
DSX

DSX Telephone Feature Handbook

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This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

NEC Unified Solutions, Inc.
4 Forest Parkway
Shelton, CT 06484
www.necunifiedsolutions.com

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Introduction

Using the DSX Feature Handbook

How the Feature Handbook is Organized

This feature handbook describes the features and operation of the DSX Multibutton Telephone. It is divided into two chapters, as follows:

➤ **Introduction**

This is the chapter you are reading now. It provides a handy quick reference chart for the system feature codes, as well as key layout illustrations for each telephone.

➤ **Features**

The *Features* chapter contains the description and operation for each DSX telephone system feature. For feature operation, use the convenient operation charts at the end of each feature.

Additionally, at the end of this manual are the *DSX Program List* (page 929) and *Index* (page 947).

The System Document CD

The System Document CD provided with your system contains documentation, software, and other DSX resources. Insert this CD into your PC and browse through its contents.

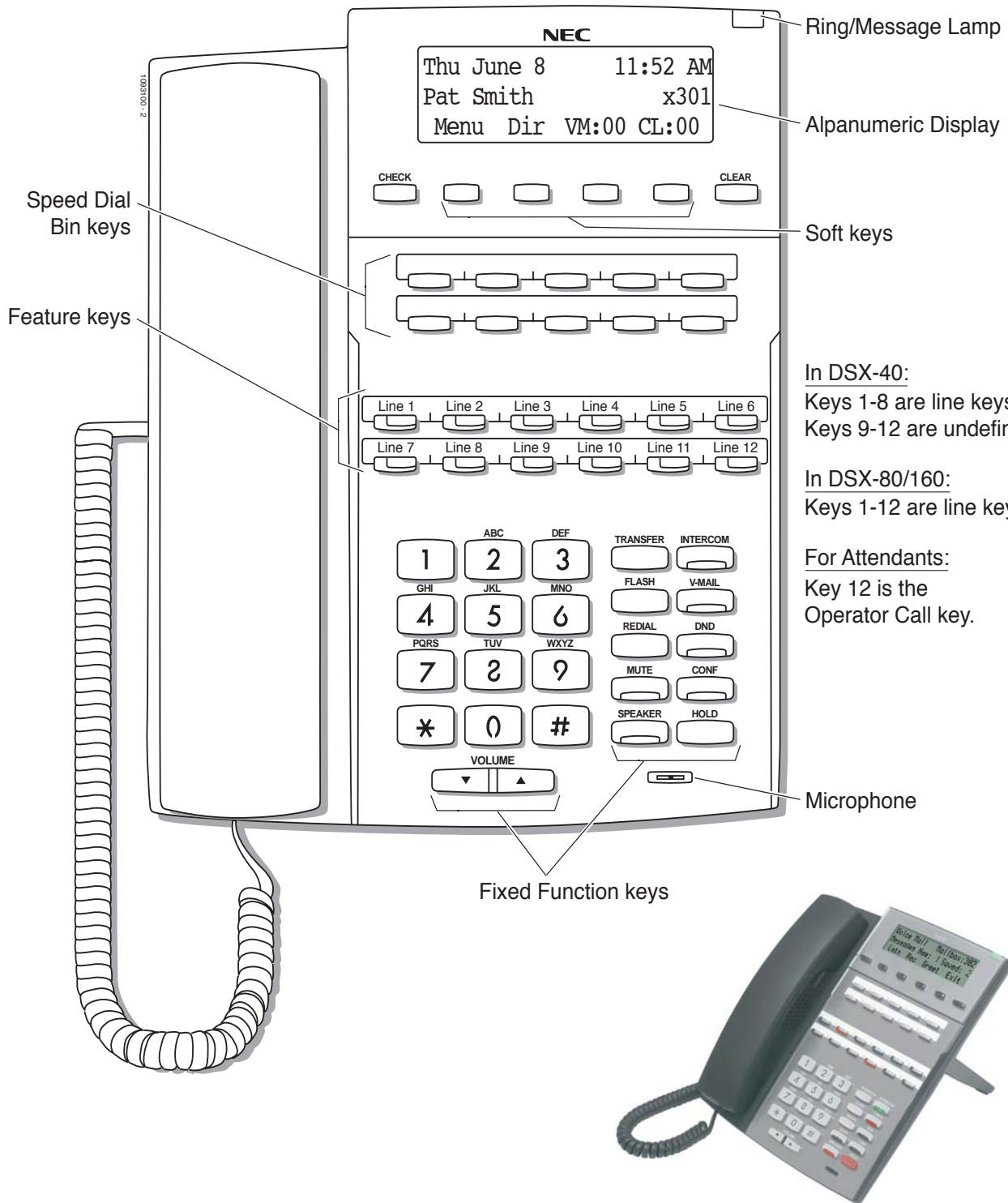
Checking your System's Software Level

How to Check your System's Software Level	
To check your system's software level:	
1.	Press INTERCOM .
2.	Dial ### . <ul style="list-style-type: none"> • The system software level shows on the first line of your display. • You see: DSX-nn vxx.xx.xx
3.	Press SPEAKER to exit.

DSX Dial Codes by Feature (Page 1 of 2)		
For this feature	Dial this code	When you are
Barge In (Intrusion)	4	Barging-In on a co-worker's call
Call Forwarding	INTERCOM + *30	Canceling Call Forwarding at an extension
	INTERCOM + *32 + Extension or 0 (for the operator)	Enabling Call Forwarding Busy/No Answer
	INTERCOM + *33	Setting up Call Forwarding Off Premise
	INTERCOM + *34 + Extension or 0 (for the operator)	Enabling Call Forwarding All Calls
	INTERCOM + *36 + Extension or 0 (for the operator)	Enabling Call Forwarding No Answer
	INTERCOM + *37 + 2 (all calls) or 8 (outside calls)	Setting up Personal Answering Machine Emulation
Call Waiting / Camp-On	2 + Do not hang up 2 + Hang up	Camping-On to a co-worker Leaving a Callback for a co-worker
Central Office Calls, Placing	INTERCOM + #9 + Line number (e.g., 01)	Using Line Dial-Up to place an outside call
	INTERCOM + Line extension number (e.g., 101)	Using Direct Line Access to place an outside call
	INTERCOM + 9 or 90-98	Accessing a Line Group to place an outside call
Dial Number Preview	*	Previewing a number before dialing
Directed Call Pickup	INTERCOM + ** + Extension	Intercepting a call ringing a co-worker's extension
Flash	#3	Flashing a line at a single line extension
Forced Line Disconnect	#	Using Forced Line Disconnect to disconnect a busy outside line
Group Call Pickup	INTERCOM + *#	Answering a call ringing a phone in your Pickup Group
Hold	INTERCOM + *4 + Line number (e.g., 01)	Picking up an outside call on System Hold at a co-worker's extension
Intercom	INTERCOM + Extension (e.g., 301)	Placing an Intercom call to a co-worker
Meet-Me Conference	INTERCOM + #11 or # 12	Setting up or joining a Meet-Me Conference

DSX Dial Codes by Feature (Page 2 of 2)		
For this feature	Dial this code	When you are
Monitor / Silent Monitor	6	Setting up Monitor after calling a busy co-worker
Night Service / Night Ring	** + UNA code (01-04)	Answering a call ringing UNA at night
Paging	INTERCOM + *1 + Page zone (1-7 or 0 for All Call)	Making an internal Paging announcement
Park	INTERCOM + * + System Park Orbit (60-69)	Parking or retrieving a call from System Park Orbit
	INTERCOM + ** + Extension (e.g., 301)	Using Personal Park to Park or retrieve a call at a co-workers extension
Removing Lines and Extensions From Service	INTERCOM + #40 + Extension (e.g., 301) or line (e.g., 101) + 4 (to return) or 6 (to remove)	Removing or returning an extension or line to service
Selectable Display Messaging	INTERCOM + *38 + Message (00-16) + Hold + Add additional digits + Hold	Enabling a Selectable Display Message
Speed Dial	INTERCOM + # + System bin (201-299) or Personal bin (701-720)	Dialing a System or Personal Speed Dial number
Transfer	INTERCOM + Extension (e.g., 301)	Transferring a call to a co-worker's extension
	INTERCOM + Extension (e.g., 301) + V-MAIL	Transferring a call to a co-worker's mailbox
Line Queuing / Line Callback	2	Queuing or leaving a Callback for a busy line
Voice Mail	INTERCOM + V-MAIL	Calling your mailbox from your keyset
	Lift handset + *8	Calling your mailbox from your single line telephone
	INTERCOM + Extension (e.g., 301) + V-MAIL	Transferring a call to a co-worker's mailbox from your keyset
	Hookflash + Extension (e.g., 301) + 8	Transferring a call to a co-worker's mailbox from your single line telephone
	INTERCOM + *37 + 2 (all calls) or 8 (outside calls)	Setting up Personal Answering Machine Emulation
	INTERCOM + *30	Canceling Personal Answering Machine Emulation
Voice Over	9	Initiating a Voice Over to a busy extension (after hearing busy/ring tone)

Telephone Illustrations

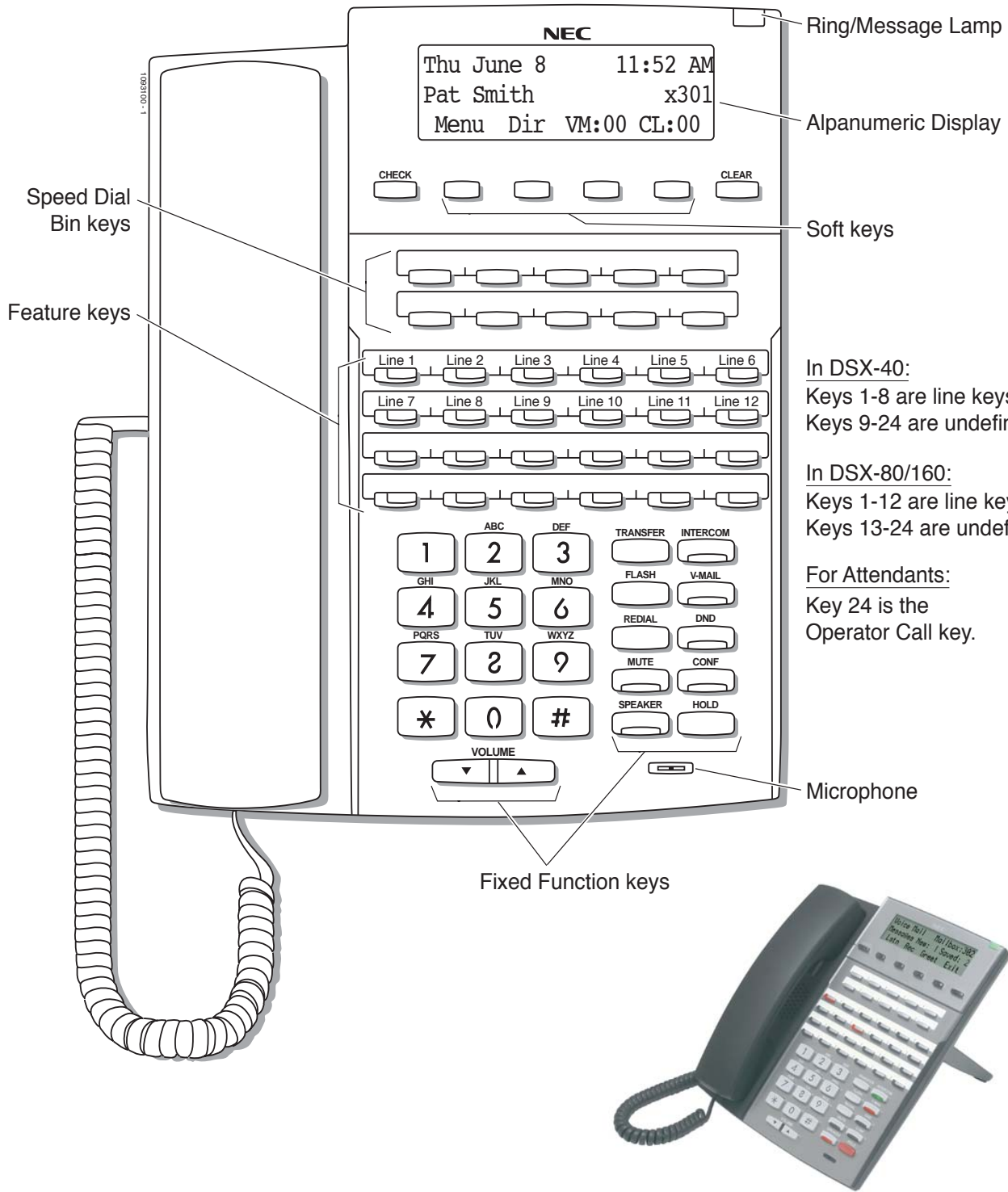


In DSX-40:
Keys 1-8 are line keys.
Keys 9-12 are undefined.

