfer" dial tone.
4. You may now transfer the call as per the directions for your Centrex or PABX system.

CO Disconnect Operation

1. Flash only operates while you are connected to an outside line.
2. While on an outside call press **[TSF]**.
3. You will be disconnected from the previous call.
4. You will then be connected to Central Office dial tone and allowed to make another telephone call.

Forced Account Code

Description: Forced Account Codes provide the means to secure telephones from toll abuse. A restricted station may enter a forced account code and make a call free of toll control.

1. Telephone set should be idle (on hook, speaker off).
2a. Press **[ACCT]** if your station has an account code key **OR**
2b. Press **[PGM]**, **[4]**.
3a. If your station can dial ANY Forced Account Code,
the LCD will display :   **Enter Class Code**
3b. If your station is programmed for only one Account Code,
the LCD will display: **Enter Acct Code**
4. Enter your forced account code.
5. If the account code is accepted, the telephone set monitor speaker will be activated and you may dial a call.

Description: Dial by name allows you to utilize your Superkey LCD equipped telephone set to dial intercom calls, personal speed dial calls, and system speed dial calls by name rather than by number.

Note: In order to utilize Dial By Name, your telephone must be equipped with LCD and a programmed button.
1. Press **[DIR]**.
2. The LCD will display: ***/#=SYS/PER. SPD**
               1=Intercom
3. Select the directory that you want to utilize by pressing either **[*]**, **[#]**. or **[1]**.

Note: Depending on how your system is programmed, steps 2 and 3 may not appear.

4. The LCD will display: **ENTER LETTER**
5. Using the letters as printed on the keypad, enter the first letter of the name that you want to dial.

Key 1 = Q Z (Blank Space) 1	Key 2 = A B C 2
Key 3 = D E F 3	Key 4 = G H I 4
Key 5 = J K L 5	Key 6 = M N O 6
Key 7 = P R S 7	Key 8 = T U V 8
Key 9 = W X Y 9	Key 0 = . : & 0
Key * = - / ! *	Key # = ( ) $ #
Redial = Backspace	MSG = Forward

6. When the letter that you want is displayed in the lower left corner of the LCD, press **[VOL-]**. The lower portion of the display will show the first matching name. If that is not the name you want, you may press **[VOL⁻]** again to scroll through the names. When the end of the list is found, the system will "wrap around" and

Description: When invoked, Do Not Disturb prevents other people from calling your station. Outside calls will not cause your telephone to ring. Anyone that is using a Superkey telephone set with LCD will see on their display that your telephone is in Do Not Disturb.

Activate Do Not Disturb:

1. Press **[PGM]**, **[MSG]**, **[5]**, **[SAVE]**, **[SPK]**.
2. Your telephone set will display: **DND**
                                          Do Not Disturb
3. Any other telephone that attempts to call you will receive Do Not Disturb (Fast Busy) tone. Other telephones equipped with LCD will receive a display indicating that you are in Do Not Disturb Mode.

Note: On some systems, you may have a Do Not Disturb Button. If you have such a key, you may activate and de-activate Do Not Disturb by pressing **[DND]**. When Do Not Disturb is active, the **[DND]** button will flash. When Do Not Disturb is inactive, the button will be dark. While your telephone is in Do Not Disturb, you will hear interrupted intercom dial tone when you go off hook.

De-activate Do Not Disturb:

1. Press **[PGM]**, **[MSG]**, **[SPK]**.
2. Your LCD display will return to a normal idle display. Do Not Disturb is now de-activated on your station.

Description: Environment Monitor allows you to "listen in" on another station location. With this function, if you are allowed, you may activate the monitor on any station that is equipped with a speakerphone while that station is idle. While you are monitoring, the station being monitored does not receive any indication that it is being monitored.

1. Dial **[7]**, **[7]**, **[4]**, and the station number that you want to monitor.
2. Your LCD if equipped will display: **Monitor**
                                          XX   Name
Where *XX* is the station number and *Name* is the name assigned to the station that you are monitoring.
3. The monitor will remain in place until you terminate it by disconnecting from it (hang up or turn off speaker) or the station being monitored goes off hook or presses speaker.

Note: This function is assigned by level in system programming. It is possible that you may monitor some stations and not others. Your system may be programmed so that this feature is unavailable to you.