In DSX-80/160:
Keys 1-12 are line keys.

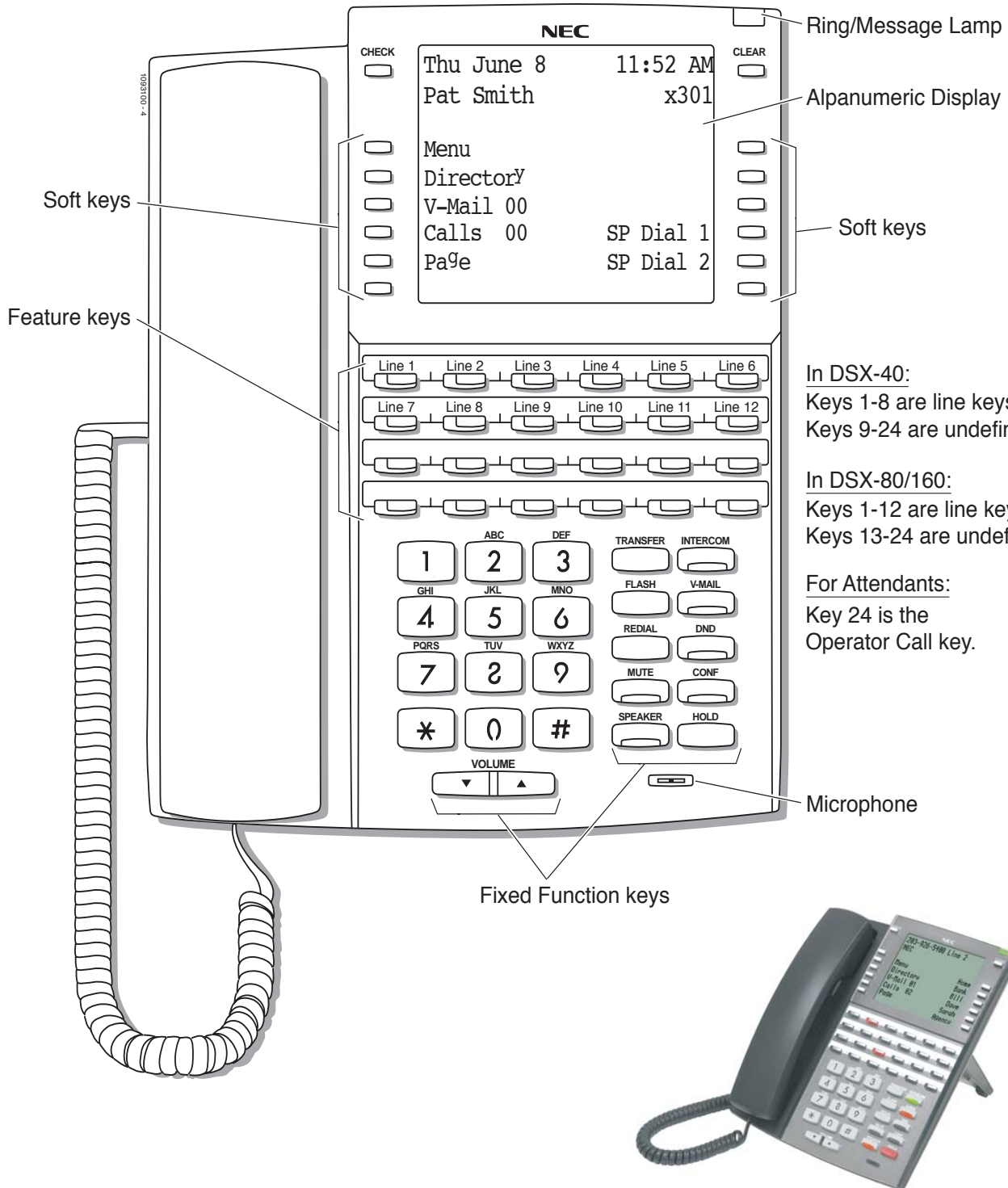
For Attendants:
Key 12 is the
Operator Call key.

22-Button Display Telephone



34-Button Display Telephone

Telephone Illustrations

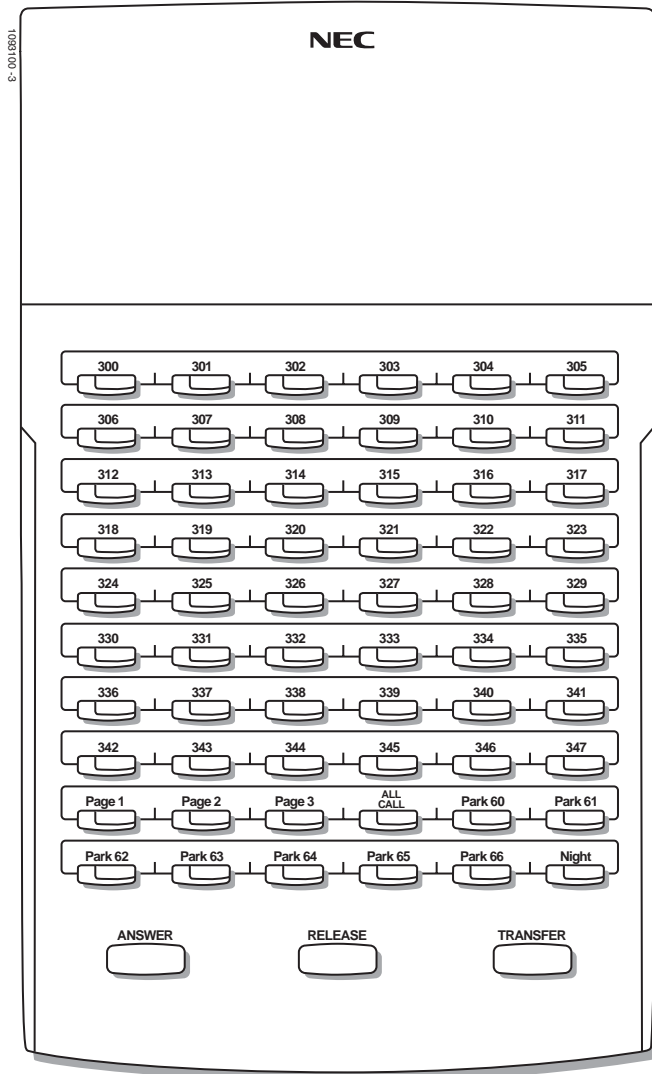


In DSX-40:
Keys 1-8 are line keys.
Keys 9-24 are undefined.

In DSX-80/160:
Keys 1-12 are line keys.
Keys 13-24 are undefined.

For Attendants:
Key 24 is the
Operator Call key.

34-Button Super Display Telephone



60-Button DSS Console

Introduction

How To Use This Chapter

This chapter provides detailed information on the system's features. The features in this chapter are in alphabetical order, like a dictionary, and are subdivided into headings as follows:

- **Description**
Read *Description* to get an overview of the feature.
- **Operation**
Refer to this heading for convenient, compact, yet detailed operation charts for using each feature.

Description

Use Account codes to categorize and/or restrict outside calls.

Account Codes are user-dialed codes that help categorize and/or restrict outside calls. Account Codes are from 2-10 digits long, using any combination of the digits 0-9. There are three types of Account Codes:

- Optional (Unforced Account Codes)
- Forced Account Codes
- Verified Account Codes

Optional (Unforced) Account Codes

Optional Account Codes allow a keyset extension user to enter an Account Code while placing an outside call or any time while on a call. This type of Account Code is optional: the system does not require the user to enter it. If the keyset user is already talking on an outside call, their conversation continues uninterrupted while they enter an Account Code.

Single line telephone users can only enter an Account Code while placing their outside call.

Forced Account Codes

Forced Account Codes require an extension user to enter an Account Code every time they place an outside call. If the user doesn't enter the code, the system prevents the call. The system can require Forced Account Codes for all outside calls, or just for toll calls (as determined by Toll Restriction programming). Note that Forced Account Codes do not pertain to incoming calls.

Verified Account Codes

With Verified Account Codes, the system compares the Account Code the user dials with a list of codes programmed into the Verified Account Code Table. If the Account Code is in the table, the call goes through (provided it is not prevented by an extension's Toll Restriction programming). If the code is not in the table, the system prevents the call. Verified Account Codes, if enabled, apply only to Forced Account Codes.

Using Account Codes and Speed Dial

To simplify Account Code operation, Personal and System Speed Dial bins can contain Account Codes. Keep the following in mind when using Speed Dial and Account Codes:

- The Account Code can be either the first or last entry in the bin, and must be preceded and followed by the # character. For example, the Account Code 1234 must be entered as #1234#.
- The Speed Dial bin can contain an Account Code followed by an outside number, or just the Account Code. The Account Code must be preceded and followed by a # entry. If the bin contains just the Account Code, the user must be sure to press the bin key before dialing the outside number.
- If the system has Verified Account Codes enabled, the Account Code entered in the Speed Dial bin must match an entry in the Verified Account Code Table.
- If the Speed Dial bin does not contain an Account Code, the user must enter the Account Code manually. If Forced Account Codes are enabled, the system requires the user to enter the Account Code before it outdials the stored Speed Dial number.
- An extension user can preselect a line for a Speed Dial call.

Using Account Codes with Last Number Redial and Save

Last Number Redial and Save do not store Account Codes. This means that the user must manually enter an Account Code to have it included with a call dialed using Last Number Redial and Save. If Forced Account Codes are enabled, the system requires the user to enter the Account Code before it outdials the stored number saved by Last Number Redial or Save.

An extension user can preselect a line for a Last Number Redial or Save call.

Account Codes and Emergency Calls

Account Codes are never enforced for emergency (911 and 1+911) calls.

Operation

Optional (Unforced) Account Codes [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
<ul style="list-style-type: none"> For keysets, Optional Account Codes apply to both incoming and outgoing calls. For outgoing calls, you can enter the Account Code before or after dialing the outside number. For Single Line sets, Optional Account Codes apply only to outgoing calls. You must enter the Account Code after getting dial tone on the line but before dialing the outside number. 		
To enter an Optional (Unforced) Account Code:		
1.	Place or Answer outside call.	
2.	[Acct Code] [Acct]	Press Account Code soft key. <ul style="list-style-type: none"> You can optionally press an Account Code Feature Key or dial # (if enabled).
3.	When you see Enter Account Code , enter Account Code. <ul style="list-style-type: none"> An Account Code can be up to 10 digits long, using the digits 0-9. 	
4.	[Acct Code] [Acct]	Press Account Code soft key. <ul style="list-style-type: none"> You can optionally press an Account Code Feature Key or dial # (if enabled).
5.	For outside calls only:	
	a.	Dial your outside number. <ul style="list-style-type: none"> Toll Restriction may still prevent you from dialing certain outside numbers.

Forced Account Codes [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
<ul style="list-style-type: none"> Forced Account Codes may prevent Speed Dial from dialing 911 emergency services. Forced Account Codes do not apply to incoming calls. 		
To enter a Forced Account Code:		
1.	Access a line for an outgoing call. <ul style="list-style-type: none"> You hear three beeps. 	
2.	When you see Enter Account Code , enter Account Code. <ul style="list-style-type: none"> An Account Code can be up to 10 digits long, using the digits 0-9. If your system has Verified Account Codes enabled, you <u>must</u> enter one from the Verified Account Codes Table. If you enter an invalid Verified Account Code, your call will be cut off in the next step. Skip this step to bypass Account Code entry (for example, when dialing a local call and your system requires Account Codes only for toll calls). 	
3.	[Acct Code] [Acct]	Press Account Code soft key. <ul style="list-style-type: none"> You can optionally press an Account Code Feature Key or dial # (if enabled).
4.	Dial your outside number. <ul style="list-style-type: none"> Toll Restriction may still prevent you from dialing certain outside numbers. 	

Alphanumeric Display

Description

The Alphanumeric Display messages help the display telephone user process calls, identify callers and customize features.

The 22- and 34-Button Display Telephones have a three-line, 24-character per line alphanumeric display. The first line displays the date and time (while idle) and feature status messages. The second line is used extensively by IntraMail. The third line displays the Soft Key definitions.

The 34-Button Super Display Telephone has a nine-line, 24-character per line alphanumeric display. The first line displays the date and time (while idle) and feature status messages, just like the 22- and 34-Button Display Telephones. The second line is used extensively by IntraMail. Lines 4-9 are the comprehensive Super Display Telephone soft key definitions.

- ▶ To learn more about the display telephones:
 - see *22-Button Display Telephone* on page 4
 - see *34-Button Display Telephone* on page 5
 - see *34-Button Super Display Telephone* on page 6
- ▶ To learn more about the Soft Keys, see *Interactive Soft Keys* on page 92.

Operation

Refer to the individual features for feature operation.

Description

Attendant Call Queuing helps minimize call congestion in systems that use the attendant as the overflow destination for unanswered calls.

An unlimited number of callers can queue for the attendant. The callers hear ringback while they wait for the attendant to answer — not busy tone. If you have the attendant as the overflow destination for Direct Inward Lines, for example, unanswered DILs will “stack up” at the attendant until they are answered.

Operator Call Key

The last Feature Key on an attendant telephone is permanently assigned as an Operator Call key. When the operator has Intercom calls waiting to be answered, the calls queue under this key. The key winks (on) when calls are queued.

The Operator Call key is a permanent assignment for all extensions assigned as operators. You cannot change this assignment. Attendant Call Queuing is a permanent, non-programmable feature.

Operation

Attendant Call Queuing [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer a call flashing the Operator Call Key:		
1.	Press the flashing Operator Call key.	

Attendant Position

Description

The attendant is the system's call processing focal point.

The attendant is the focal point for call processing within the system. The system can have up to four attendants. In addition to the features of a standard keyset, the attendant also has the following unique capabilities (refer to the respective feature for details):

- *Attendant Call Queuing* (page 13)
Incoming Intercom calls from co-workers queue for the attendant. The callers never hear busy tone.
- *Barge In (Intrusion)* (page 18)
The attendant can break into another extension user's established call. This option is enabled in the attendant's Class of Service (COS 1).
- *Direct Line Access* (page 43)
Direct Line Access lets the attendant user dial a code to access an individual line. This option is enabled in the attendant's Class of Service (COS 1).
- *Forced Line Disconnect* (page 78)
In an emergency, the attendant can release (disconnect) another user's active outside call. This option is enabled in the attendant's Class of Service (COS 1).
- *Line Queuing / Line Callback* (page 102)
The attendant can Camp-On (queue) for a busy line. This option is enabled in the attendant's Class of Service (COS 1).
- *Night Service / Night Ring* (page 112)
An attendant with a *System Night* key can put the system in the night mode. This option is enabled in the attendant's Class of Service (COS 1).
- *Removing Lines and Extensions from Service* (page 131)
The attendant can remove problem lines from service — then return them to service once the problem is corrected. This option is enabled because the attendant has Direct Line Access enabled in their Class of Service (COS 1).

The attendant should use a 34-Button Display or 34-Button Super Display Telephone. In addition, most attendants should find a DSS Console helpful when processing calls.

Operation

Attendant Position [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To call the attendant:		
1.	Press INTERCOM . <ul style="list-style-type: none">• You hear dial tone.	
2.	Dial 0 . <ul style="list-style-type: none">• You hear two beeps.• This calls the attendant assigned to your extension. If your system has multiple attendants, you can reach them by dialing 01-04.• In a multiple attendant system, you can dial 0 and wait on the line to automatically call operator 1.	

Description

Instead of redialing, have Auto Redial periodically retry a busy outside number.

Auto Redial periodically redials a busy outside number. If a keyset user places an outside call and the call recipient is busy, the user can press a soft key to enable Auto Redial. The keyset user doesn't have to retry the number, hoping it will go through.

Auto Redial will periodically retry the number up to 15 times. Auto Redial cancels when the called party rings or answers, or when the extension:

- ▶ Places or answers another outside call.
- ▶ Receives an Intercom voice announcement or answers an Intercom call by lifting the handset or pressing **SPEAKER**.
- ▶ Presses **SPEAKER** to cancel Auto Redial.
- ▶ Presses any other fixed feature key except **MIC**.
- ▶ Lifts and replaces the handset.
- ▶ Presses the **CANCEL** soft key (Super Display only).

Operation

Auto Redial [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]			
To enable Auto Redial:					
1.	Place an outside call and receive busy tone.				
2.	<table border="1" style="width: 100%;"> <tr> <td style="width: 20%;">[Auto Redial] [Alnd]</td> <td>Press to enable Auto Redial. <ul style="list-style-type: none"> • The system enables Auto Redial for the last outside call you dialed. </td> </tr> </table>	[Auto Redial] [Alnd]	Press to enable Auto Redial. <ul style="list-style-type: none"> • The system enables Auto Redial for the last outside call you dialed. 		
[Auto Redial] [Alnd]	Press to enable Auto Redial. <ul style="list-style-type: none"> • The system enables Auto Redial for the last outside call you dialed. 				
	<table border="1" style="width: 100%;"> <tr> <td style="width: 20%;">You see:</td> <td style="width: 20%;">WAITING (30 SEC) AUTO REDIAL 1 OF 15</td> <td>The display shows the interval between callout attempts (e.g., 30 seconds), as well as how many times redial has occurred (e.g., 1 of 15). <ul style="list-style-type: none"> • SPEAKER winks when your telephone has Auto Redial enabled. </td> </tr> </table>	You see:	WAITING (30 SEC) AUTO REDIAL 1 OF 15	The display shows the interval between callout attempts (e.g., 30 seconds), as well as how many times redial has occurred (e.g., 1 of 15). <ul style="list-style-type: none"> • SPEAKER winks when your telephone has Auto Redial enabled. 	
You see:	WAITING (30 SEC) AUTO REDIAL 1 OF 15	The display shows the interval between callout attempts (e.g., 30 seconds), as well as how many times redial has occurred (e.g., 1 of 15). <ul style="list-style-type: none"> • SPEAKER winks when your telephone has Auto Redial enabled. 			
3.	The system periodically redials the call, up to 15 times.				
	Auto Redial cancels when you: <ul style="list-style-type: none"> • Place or answer another outside call. • Receive an Intercom voice announcement or answer an Intercom call by lifting the handset or pressing SPEAKER. • Press SPEAKER to cancel Auto Redial. • Lift and replace the handset. • Press the CANCEL soft key (Super Display only). 				
	If a Caller ID call rings while Auto Redial is enabled, your display will show the number and optional name of the incoming caller. However, the ringing does not cancel Auto Redial. In addition, the Auto Redial display will be restored after the Caller ID call stops ringing.				

Automatic Handsfree

Description

Automatic Handsfree is a convenience for workers who don't have a free hand to answer a call or use a feature.

Automatic Handsfree allows a keyset user to place or answer a call Handsfree by just pressing a key — without lifting the handset or pressing **SPEAKER** first. If enabled, the system provides Automatic Handsfree for:

- ✦ Call Coverage keys
- ✦ Central Office Calls (line and loop calls)
- ✦ Group Call Pickup keys
- ✦ Hotline Keys
- ✦ Intercom (**INTERCOM** key)
- ✦ Last Number Redial (**REDIAL** key)
- ✦ Paging keys
- ✦ Park keys
- ✦ Personal Speed Dial bin keys
- ✦ Personal and System Speed Dial Feature Keys

The system always provides Automatic Handsfree for:

- ✦ Dial Number Preview
- ✦ Directory Dialing

Operation

If enabled, Automatic Handsfree operation is automatic when you press the key.

Description

Broadcast music through the telephone speaker for a more pleasing work environment.

Background Music (BGM) sends music from a customer-provided music source to speakers in keysets. If an extension user activates it, BGM plays whenever the extension is idle. Incoming calls and Paging announcements temporarily override (turn off) Background Music. Background Music requires a customer-provided external music.

Operation

Background Music [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To turn Background Music on and off:		
1.	Do not lift the handset or press SPEAKER .	
2.	Press HOLD .	

Features

Barge In (Intrusion)

Description

In an emergency, use Barge In to get through to a co-worker right away.

Barge In permits an extension user to break into another extension user's established call. This sets up a three-way conversation between the intruding extension and the two parties on the initial call. The user can Barge In on an Intercom call or outside call.

CAUTION
Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

Operation

Barge In (Intrusion) [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Barge In on a call:		
1.	Place one of the following types of call: <ul style="list-style-type: none">• Call busy extension.• Press line key for busy line.• Press INTERCOM and dial 101 for busy line (i.e., using Direct Line Access).• Press INTERCOM and dial #901 for busy line (i.e., using Line Dial-up).• Press INTERCOM and dial Line Group access code (e.g., 9).	
2.	[Barge In] [MORE + Barg]	Press to Barge In. <ul style="list-style-type: none">• Alternately dial 4.• You hear two beeps.
3.	Join the conversation in progress.	

Description

Call Coverage keys allow an extension user to cover a co-worker's calls from their own telephone.

A keyset can have Call Coverage Keys for a co-worker's extensions, Ring Group master numbers and UCD Group master numbers. The Call Coverage Key lights when the co-worker's extension is busy, flashes slowly when the co-worker has an incoming call, and flashes fast when the co-worker is in Do Not Disturb. The Call Coverage Key can ring immediately when a call comes into the covered extension, ring after a delay or not ring at all. In addition, the keyset user can press the Call Coverage Key to intercept their co-worker's incoming call. They can also go off hook and press the Call Coverage key to call the covered extension. An extension can have as many Call Coverage Keys as they have available Feature Keys on their telephone.

Call Coverage Key Busy Lamp Indications	
When the key is:	The covered extension is:
Off	Idle or not installed
On	Busy
Slow Flash	Ringing
Medium Flash	Covered extension is in DND for outside calls (option 1).
Fast Flash	Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).

Call Coverage Keys *will* intercept the following types of calls:

- ✦ Key Ring Calls
- ✦ Ringing Intercom calls
- ✦ Calls to a UCD Group master number
- ✦ Calls ringing a Group Ring master number
- ✦ Transferred calls

Call Coverage Keys *will not* intercept a call ringing the attendant's Operator Call Key.

Call Coverage Keys

Operation

Answering Call Coverage Keys [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer a call ringing or flashing a Call Coverage key:		
1.	Press the flashing Call Coverage key.	

Using Call Coverage Keys to Place Calls [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call from an idle Call Coverage key to the covered extension:		
1.	Press the Call Coverage key. <ul style="list-style-type: none"> You hear two beeps or Intercom ringing. 	
2.	Speak with the co-worker at the covered extension. <ul style="list-style-type: none"> The Call Coverage key lights green while you are connected. 	

Using Call Coverage Keys to Transfer Calls [Super Display Soft Key] - [Keyset Soft Key]		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Transfer your call using a Call Coverage key:		
1.	Do not hang up.	
2.	Press TRANSFER .	
3.	Press your Call Coverage key.	
4.	Do one of the following.	
	a.	Announce the call to make a Screened Transfer. <ul style="list-style-type: none"> Hang up if your co-worker accepts the call.
	b.	Hang up to send the call through as an Unscreened Transfer.
	c.	Press the flashing line key to return to the call if your co-worker doesn't want it.
5.	When you Transfer a call, it will recall to you if it is unanswered at the destination. If you don't answer the recall, it diverts to Key Ring.	

User Programmable Feature

Setting Call Coverage Key Ringing			
Feature	Mnemonic	Operation	Access Level
Feature Key Ringing	#RA (#72)	#RAC + Call Coverage key repeatedly to select ringing mode + SPEAKER to exit. <ul style="list-style-type: none"> Call Coverage keys flash as follows: <ul style="list-style-type: none"> Lamp only = On red Immediate ring = On green Delay ring = Fast flash green. 	2-5

Description

Call Forwarding ensures that the user's calls are covered when they are away from their work area.

Call Forwarding permits an extension user to redirect their call to another extension. The types of Call Forwarding are:

- **Call Forwarding when Not Answered**
Calls ringing the extension forward when not answered.
- **Call Forwarding when Busy or Not Answered**
Calls ringing the extension forward when not answered, and all calls forward while the extension is busy.
- **Call Forwarding Immediate**
All calls to the extension forward immediately.

You can set up Call Forwarding to reroute all calls or just outside calls. If an extension with forwarding set for outside calls only receives a screened Transfer, the initial voice-announcement broadcasts at the extension. When the caller hangs up to complete the transfer, the outside call forwards as programmed.

Call Forwarding Chaining

Extension user's can chain Call Forwards. For example, extension 301 can forward all calls immediately to 304, which in turn can forward all calls immediately to extension 302. Any co-worker calling 301 or 304 goes to 302 instead. If extension 302 is Call Forwarded to voice mail, callers to 301 or 304 go directly to 302's mailbox.

Call Forwarding Cancel

Call Forwarding cancel allows a keyset user to dial a code to simultaneously cancel all Call Forwarding system-wide. The extension must have access level 4 or 5.

Call Forwarding Key

A keyset user can have a key on their telephone or DSS Console assigned as a Call Forwarding key.

- *While the extension is idle*, pressing the key puts the extension in the Call Forwarding programming mode - the same as pressing **INTERCOM** and dialing ***3**.
 - If the extension has Call Forwarding enabled, and the user presses the key and waits (for at least 6 seconds), Call Forwarding is automatically cancelled.
 - If the extension has Call Forwarding disabled, and the user presses the key and waits (for at least 6 seconds), the prior Call Forwarding mode is automatically enabled (if any).
- *While the extension is busy*, pressing the key switches Call Forwarding on and off.

Call Forwarding Key BLF	
This flash rate:	Means:
Off	Call Forwarding is disabled.
Fast flash	The extension is in the Call Forwarding programming mode.
Slow flash	Call Forwarding is enabled at the extension.

Call Forwarding

Call Forwarding Toggle in a Personal Speed Dial Bin

If an extension doesn't have an available Feature Key for a Call Forwarding key, the user can program a Personal Speed Dial bin for similar operation (without the BLF). To do this:

- ✦ While on hook, dial **#77**.
- ✦ Press the key for the Personal Speed Dial bin you want to program + **HOLD**.
- ✦ For **LINE/GRP/ICM**, press **INTERCOM** + **HOLD**.
- ✦ For **NUM**, dial ***3** + **HOLD**.
- ✦ For **NA**, enter a name of your choosing + **HOLD**.
- ✦ Press **SPEAKER** to exit.

While the extension is idle, pressing the bin key puts the extension in the Call Forwarding programming mode - the same as pressing **INTERCOM** and dialing ***3**.

- ✦ If the extension has Call Forwarding enabled, and the user presses the bin key and waits (for at least 6 seconds), Call Forwarding is automatically cancelled.
- ✦ If the extension has Call Forwarding disabled, and the user presses the bin key and waits (for at least 6 seconds), the prior Call Forwarding mode is automatically enabled (if any).

Call Forwarding Confirmation Tone

Keyset users will hear a single confirmation beep after enabling or cancelling Call Forwarding. Single line telephone users will hear Intercom dial tone after enabling or cancelling Call Forwarding.

Operation

Activating or Canceling Call Forwarding		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To activate Call Forwarding:		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] [Menu + Cfwd]	Alternately do one of the following: <ul style="list-style-type: none"> • Press INTERCOM and dial *3. • Press your Call Forwarding Feature Key.
2.	Select or cancel a Call Forwarding type.	
	[Immediate] [Immed]	Select Call Forwarding Immediate. <ul style="list-style-type: none"> • Alternately dial 4.
	[Ring/No Ans] [RNA]	Select Call Forwarding when Not Answered. ¹ <ul style="list-style-type: none"> • Alternately dial 6.
	[Busy/No Ans] [BNA]	Select Call Forwarding when Busy or Not Answered. ¹ <ul style="list-style-type: none"> • Alternately dial 2.
	[Off-Premise] [MORE + OFFP]	Select Call Forwarding Off Premises. <ul style="list-style-type: none"> • Alternately dial 3. • Turn to <i>Call Forwarding Off Premises</i> (page 24) for more.
	[Ans Machine] [MORE + AME]	Select Personal Answering Machine Emulation. <ul style="list-style-type: none"> • Alternately dial 7. • Skip to <i>Personal Answering Machine Emulation</i> (page 168) for more.
	[Message] [MORE + MSG]	Select Selectable Display Messaging. <ul style="list-style-type: none"> • Alternately dial 8. • Skip to <i>Selectable Display Messaging</i> (page 139) for more.
	[None] [MORE + MORE + NONE]	Select to cancel Call Forwarding. <ul style="list-style-type: none"> • Alternately dial 0.
3.	Select the Call Forwarding destination: <ul style="list-style-type: none"> • An extension number or UCD Group master number. • 0 for the operator. • V-MAIL for voice mail. 	
4.	Select the Call Forwarding mode.	
	[All] [All]	Select forwarding all calls. <ul style="list-style-type: none"> • Alternately dial 2.
	[Line Only] [Line]	Select forwarding outside calls only. <ul style="list-style-type: none"> • Alternately dial 8.
¹ Option will not forward voice-announced Intercom calls.		

User Programmable Feature

Canceling All Call Forwards System-Wide			
Feature	Mnemonic	Operation	Access Level
Call Forwarding Clear All	# CC (#22)	# CC + Y to clear (cancel) forwarding or N to exit without clearing + SPEAKER to hang up.	4 and 5

Call Forwarding Off Premises

Description

When a user is out of the office, they can send their calls to their home office or cell phone.

Off Premises Call Forwarding allows a keyset user to forward their calls to an off-site location (such as a cell phone or remote office) if allowed by their Class of Service. Keyset users can stay in touch by having Off Premises Call Forwarding automatically forward their calls while they are away from the office. To set up Off Premises Call Forwarding, the user selects the line or Line Group over which the call should route, as well as the number the system should dial. The number dialed can be from an extension's Personal Speed Dial bin containing an outside number, or the user can enter an outside number directly into their Personal Speed Dial bin 720. When a call rings the forwarded extension, the system selects the specified line or group and then outdials the stored number.

Off Premises Call Forwarding reroutes:

- Intercom calls
- Transferred calls
- Direct Inward Lines
- UTRF (unscreened transfer) calls routed from the voice mail Automated Attendant
- Circular and Terminal Extension Hunting calls

Off Premises Call Forwarding does not reroute:

- Key Ring calls
- Calls to a UCD Group master number.
- Group Ring calls (i.e., calls to a Ring Group master number)
- UCD Group Calls (i.e., calls to a UCD Group master number)
- Ringing Call Coverage key calls

You can set up Off Premises Call Forwarding to reroute all calls or just outside calls. If an extension with forwarding set for outside calls only receives a screened Transfer, the initial voice-announcement broadcasts at the extension. When the caller hangs up to complete the transfer, the outside call forwards as programmed.

Operation

Activating or Canceling Call Forwarding Off Premises		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate Call Forwarding:		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] [Menu + Cfwd]	Alternately do one of the following: <ul style="list-style-type: none"> • Press INTERCOM and dial *3. • Press your Call Forwarding Feature Key.
2.	Select or cancel a Call Forwarding Off Premises.	
	[Off-Premise] [MORE + OFFP]	Select Call Forwarding Off Premises, then proceed to step 3 below. <ul style="list-style-type: none"> • Alternately dial 3.
	[None] [MORE + MORE + None]	Select to cancel Call Forwarding. <ul style="list-style-type: none"> • Alternately dial 0 or press CLEAR.
3.	Do one of the following.	
a.	To <u>select</u> a Personal Speed Dial bin as your Off Premises Call Forwarding number:	

Call Forwarding Off Premises

Activating or Canceling Call Forwarding Off Premises					In these instructions: [Super Display Soft Key] [Keyset Soft Key]	
			[SPEED DIAL BIN] [Bin]	Select the bin option.		
				When you see BIN# : <ul style="list-style-type: none"> Enter the Personal Speed Dial bin you want to use (701-720) + HOLD. 		
	b.	To store a new Off Premises Call Forwarding number: <ul style="list-style-type: none"> The system automatically stores this number in bin 720. 				
			[NUMBER] [Num]	Select the number option.		
				When you see LINE/GRP/ICM : <ul style="list-style-type: none"> Enter the line number (e.g., 1 for line 1) or Line Group number (e.g., 90 for group 0) + HOLD. Following Speed Dial programming methods, enter the number you want to store (up to 16 digits long) + HOLD. <ul style="list-style-type: none"> Press MUTE to store a Pause. Press FLASH to store a Flash. You cannot enter a name using this option. 		
				If you see 720: IN USE OVERRIDE?		
				[YES] [YES]	Select to override the existing entry and enter a new number.	
				[NO] [NO]	Select to cancel and back up to step 3.	
	c.	To view the currently enabled Off Premises Call Forwarding number (if any):				
			[VIEW] [View]	Select to view the currently stored number. <ul style="list-style-type: none"> Press SPEAKER to exit the view mode. 		
4.	Select the Call Forwarding mode.					
	[All] [All]	Select forwarding all calls. <ul style="list-style-type: none"> Alternately dial 2. 				
	[Line Only] [Line]	Select forwarding outside calls only. <ul style="list-style-type: none"> Alternately dial 8. 				

Features

Call Timer

Description

Call Timer helps users that must keep track of their time on the phone.

Call Timer lets a keyset user with a Call Timer key time their outside calls on the telephone display. There are two types of Call Timer keys:

- **Manual Call Timer**
Any time while placing a call or while on a call, a display keyset user can press their Manual Call Timer key to start the Call Timer. The Call Timer will continue until the user hangs up or presses their Manual Call Timer key again.
- **Automatic Call Timer**
In addition to the features of the Manual Call Timer key, the Automatic Call Timer key provides automatic timing for outside calls. When a display keyset with an Automatic Call Timer key places or answers an outside call, the Call Timer automatically starts when that outside call connects. The Automatic Call Timer does not automatically start for Intercom calls. The Automatic Call Timer can also work like a Manual Call Timer key. There is no need to have a Manual and Automatic Call Timer key on the same phone.

The Call Timer feature also provides:

- **Review of Previously Timed Call**
Any time after hanging up from a timed call, a display keyset user can press their Manual or Automatic Call Timer key to review the duration of that call.
- **Timer Reset for Current Call**
While the display keyset user is timing their call, they can press CLEAR at any time to reset the Call Timer to 00:00:00.
- **Automatic Timer Stop**
The system assigns the Call Timer to the active call. When the user terminates the active call, the Call Timer automatically shuts down.
- **Wrap-up Timer Display**
After hanging up a timed call, a display keyset will show the Call Timer data for 6 seconds before returning the display to idle. This gives the extension user adequate time to make a record of the timed call, if desired.

Operation

Automatically Timing Your Outside Call		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To time your outside call if you have an Automatic Call Timer key:		
1.	Place or answer outside call. <ul style="list-style-type: none"> • The Call Timer starts automatically. The Automatic Call Timer key lights red while the system times the call. 	

Manually Timing Your Outside Call		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To manually time your Intercom or outside call:		
1.	While placing or while on the call, do one of the following.	
a.	[Timer] [Time]	Press the Call Timer soft key.
b.	Press the Manual or Automatic Call Timer key. <ul style="list-style-type: none"> • The Automatic Call Timer key lights red while the system times the call. 	

Stopping and Restarting the Call Timer for Your Call			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To stop the Call Timer:			
1.	Do one of the following.		
	a.	[Timer] [Time]	Press the Call Timer soft key.
	b.	Press the Manual or Automatic Call Timer key.	
2.	The Call Timer disappears from the display.		
To restart the Call Timer:			
<ul style="list-style-type: none"> The timer will restart from 00:00. 			
1.	Do one of the following.		
	a.	[Timer] [Time]	Press the Call Timer soft key.
	b.	Press the Manual or Automatic Call Timer key.	

Resetting the Call Timer			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To reset the Call Timer while it is running (i.e., timing your call):			
1.	Press CLEAR .		
	<ul style="list-style-type: none"> The Call Timer restarts from 00:00. It does not disappear from the display. 		

Reviewing a Call's Duration			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To review the duration of your last timed call:			
1.	Wait for the Manual or Automatic Call Timer key to go out.		
2.	Press the Manual or Automatic Call Timer key.		

Call Waiting / Camp-On

Description



Call Waiting helps busy extension users know when they have additional waiting calls. It also lets callers wait in line for a busy extension without being forgotten.

With Call Waiting, an extension user may call a busy extension and wait in line (Camp-On) without hanging up. When the user Camps-On (by dialing 2), the system signals the busy extension with two beeps indicating the first waiting call. (The busy extension can be on a handset or Handsfree call.) The call goes through when the extension becomes free.

If an extension has more than one caller waiting, they queue on a first-in/first-out basis (FIFO). The extension will not hear Camp-On beeps for additional waiting calls.

Off-Hook Signaling also alerts the user when unanswered calls are waiting to get through. Turn to *Off-Hook Signaling* (page 114) for more.

The following chart shows when the two types of Off-Hook Signaling occur. Note that Camp-On tones occur for an extension when they are the exclusive recipient of the call (such as a DIL).

	Off-Hook Ringing	Camp-On Tones
Key Ring	Yes	No
Transferred Outside Call	Yes	Yes
Direct Inward Line	Yes	Yes
Transfer from voice mail (UTRF)	Yes	Yes
Call Coverage Key	Yes	No
Group Call Pickup Key	Yes	No

Operation

Camp-On to a Busy Extension		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Camp-On to a busy extension:		
1.	Call the busy extension. <ul style="list-style-type: none">• Listen for busy or busy/ring tone.• With IntraMail installed, you will hear a voice prompt first.	
2.	Dial 2 but do not hang up. <ul style="list-style-type: none">• If you hang up, the system converts your Camp-On to a Callback.	
3.	When your co-worker hangs up their initial call, you hear: <ul style="list-style-type: none">• Ringback as their telephone rings.• Your co-worker's voice when they answer.	

Description

With Callback, a user does not have to repeatedly call a busy extension back, hoping to find it idle.

When an extension user calls a busy co-worker, they can leave a Callback request for a return call. The system services Callback requests as follows:

- ▶ Caller at extension A leaves a Callback at extension B.
 - Caller can place or answer additional calls in the mean time.
- ▶ When extension B becomes idle, the system rings extension A. This is the Callback ring.
- ▶ Once caller A answers the Callback ring, the system rings (formerly busy) extension B.
 - If caller A doesn't answer the Callback ring, the system cancels the Callback.
- ▶ As soon as caller B answers, the system sets up an Intercom call between A and B.

An extension user can leave a Callback at many extensions simultaneously. The system processes the Callbacks as the extensions become free. In addition, many extensions can leave a Callback at the same extension. The system processes these Callbacks on a first-in/first-out (FIFO) basis.

If an extension user leaves a Callback request and then fails to answer within four rings, the system cancels the Callback.

Operation

Leaving a Callback		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To leave a Callback at a busy extension:		
1.	Call the busy extension. <ul style="list-style-type: none"> • Listen for busy or busy/ring tone. 	
2.	Dial 2 and hang up. <ul style="list-style-type: none"> • Stay on the line without hanging up if you want to Camp-On instead. 	
3.	When the busy co-worker becomes free: <ul style="list-style-type: none"> • You hear Intercom ring. 	
4.	Answer the Intercom ring. <ul style="list-style-type: none"> • The system automatically places a call to your co-worker. • Speak to your co-worker when the call goes through. 	

Cancelling a Callback		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To cancel a Callback:		
1.	Do not lift the handset, do not press INTERCOM , and do not press SPEAKER .	
2.	Dial # + DC (32). <ul style="list-style-type: none"> • This cancels the Callback you have left. If you have left callbacks for several extensions, this simultaneously cancels <i>all</i> your Callbacks. 	

Description

Caller ID automatically displays the phone number and optional name for incoming outside calls.

Caller ID allows a display keyset to show an incoming caller's telephone number (called Directory Number or DN) and optional name as the call is ringing. Caller ID supports the telco's Called Number Identification (CNI) and Called Number Delivery (CND) service, when available. These services provide the Caller ID information (i.e., messages) between the first and second ring burst of an incoming call.

Caller ID provides the following features:

Single and Multiple Message Format Compatibility

There are two types of Caller ID message formats currently available: Single Data Message Format (SDMF) and Multiple Data Message Format (MDMF). With Single Message Data Format, the telco sends only the caller's phone number (DN). The DN can be up to 10 digits long. In Multiple Data Message Format, the telco sends the DN and the caller's name. The DN for this format can be up to 15 digits long, and the name provided can consist of up to 15 ASCII characters.

If no DN is received, no number or error message displays.

Operation

Clearing the Display		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To cancel (clear) the Caller ID display and return your phone to its normal display:		
<ul style="list-style-type: none"> You can only do this while you are on a call, not while your phone is ringing. 		
1.	Press CLEAR .	
To turn the Caller ID display back on (after you press CLEAR to cancel it):		
1.	Press CHECK .	

Third Party Caller ID		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To display the Caller ID data for the third party's call:		
1.	Press INTERCOM + CHECK .	
2.	Press one of the following keys for the call you want to check. <ul style="list-style-type: none"> You see Caller ID data for the line you select. 	
	Press a <u>line key</u> while the call is ringing or connected to the third party.	
	Press a <u>loop key</u> while the call is ringing the third party.	
	Press a <u>Hotline key</u> while the call is connected to the third party.	
	Press a <u>Call Coverage key</u> while the call is ringing the third party.	
3.	Hang up when you are done.	

Description

An extension can store the caller's name and phone number for easy review and redialing.

When caller ID is enabled, Caller ID Logging stores a record of the caller's number and name (if provided by the telco) for each outside call that rings an extension. This allows an extension user to easily review and redial their calls. The system can log records directly to an extension or to one of 8 Caller ID Logging Groups. All the extensions in the same Logging Group share the same Caller ID records. Each extension or Logging Group can store up to 99 Caller ID records. The system stores up to 1000 Caller ID records, allocated among all extensions and Caller ID Logging Groups. All Caller ID records are retained when the system is powered down or reset. If a line rings more than one extension simultaneously, the system logs the call at all ringing extensions.

Operation

Reviewing the Caller ID Log		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To review your Caller ID log:		
1.	[Calls XX] [CLXX]	Select the Caller ID log. <ul style="list-style-type: none"> Your Ring/Message Lamp will wink on (green) when you have Caller ID records that you have not yet reviewed.
	[View All] [All]	Select to review <i>all</i> your Caller ID records. <ul style="list-style-type: none"> You see the following review options. Press Volume Up and Volume Down to scroll through your records.
		<u>Review Options</u> <ul style="list-style-type: none"> On a 3-line display telephone, press CHECK to switch between the name (page 1) and number (page 2) display.
	[Callback] [Call]	Select to call the person back.
	[Delete] [Del]	Select to delete the displayed record.
	[Store Bin] [Stor]	Select to store the number in one of your Personal Speed Dial bins (following normal Speed Dial programming steps).
	[Delete All] [N/A]	Select to delete all your Caller ID records.
	[Exit] [Exit]	Back up to the beginning without making any changes.
	[View Unans] [Unan]	Select to review Caller ID records for calls that rang your extension and were unanswered. <ul style="list-style-type: none"> Go to the review options (see above). Press Volume Up and Volume Down to scroll through your records.
	[Delete All] [Del*]	Select to delete all Caller ID records logged at your phone or in your group.
	[View Ans] [N/A]	Select to review Caller ID records for calls that rang your phone and were answered (somewhere in the system). <ul style="list-style-type: none"> Press Volume Up and Volume Down to scroll through your records. Go to the review options (see above).
	[Exit] [Exit]	Select to exit. <ul style="list-style-type: none"> Alternately dial 9.

Central Office Calls, Answering

Description

The system allows outside calls to ring and be answered at any combination of system extensions.

The system provides flexible routing of incoming CO calls to meet the exact site requirements.

Answering Priority

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. Ringing Intercom call
2. Line or loop key (from lowest to highest)

Operation

Answering Outside Calls		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer an outside call: <ul style="list-style-type: none"> • An incoming call on a line or loop key will flash red. • An incoming call on your Direct Inward Line will flash green. 		
1.	Lift handset. <ul style="list-style-type: none"> • If you have Ringing Line Preference, this will answer the incoming call. • If you have Automatic Handsfree, you can press the line or loop key without first lifting the handset. 	
2.	Press flashing line or loop key. <ul style="list-style-type: none"> • The key will be on (green) after you answer the call. 	

User Programmable Feature

Setting Up Line Key Ringing			
Feature	Mnemonic	Operation	Access Level
Feature Keys	#RAL (#725)	<i>Outside Line Keys:</i> #RAL + Line Key repeatedly to select ringing mode + SPEAKER to exit. <ul style="list-style-type: none"> • Line keys flash as follows: <ul style="list-style-type: none"> - Lamp only = On red - Immediate ring = On green - Delay ring = Fast flash green - Night ring = Slow flash green 	2-5

Description

Customize the call placing options to meet the site requirements and each individual's needs.

The system provides flexibility in the way each extension user can place outgoing calls. A user can place a call by:

- ✦ **Pressing a Line Key**
Any keyset can have line keys for one-touch access to specific lines.
 - See *Line Keys* on page 100 for more.
- ✦ **Pressing a Loop Key**
Loop Keys provide a user with one-touch access to the assigned Loop Group. Loop Groups can consist of one or more Line Groups.
 - See *Loop Keys* on page 103 for more.
- ✦ **Using Line Dial-Up**
With Line Dial-Up, a user can select a specific line by pressing **INTERCOM** and dialing the Line Dial-Up code (#9) followed by the line number (1-64).
- ✦ **Using Direct Line Access**
Direct Line Access allows a user to access a line by pressing **INTERCOM** and dialing the line's extension number (e.g., 101 for line 1, 102 for line 2. etc.).
 - See *Direct Line Access* on page 43 for more.
- ✦ **Dialing a Line Group Access Code**
User's can also place outside calls by pressing **INTERCOM** and dialing a Line Group Access Code (90-98).
 - See *Line Groups* on page 99 for more.
- ✦ **Line Group Routing**
If the system has Line Group Routing enabled, user's get the first available line when they press **INTERCOM** and dial 9.
 - See *Line Group Routing* on page 98 for more.

Store and Forward

Store and Forward is an alternate method of placing outside calls in which the system stores ("collects") the digits a user dials, waits for the user to finish dialing, and then redials the digits on the selected line. Store and forward provides Intercom dial tone to the caller as soon as they dial a line access code or press a loop key, similar to conventional ARS operation. When the user has completed dialing, the system will dial out the call over the connected line after 6 seconds or when the user dials #. Store and Forward can also be an advantage when connected to a T1 service that does not provide line dial tone.

Post dialing for Store and Forward calls is also available. After a user dials using Store and Forward, they can manually dial additional digits. The normal post dialing soft keys (such as **AUTO REDIAL [ALND]** for Auto Redial) are also enabled.

- ✦ Store and Forward does not apply to line keys, Direct Line Access, or line dial up (i.e., #9 plus the line number).
- ✦ You can use Account Codes with Store and Forward enabled (see *Operation* below).

Central Office Calls, Placing

Operation

Placing Outside Calls Using Line Keys		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place an outside call over a specific line using a line key:		
1.	Lift handset.	
2.	Press line key. <ul style="list-style-type: none"> You hear dial tone on the line you select and the line key lights green. To use loop keys for placing calls, see <i>Loop Keys</i> (page 103). 	
3.	Dial outside number.	

Placing Outside Calls Using Line Dial-up or Direct Line Access		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place an outside call over a specific line using a Line Dial-up or Direct Line Access:		
1.	Lift handset.	
2.	Press INTERCOM .	
3.	Do one of the following:	
	a.	For Line Dial-up:
		Dial #9 followed by the line number (e.g., 01 for line 1). <ul style="list-style-type: none"> If you hear busy tone, you may be able to dial 2 to queue for the busy line.
	b.	For Direct Line Access:
		Dial 1 plus the line number (e.g., 01 for line 1). <ul style="list-style-type: none"> If you hear busy tone, you may be able to dial 2 to queue for the busy line.
3.	Dial outside number.	

Placing Outside Calls Using Line Groups		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
<ul style="list-style-type: none"> <i>By default, pressing Intercom and dialing 911 or lifting the handset and dialing 911 will not call emergency services.</i> 		
To place an outside call over a Line Group:		
1.	Lift handset.	
2.	Press INTERCOM .	
2.	Dial the Line Group code (90-98). <ul style="list-style-type: none"> If you hear dial tone as soon as you dial 9, your system has Line Group Routing enabled. See <i>Line Group Routing</i> (page 98). 	
3.	Dial outside number.	

Using Store and Forward

Feature Name		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place an outside call using Store and Forward:		
1.	Do one of the following.	
a.	Press INTERCOM and dial 9 . • You may optionally be able to dial 90-98 .	
b.	Press a Switched Loop key + Dial Line Group number (90-98).	
c.	Press Fixed Loop key.	
2.	Dial the outside telephone number.	
3.	When you have finished dialing, wait 6 seconds or dial # for the call to go through, • The stored number dials out.	

Using Store and Forward and Account Codes		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place an outside call when both Store and Forward and Account Codes are enabled:		
• With Forced Account Codes for Toll Calls Only, you <i>do not</i> have to enter an Account Code for local calls. Just dial the call normally.		
1.	Do one of the following.	
a.	Press INTERCOM and dial 9 (or optionally 90-98).	
b.	Press Switched Loop key + Dial the Line Group number (90-98).	
c.	Press Fixed Loop key.	
2.	Dial the outside telephone number.	
3.	Do one of the following.	
a.	Wait for three beeps (Forced Account Codes only).	
b.	[Account Code] [ACCT]	Select Account Code soft key.
c.	Press your Account Code Feature Key.	
4.	Enter the Account Code.	
5.	Do one of the following.	
a.	Wait 6 seconds.	
b.	[Account Code] [ACCT]	Select Account Code soft key.
c.	Press your Account Code Feature Key.	
d.	Dial #.	

Check Key

Description

Quickly check keyset and DSS Console Feature Key assignments.

A keyset user can use the **CHECK** key to check keyset and DSS Console Feature Key assignments and Personal Speed Dial bin names.

Operation

Checking Feature Key Assignments		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To check a Feature Key assignment:		
1.	Press CHECK .	
2.	Press the Feature Key on keyset or DSS Console.	
3.	Do one of the following.	
	a.	Press another Feature Key to check.
	b.	Press SPEAKER to exit the check mode.

Checking Personal Speed Dial Bin Name and Number (22-Button and 34-Button 3-Line Keysets Only)		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To check a Personal Speed Dial name and number:		
1.	Press CHECK .	
2.	Do one of the following.	
	a.	Press the Personal Speed Dial bin key once to display the name for the lower numbered bin. <ul style="list-style-type: none">• For example, pressing bin 1 in this step displays the name for 701.
	b.	Press the Personal Speed Dial bin key a second time to display the number stored in the lower numbered bin. <ul style="list-style-type: none">• For example, pressing bin 1 in this step displays the number stored for 701.
	c.	Press the Personal Speed Dial bin key a third time to display the name for the higher numbered bin. <ul style="list-style-type: none">• For example, pressing bin 1 in this step displays the name stored for 711.
	d.	Press the Personal Speed Dial bin key a fourth time to display the number stored in the higher numbered bin. <ul style="list-style-type: none">• For example, pressing bin 1 in this step displays the number stored for 711.
3.	Press another key or SPEAKER to exit the check mode.	

Description

A user can set up a multiple-party telephone meeting without leaving the office.

Conference lets an extension user add additional inside and outside callers to their conversation. The following table shows the system's Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Operation

Setting up a Conference		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up a Conference:		
1.	Establish an Intercom or outside call.	
2.	Press CONF . <ul style="list-style-type: none"> Your hear Intercom dial tone. Your caller hears Music on Hold (if installed) while they wait for you to set up the Conference. 	
3.	Do one of the following:	
	a.	Dial extension you want to add.
	b.	Place or answer an outside call.
	c.	Retrieve a call from Park Orbit.
4.	Press CONF to set up the Conference. <ul style="list-style-type: none"> If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit. 	
5.	Repeat steps 2-4 to add additional parties to your Conference. You can also do one of the following.	
	a.	To optionally place a Conference on Hold:
		Press HOLD .
	b.	To reinstate the Conference on Hold.
		Press CONF .

Conference

Exiting a Conference		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To exit a Conference without affecting the other parties:		
1.	Hang up. <ul style="list-style-type: none">• The remaining parties can continue their conversation uninterrupted.• If you were in Conference with two outside lines, this may set up a tandem call. Refer to <i>Tandem Calls / Unsupervised Conference</i> (page 157) for more.	

Using Conference at a Single Line Telephone		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To use Conference at a single line telephone:		
1.	Establish an Intercom or outside call.	
2.	Hookflash and dial the extension or outside line you want to add.	
3.	Hookflash and dial #10 to set up the Conference. <ul style="list-style-type: none">• If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.	
4.	Repeat steps 2 and 3 to add additional parties to your Conference.	

Description

Provides cordless mobility and a rich feature set for employees away from their desks.

The DSX Cordless Lite II Telephone (P/N 730087) is a 900 Mhz digital narrow band FM cordless telephone that provides mobility, flexibility and convenience for those who spend much of the workday away from their desk. Fully integrated with the DSX system, the DSX Cordless Lite II Telephone offers many standard features such as Call Forwarding, Call Coverage, Hot-line, and Voice Mail. Complemented by 4 fully programmable function keys (with LEDs), the DSX Cordless Lite II Telephone achieves a whole new level of convenience and mobility. An easy-to-read 16-character by 2-line LCD display (with four status icons), volume controls, a rechargeable Nickel Metal Hydride Battery Pack, and a handy belt clip round out the elegant and affordable DSX Cordless Lite II Telephone.



Dial Number Preview

Description

Dial Number Preview helps the user avoid dialing errors.

Dial Number Preview lets a display keyset user dial and review a number before the system dials it out.

Operation

Using Dial Number Preview		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To dial using Dial Number Preview:		
1.	Do not lift the handset and do not press SPEAKER or INTERCOM .	
2.	Dial *. <ul style="list-style-type: none">Your display shows: DIAL PREVIEW.	
3.	Dial the number you want to call. <ul style="list-style-type: none">Your display shows the digits for your call.	
4.	Press a line key. <ul style="list-style-type: none">Your call will dial out on the line selected.	

Editing the Displayed Number		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To correct the displayed digits before dialing them out:		
1.	Press Volume Up or Volume Down until the cursor replaces the digit you want to change. <ul style="list-style-type: none">Volume Up moves the cursor left; Volume Down moves the cursor right.	
2.	Dial the digit that you want to replace the cursor.	
3.	Do one of the following.	
	a. Press Volume Up or Volume Down to place the cursor over any other digits you want to edit.	
	b. Press Volume Down until the entire number displays to the left of the cursor. <ul style="list-style-type: none">The system will only dial the digits to the left of the cursor.	
4.	Press a line key to have the system automatically dial the displayed number.	

Dial Number Preview Editing Example		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To replace 2049265410 with 2039265400:		
1.	Dial * followed by 2049265410 . You see: 2049265410-	
2.	Press Volume Up until you see: 20-9265410	
3.	Dial 3 . You see: 203-265410	
4.	Press Volume Down until you see: 20392654-0	
5.	Dial 0 . You see: 203926540-	
6.	Press Volume Down until the entire number displays to the left of the cursor. You see: 2039265400-	
7.	Press line key to dial number.	

Direct Inward Line

Description

A DIL lets an employee know which calls are just for them.

A Direct Inward Line (DIL) is a line that rings an extension directly. Since DILs only ring one extension, employees always know which calls are for them. For example, a company operator can have a Direct Inward Line for International Sales Information. When outside callers dial the DIL's phone number, the call rings the operator on the International Sales line key. The DIL does not ring other extensions.

Assigning a DIL to an extension automatically provides immediate ringing and incoming access for the line, with no additional programming required.

A DIL can ring:

- Extension numbers (including the attendant's extension)
- Ring Group master numbers
- UCD Group master numbers (including the voice mail master number)

Night Mode Control

The extension to which the line is terminated controls the night mode of the line. For example, if extension 301 has line 1 assigned as a DIL, the user can press **DND** to switch line 1 to its night routing destination. Switching line 1 to night mode at extension 301 has no effect on the night mode of the system. This flexibility could allow a service dispatcher with several DILs to independently send lines to their night destinations without affecting the night mode of the entire system.

Operation

Handling Your Direct Inward Lines		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer a call on your Direct Inward Line:		
1.	The line or loop key for your DIL flashes green.	
2.	Lift handset. <ul style="list-style-type: none">• The key lights on green when you connect to your caller.	
To place your Direct Inward Line into the Night Mode:		
1.	Press DND . <ul style="list-style-type: none">• Your DND flashes.• This also enables Do Not Disturb for your extension.	

Description

Priority users can access lines directly. Direct Line Access also lets maintenance personnel access and test individual lines.

Direct Line Access lets an extension user access (seize) an individual line. After seizing the line, the user can dial any outside telephone number without restriction. An extension's Class of Service allows or denies Direct Line Access. Direct Line Access is normally only provided for attendants, priority users and maintenance personnel.

Operation

Using Direct Line Access		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call over a specific line using Direct Line Access:		
1.	Lift the handset.	
2.	Press INTERCOM .	
3.	Dial 1 plus the line number (e.g., 01 for line 1). <ul style="list-style-type: none"> If you hear busy tone, you may be able to dial 2 to queue for the line. See <i>Line Queuing / Line Callback</i> (page 102) for more. 	
4.	Dial the outside number.	

Direct Station Selection (DSS)

Description



Quickly place and Transfer calls to co-workers, without having to look up or dial your co-worker's extension numbers.

Important

- If you enable an extension's DSS Keys and leave the extension's default Prime Line programming intact, the line keys automatically change to DSS keys when the user lifts the handset.

If an extension's Direct Station Selection (DSS) Keys are enabled, Feature Keys *automatically* become Direct Station Selection (DSS) keys when the user presses **INTERCOM**. Direct Station Selection provides an extension user with one-button Intercom access and Transfer to co-workers. Each DSS key also provides a Busy Lamp Field (BLF) for the assigned co-worker.

When the DSS/BLF key is:	The covered extension is:
Off	Idle
On	Busy or ringing
Flashing fast	In Do Not Disturb

Operation

Placing a Call using a DSS Key		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call to a co-worker using a DSS key:		
1.	Lift the handset.	
2.	Press INTERCOM . <ul style="list-style-type: none"> Your DSS keys show the status of the assigned extension: <ul style="list-style-type: none"> Off = Idle On = Busy or ringing Fast flash = in Do Not Disturb 	
3.	Press DSS key for the co-worker you want to call.	

Transferring a Call using a DSS Key		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Transfer a call to a co-worker using a DSS key:		
1.	Place or answer an outside call.	
2.	Press INTERCOM . <ul style="list-style-type: none"> Your DSS keys show the status of the assigned extension: <ul style="list-style-type: none"> Off = Idle On = Busy or ringing Fast flash = in Do Not Disturb 	
3.	Press DSS key for the co-worker you want to call.	
4.	Do one of the following:	
a.	Press TRANSFER to have the Transfer go through unscreened.	
b.	Wait for your co-worker to answer if you want them to screen the transfer, then press TRANSFER .	

User Programmable Feature

Setting Up DSS Keys			
Feature	Mnemonic	Operation	Access Level
DSS	#BLF (#253)	#BLF + Press Feature Key + HOLD + Enter extension number + Volume Up + Program another key or SPEAKER to exit.	1-5

Direct Station Selection (DSS) Console

Description

DSS Consoles provide one-touch access to extensions, lines, and system features.

The DSS Console (P/N 1090024 for black and P/N 090029 for white) gives a keyset user one-button access to extensions, lines, and selected features. This saves time for users that do a lot of call processing such as operators or dispatchers).

The system allows you to install 4 DSS Consoles maximum per system. DSS Consoles use their own digital station port and do not require a separate power supply. In programming, you assign each installed console to an “owner” keyset. Each console can only have one owner.



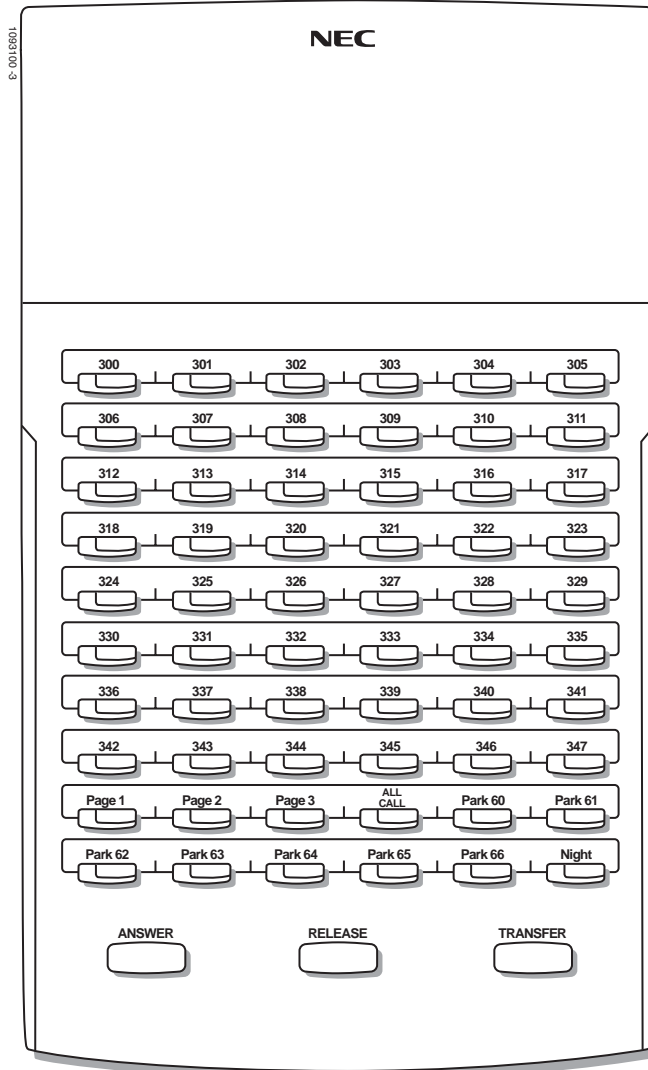
You can assign the following types of Feature Keys to a DSS Console.:

• Account Code	• Intercom Directory Dialing	• Save Number Dialed
• Call Coverage (immediate, delayed or no ring)	• Line keys	• Speed Dial, Personal
• Call Forwarding	• Message Center	• Speed Dial, System
• Group Call Pickup (immediate, delayed or no ring)	• Night key	• Split
• Headset key	• Page Zones	• Voice Mail Conversation Record
• Hotline	• Park Orbit	

Direct Station Selection (DSS) Console

Default DSS Console Key Assignments

The following illustration shows the default DSS Console key assignments.



Features

Direct Station Selection (DSS) Console

DSS Console Feature Key Assignments

DSS Console Feature Key Assignments (Page 1 of 4)			
Key Type	Description	Key Code and Data	Operation
Undefined	Use this option to designate a Feature Key as undefined (no function).	0	N/A
Line (page 100)	Use this option to assign a Feature Key as a line key. <u>Busy Lamp Field (BLF)</u> Off Line is idle or not installed. On (red) A co-worker is busy on the line or has the line on Exclusive Hold. On (green) You are busy on the line. Wink On (red) On System Hold at a co-worker's extension. Wink On (green) On System Hold at your extension. Double Wink On (green) On Exclusive Hold or recalling your extension. Slow Flash (red) Line is ringing. Slow Flash (green) Line is ringing or your extension directly.	3 + nn (line number 1-64)	<ul style="list-style-type: none"> Press the key to place or answer call.
Park Orbit (page 119)	Use this option to assign a Feature Key as a Park Orbit key. <u>Busy Lamp Field (BLF)</u> Off Orbit is idle. On Orbit is holding a parked call. Wink On (green) Orbit is holding a call you parked.	4 + nn (Park Orbit 60-69)	<ul style="list-style-type: none"> Press key to Park or retrieve parked call.
Hotline (page 90)	Use this option to assign a Feature Key as a Hotline key. You cannot set up a hotline for an outside line. <u>Busy Lamp Field (BLF)</u> Off Partner extension is idle. On Partner extension is busy or ringing. Medium Flash Partner extension is in DND for outside calls (option 1). Fast Flash Partner extension is in DND for Intercom calls (option 2) or All Calls (option 3).	5 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call Hotline partner.
Call Coverage Immediate Ring (page 19)	Use this option to assign a Feature Key as an immediately ringing Call Coverage Key. <u>Busy Lamp Field (BLF)</u> Off Covered extension is idle. On Covered extension is busy. Slow Flash Covered extension is ringing. Medium Flash Covered extension is in DND for outside calls (option 1). Fast Flash Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).	6 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call covered extension or pick up ringing call.

Direct Station Selection (DSS) Console

DSS Console Feature Key Assignments (Page 2 of 4)			
Key Type	Description	Key Code and Data	Operation
Call Coverage No Ring (page 19)	Use this option to assign a Feature Key as a lamp only (no ring) Call Coverage Key.	7 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> Off Covered extension is idle. On Covered extension is busy. Slow Flash Covered extension is ringing. Medium Flash Covered extension is in DND for outside calls (option 1). Fast Flash Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Call Coverage Delay Ring (page 19)	Use this option to assign a Feature Key as a delayed ringing Call Coverage Key.	8 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> Off Covered extension is idle. On Covered extension is busy. Slow Flash Covered extension is ringing. Medium Flash Covered extension is in DND for outside calls (option 1). Fast Flash Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Group Pickup Immediate Ring (page 79)	Use this option to assign a Feature Key as an immediately ringing Group Call Pickup key.	9 + nn (Pickup Group 1-16)	<ul style="list-style-type: none"> Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> Off No call is ringing the pickup group. Slow Flash (green) . A call is ringing the pickup group.		
Group Pickup No Ring (page 79)	Use this option to assign a Feature Key as a lamp only (no ring) Group Call Pickup key.	10 + nn (Pickup Group 1-16)	<ul style="list-style-type: none"> Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> Off No call is ringing the pickup group. Slow Flash (green) . A call is ringing the pickup group.		
Group Pickup Delay Ring (page 79)	Use this option to assign a Feature Key as a delay ring Group Call Pickup key.	11 + nn (Pickup Group 1-16)	<ul style="list-style-type: none"> Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> Off No call is ringing the pickup group. Slow Flash (green) . A call is ringing the pickup group.		
Page Zone (page 116)	Use this option to assign a Feature Key as a Page Zone key.	13 + n (Page Zone 1-7, 0 for All Call)	<ul style="list-style-type: none"> Press key to Page into assigned zone.
	<u>Busy Lamp Field (BLF)</u> On The assigned Page zone is busy. On (green) The assigned Page zone is busy broadcasting an announcement you are making. Off The assigned Page zone is idle.		

Direct Station Selection (DSS) Console

DSS Console Feature Key Assignments (Page 3 of 4)			
Key Type	Description	Key Code and Data	Operation
System Speed Dial (page 149)	Use this option to assign a Feature Key as a System Speed Dial key. You assign the key to specific System Speed Dial bin. <ul style="list-style-type: none"> There is no BLF for this key type. 	14 + nnn (bin 001-999)	<ul style="list-style-type: none"> Press key to dial stored number.
Personal Speed Dial (page 149)	Use this option to assign a Feature Key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial bin. <ul style="list-style-type: none"> There is no BLF for this key type. 	15 + nnn (01-20)	<ul style="list-style-type: none"> Press key to dial stored number.
Voice Mail Record (page 167)	Use this option to assign a Feature Key as a Voice Mail Record key. <ul style="list-style-type: none"> You must have voice mail installed to use this key. A voice prompt and periodic beep will remind you that your calls are being recorded. 	17 + nnn (extension number of valid Subscriber Mailbox)	<ul style="list-style-type: none"> Press key to record conversation into mailbox.
<u>Busy Lamp Field (BLF)</u> Off Conversation Record is off. Fast Flash (green) . Conversation Record is on.			
Night (page 112)	Use this option to assign a Feature Key as a Night key. There are two options: <i>System Night</i> key and <i>UCD Night</i> key. The <i>System Night</i> key puts all Key Ring lines and lines terminated to Ring Group master numbers into the night mode. The <i>UCD Night</i> key puts all lines terminated to the UCD Group master number into the night mode.	18 + CLEAR (System Night key) 18 + UCD Group master number (UCD Night key)	<ul style="list-style-type: none"> Press key to put Key Ring lines and lines terminated to Ring Group master into night mode. OR Press key to put lines terminated to UCD master into night mode.
<u>Busy Lamp Field (BLF)</u> On Night mode is on. Off Night mode is off.			
Split (page 154)	Use this option to assign a programmable key as a Split key. <ul style="list-style-type: none"> There is no BLF for this key type. 	20	See <i>Split (Alternate)</i> (page 154) for more.
Intercom Directory Dialing (page 54)	Use this option to assign a programmable key as an Intercom Directory Dialing key.	21	<ul style="list-style-type: none"> Press key to access Intercom Directory Dialing.
<u>Busy Lamp Field (BLF)</u> On Intercom Directory Dialing is active (being used). Off Intercom Directory Dialing is inactive (off).			
Message Center (page 167)	Use this option to assign a Feature Key as a Message Center key.	24 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call Message Center Mailbox.
<u>Busy Lamp Field (BLF)</u> Off No messages waiting in the Message Center Mailbox. Fast Flash (green) . Messages waiting in the Message Center Mailbox.			

Direct Station Selection (DSS) Console

DSS Console Feature Key Assignments (Page 4 of 4)			
Key Type	Description	Key Code and Data	Operation
Save Number Dialed (page 138)	Use this option to assign a Feature Key as a Save Number Dialed key. <ul style="list-style-type: none"> There is no BLF for this key type. 	25	<u>While on a call:</u> <ul style="list-style-type: none"> Press key to save the number you just dialed. <u>While idle:</u> <ul style="list-style-type: none"> Press key to redial a previously saved number.
Account Code (page 10)	Use this option to assign a Feature Key as an Account Code key.	26	<ol style="list-style-type: none"> 1. Place or answer outside call. 2. Press key. 3. Enter Account Code. 4. Press key to return to the call.
<u>Busy Lamp Field (BLF)</u> Off Not in Account Code mode or not entering Account Codes. Fast Flash (green) In the Account Code entry mode. On (green) On a call for which the user has entered an Account Code.			
Call Forwarding (page 21)	Use this option to assign a Feature Key as a Call Forwarding key.	27	<ul style="list-style-type: none"> Press key instead of pressing INTER-COM and dialing *3.
<u>Busy Lamp Field (BLF)</u> Off Extension not call forwarded or in the Call Forwarding setup mode. Fast Flash In the Call Forwarding setup mode. Wink Off Extension has Call Forwarding enabled.			
Headset (page 85)	Use this option to assign a Feature Key as a Headset key.	28	<ul style="list-style-type: none"> Press key to enable or disable headset mode.
<u>Busy Lamp Field (BLF)</u> Off Extension is not in the headset mode. On Extension is in the headset mode.			

Direct Station Selection (DSS) Console

Operation

See *DSS Console Feature Key Assignments* (page 48).

Using the Speed Processing Keys on the DSS Console		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use the ANSWER key:		
1.	Press ANSWER to answer any call ringing your extension.	
To use the RELEASE key:		
1.	Press RELEASE to hang up (disconnect) your active call.	
To use the TRANSFER key:		
1.	Press TRANSFER on your DSS Console instead of the TRANSFER key on your extension.	

User Programmable Feature

DSS Console Hotline Key Assignments			
Feature	Mnemonic	Operation	Access Level
Hotline	#HL (#45)	#HL + Press flashing Hotline key + Enter extension for new Hotline partner + HOLD + Program another Hotline key or SPEAKER to exit.	3-5

Description

Directed Call Pickup allows co-workers to answer each other's calls.

Directed Call Pickup permits an extension user to intercept any type of call ringing another extension. With Directed Call Pickup, an extension user can pick up:

- Outside (Key Ring) calls ringing an extension
- Direct Inward Lines
- Transferred outside calls
- Ringing Intercom calls
- Recalls (e.g., Hold recall)
- Ring Group Calls (by dialing either the ringing extension's number or the Ring Group master number)
- Ringing Call Coverage key calls
- Ringing Group Call Pickup calls
- Calls ringing the operator's Operator Call key

Operation

Using Directed Call Pickup		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To intercept a call ringing a co-worker's extension:		
1.	Lift the handset.	
2.	Dial * *.	
3.	Dial the number of the extension whose call you want to intercept. <ul style="list-style-type: none"> • To intercept a call ringing an attendant, dial the attendant's extension number (e.g., 300). Do not dial 0 or 01-04. 	

Directory Dialing

Description

Allows users to place Intercom or Speed Dial calls from a displayed list of names.

Directory Dialing allows a display keyset user to select a co-worker or outside call from a list of names, rather than dialing the phone number. There are three types of directory Dialing:

- System (Company-Wide) Speed Dial names.
- Intercom names (including extension, Ring Group and UCD Group names).
- Personal Speed Dial names.

Operation

Using Directory Dialing			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call using Directory Dialing:			
1.	Select the Directory Dialing type.		
	[DIRECTORY + EXTENSION] [DIR + EXT]	Select Intercom Directory Dialing. <ul style="list-style-type: none"> • You can optionally dial 34 (while on hook). 	
	[DIRECTORY + PERSONAL] [DIR + PERS]	Select Personal Speed Dial Directory Dialing. <ul style="list-style-type: none"> • You can optionally dial 37 (while on hook). 	
	[DIRECTORY + COMPANY] [DIR + CMPY]	Select System Speed Dial Directory Dialing. <ul style="list-style-type: none"> • You can optionally dial 32 (while on hook). 	
2.	Do one of the following:		
	a.	To place the call by scrolling:	
		i.	Press Volume Up or Volume Down until the name you want to call displays.
		ii.	[Dial] [Dial] Select to call the displayed name.
	b.	To place the call by alphabetical dialing:	
		i.	Dial the first letter of the desired name. <ul style="list-style-type: none"> • For example, dial 4 if the name begins with G, H, or I.
		ii.	Look at your telephone's display and dial the digit for the letter you want to call. <ul style="list-style-type: none"> • In the example in step i: <ul style="list-style-type: none"> - Dial 1 if the name begins with G. - Dial 2 if the name begins with H. - Dial 3 if the name begins with I. • The first name that begins with your selection displays. If you see UNLISTED NAME, there is no name stored for your selection.
		iii.	Press Volume Up or Volume Down to scroll through all the names that begin with the letter you selected. OR Skip to the next step if the display name is the one you want to call.
		iv.	[Dial] [Dial] Select to call the displayed name.
To exit Directory Dialing at any time:			
1.	Press SPEAKER .		

Description

Allows users to customize their telephone's ringing so they'll know when calls are just for them.

Distinctive Ringing allows the installer or keyset extension user to customize keyset ringing. This permits the user to determine the type of call just by listening to their keyset ring. Distinctive Ringing provides:

- ▶ **Distinctive Ring Configuration at Each Keyset**
A keyset user can follow intuitive soft key menus to set up distinctive ringing for their phone. Their phone will even play back the new ring tones as the distinctive rings are being set up.
- ▶ **Line Override (Distinctive Ringing by Line and Ringing Mode)**
Each line can have its own distinctive ringing for each ring mode (day, night, or delay). This allows a keyset user, for example, to easily differentiate between new ringing calls and calls that are ringing their phone after a delay.
- ▶ **Extension Ring Override**
Each keyset extension can additionally override a line's distinctive ringing with the extension's own unique settings. Extension Ring Override helps identify ringing phones in large, open work areas.
- ▶ **Key Ring Override**
A keyset extension can set up unique ringing for each of its Call Coverage, Group Call Pickup, and line keys. If a user needs to know what type of call is ringing their phone, Key Ring Override will help.
- ▶ **Unique Ringing for UCD Groups and Ring Groups**
UCD Groups and Ring Groups can have their own distinctive rings. This allows a user to tell the difference between Intercom calls ringing their phone and UCD or Ring Group Calls.

The Distinctive Ringing Hierarchy

An extension's Distinctive Ringing uses the following hierarchy:

1. Key Ring Override
2. Extension Ring Override
3. Line Override
4. Default ringing assigned by the system

This means that Line Override will replace the default ringing assigned by the system. Extension Ring Override will in turn replace ringing set by Line Override. Finally, Key Ring Override will replace ringing set by Extension Override or ringing set by Line Override.

Distinctive Ringing

Understanding Ring Types

The Ring Types determine how different types of calls ring extensions. Each Ring Type sounds unique because it uses one of the 10 available ring tones. The first four Ring Types are assigned by default (see the table below). The last two (B and C) are unassigned by default but you can assign on your phone using *Extension Override* and *Key Ring Override*.

The Ring Types	
Ring Type	Call Type
Intercom	Intercom ringing This includes ringing Intercom calls, as well as calls ringing Extension Hunting groups, Call Coverage keys and the operator's Call key.
Ring Group	Ring Group ringing
Recall	Recall ringing This includes Hold, Park or Transfer recall ringing.
Ring "A"	Type A ringing This includes line key, loop key, Transfer, and DIL ringing. (You can reassign types A, B, and C ringing in <i>Extension Override</i> and <i>Key Ring Override</i> below.)
Ring "B"	Type B ringing Not used (unassigned) by default. (You can reassign types A, B, and C ringing in <i>Extension Override</i> and <i>Key Ring Override</i> below.)
Ring "C"	Type C ringing Not used (unassigned) by default. (You can reassign types A, B, and C ringing in <i>Extension Override</i> and <i>Key Ring Override</i> below.)

When Multiple Calls Ring an Extension

When multiple calls with different priorities are ringing an extension, the system prioritizes ringing according to the list below. All LEDs will flash as appropriate for the type of call, but the telephone will ring only for the highest priority call.

1. **INTERCOM** Key
2. Line Key (from lowest to highest)
3. Loop Key (from lowest to highest)

Operation

Distinctive Ring Configuration

Using Distinctive Ring Configuration			In these instructions: [Super Display Soft Key] [Keyset Soft Key]	
To customize a Ring Set for your extension:				
1.	[Menu + Ring] [Menu + MORE + Ring]	Select the Distinctive Ringing options.		
2.	[Config] [Cnfg]	Select Distinctive Ring Configuration.		
3.	Do one of the following.			
	a.	Select a Ring Type to customize.		
		[Intercom] [lcm]	Select to change the Intercom Ring Type.	
		[Ring Group] [Rgrp]	Select to change the Ring Group Ring Type.	
		[Recall] [Rcl]	Select to change the Recall Ring Type.	
		[Ring "A"] [MORE + "A"]	Select to change Type A Ring Type.	
		[Ring "B"] [MORE + "B"]	Select to change Type B Ring Type.	
		[Ring "C"] [MORE + "C"]	Select to change Type C Ring Type.	
		Select a new ring tone.		
		Dial a new ring tone (0-9). <ul style="list-style-type: none"> You hear the selection you entered. You can optionally press SPEAKER to exit the Distinctive Ringing options. 		
		[Cancel] [Cncl]	Select to cancel and back up to the previous step.	
		[Save] [Save]	Select to save your selection and back up to the previous step.	
	b.	Set your customized ringing back to the system default.		
		[Default] [MORE + MORE + Dflt]	Select to cancel any custom settings and choose a default Ring Set. You see: Are You Sure?(Y/N)	
		[Yes] [Yes]	Select to default your extension's ringing.	
		[No] [No]	Select to back up without defaulting your ringing.	
	c.	Exit Distinctive Ring Configuration.		
		[Exit] [MORE + MORE + EXIT]	Select to exit Distinctive Ring Configuration.	

Distinctive Ringing

Extension Override

Using Extension Override			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To customize ringing for your extension's outside calls:			
1.	[Menu + Ring] [Menu + MORE + Ring]	Select the Distinctive Ringing options.	
2.	[Assign] [Asgn]	Select Extension Override.	
3.	Select the ringing mode you want to change.		
	[Day Ring] [Day]	Select day ring.	
	[Night Ring] [Nght]	Select night ring.	
	[Delay Ring] [Dely]	Select delay ring.	
	[Exit] [Exit]	Select to back up to the previous step without making any changes.	
a.	For the ringing mode selected, select the Ring Type.		
	[RING "A" + EXIT] ["A" + MORE + EXIT]	Select Ring Type A.	
	[RING "B" + EXIT] ["B" + MORE + EXIT]	Select Ring Type B.	
	[RING "C" + EXIT] ["C" + MORE + EXIT]	Select Ring Type C.	
	[CO LINE] [MORE + Line + EXIT]	Select to have ringing follow <i>Line Override</i> .	
	[Exit] [Exit]	Press repeatedly to back up step-by-step.	

Key Ring Override

Using Key Ring Override			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To assign a Ring Type to a Call Coverage, Group Call Pickup, or line key:			
1.	[Menu + Ring] [Menu + MORE + Ring]	Select the Distinctive Ringing options.	
2.	[Key] [Key]	Select Key Ring Override.	
	a.	Select a key type to customize.	
		[Call Coverage] [Cck]	Select your Call Coverage keys. <ul style="list-style-type: none"> Your Call Coverage keys light.
		[Pickup] [Pkup]	Select your Group Call Pickup keys. <ul style="list-style-type: none"> Your Group Call Pickup keys light.
		[Line] [Line]	Select your line keys. <ul style="list-style-type: none"> Your line keys light.
		[Exit] [Exit]	Press repeatedly to back up step-by-step.
	b.	Press the key for which you want to set the Ring Type.	
	c.	Do one of the following.	
		i.	For the key selected, choose the Ring Type. <ul style="list-style-type: none"> Dial 1 for Ring Type A. Dial 2 for Ring Type B. Dial 3 for Ring Type C. Dial 0 to Select to have ringing follow <i>Line Override</i>.
		ii	For the key selected, press the key repeatedly to choose the ringing mode. <ul style="list-style-type: none"> For line key <u>night ring</u> only (lamp only in the day): <ul style="list-style-type: none"> Press key until it <i>flashes slowly green</i>. Not for Group Call Pickup or Call Coverage keys. For <u>delay ring</u> day and night: <ul style="list-style-type: none"> Press key until it <i>flashes fast green</i>. For <u>lamp only</u> (no ring) day and night: <ul style="list-style-type: none"> Press key until it is <i>on red</i>. For <u>immediate ring</u> day and night: <ul style="list-style-type: none"> Press key until it is <i>on green</i>.
	d.	Press another key to program, or SPEAKER to exit.	

Do Not Disturb

Description

DND permits an extension user to work by the phone undisturbed by incoming calls and announcements.

Do Not Disturb (DND) blocks incoming calls, Off-Hook Signaling and Paging announcements. An extension user can activate DND anytime while on a call or while their phone is idle. Once activated, incoming outside calls still flash the line keys. The user may use the phone in the normal manner for placing and processing calls.

Do Not Disturb provides the following 4 DND options:

- (1) Incoming outside calls blocked
- (2) Incoming Intercom calls blocked
- (3) All incoming calls blocked
- (0) Cancel Do Not Disturb

Do Not Disturb Options	
This DND option:	Blocks these calls:
(1) Incoming Outside Calls Blocked	Ringing for outside calls, including: <ul style="list-style-type: none"> • Key Ring calls • Off Hook Ringing • Call Coverage Keys • Group Call Pickup keys • Transferred outside calls • Hold, Park, and Transfer recalls • Circular or Terminal Extension Hunting calls • DILs to the extension (if the extension is not the night mode termination) • DILs to a Ring Group or UCD Group master number (if the extension is in the group)
(2) Incoming Intercom Calls Blocked	<ul style="list-style-type: none"> • Incoming Intercom calls • Transferred Intercom calls • Paging announcements • Ringing from Intercom calls to the Ring Group master number (if the extension is in the group) • Extension hunting calls that normally ring the extension
(3) All Incoming Calls Blocked	<ul style="list-style-type: none"> • All calls blocked by Option 1 <i>and</i> Option 2.
(0) Cancel Do Not Disturb	<ul style="list-style-type: none"> • Option 0 cancels Do Not Disturb

Do Not Disturb BLF for Hotline and Call Coverage Keys

The following charts show the Do Not Disturb Busy Lamp Field flash rates for Hotline and Call Coverage keys.

Hotline Busy Lamp Indications	
When the key is:	The covered extension is:
Off	Idle or not installed
On	Busy or ringing Intercom call
Medium Flash	In DND for outside calls (option 1)
Fast Flash	In DND for Intercom calls (option 2) or All Calls (option 3)

Call Coverage Key Busy Lamp Indications	
When the key is:	The covered extension is:
Off	Idle or not installed
On	Busy
Slow flash	Ringing
Medium flash	In DND for outside calls (option 1)
Fast Flash	In DND for Intercom calls (option 2) or All Calls (option 3)

Note: When transferring an outside call to an extension in DND, the Transfer will be blocked if the extension has enabled DND for all calls (type 3) or DND for outside calls (type 1). The Transfer will be allowed if the extension has enabled DND for Intercom calls (type 2).

Operation

Enabling or Disabling Do Not Disturb		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To enable or disable DND an extension:		
1.	While on-hook, press DND .	
2.	Select the DND type. <ul style="list-style-type: none"> If you don't select a type within 10 seconds: <ul style="list-style-type: none"> - <u>If DND is enabled</u>, the system automatically disables DND for your extension, or - <u>If DND is disabled</u>, the system automatically enables DND type 3 for your extension. 	
	[Off] [Off]	Select to turn off (cancel) Do Not Disturb. <ul style="list-style-type: none"> Alternately dial 0.
	[External] [Ext]	Select to block incoming outside calls only. <ul style="list-style-type: none"> Alternately dial 1.
	[Intercom] [lcm]	Select to block incoming Intercom calls only. <ul style="list-style-type: none"> Alternately dial 2. Your Intercom callers will hear DND tone and see the display DO NOT DISTURB.
	[All] [All]	Select to block all incoming calls. <ul style="list-style-type: none"> Alternately dial 3. Your Intercom callers will hear DND tone and see the display DO NOT DISTURB.
	[Exit] [N/A]	Select to return to idle.
3.	Your telephone's display shows the type of DND you enabled. <ul style="list-style-type: none"> Your DND key is on. 	
If you are on a call (or anytime your telephone is not idle):		
1.	Pressing DND does one of the following.	
	a.	<u>If DND is enabled</u> , the system automatically disables DND for your extension.
	b.	<u>If DND is disabled</u> , the system automatically enables DND type 3 for your extension.

Do Not Disturb Override

Description

Easily override a co-worker's Do Not Disturb.

Do Not Disturb Override lets an extension user override another extension's Do Not Disturb. This allows a priority employee (such as a supervisor or executive) to get through to a co-worker right away while the co-worker's phone is in Do Not Disturb. DND Override is available to all extensions that have DND Override set in their Class of Service. It is also available to any extension that has a Hotline key for a co-worker, even without the Class of Service option enabled.

Operation

Do Not Disturb Override		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use Do Not Disturb Override:		
1.	Dial your co-worker's extension or press their Hotline key. <ul style="list-style-type: none">You hear DND tone and see DO NOT DISTURB in your display.If you hear busy or ring/busy tone instead, your co-worker is busy on a call.	
2.	[DND Override] [Ovrd]	Select to override the extension's Do Not Disturb. <ul style="list-style-type: none">Alternately dial 1.
3.	The system automatically places a ringing Intercom call to your co-worker.	

Description

Use a Door Box to remotely monitor an entrance door.

The Door Box (P/N 922450) is a self-contained analog Intercom unit typically used to monitor an entrance door. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chime tones or ringing to all extensions programmed to receive chimes. To answer the chime or ringing, the called extension user just lifts the handset. This lets the extension user talk to the visitor at the Door Box. The Door Box is convenient to have at a delivery entrance, for example. It is not necessary to have company personnel monitor the delivery entrance; they just answer the Door Box instead.

Door Box Relays

Any keyset extension that receives Door Box chimes or ringing can control a control relay, which in turn typically enables an electric strike on an entrance door next to the Door Box.

Door Box Alerts

The system uses Ring Groups to control Door Box alerts. When a visitor at the door presses the Door Box call button, the Door Box will alert (chime or ring) all the extensions in the Ring Group to which the Door Box belongs. For example, if Door Box 309 and extensions 301 and 302 are in Ring Group 1, pressing the call button alerts 301 and 302.

Operation

Calling <u>from</u> the Door Box		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call from the Door Box:		
1.	Press the Door Box call button.	
2.	When someone inside the building answers your call, speak toward the Door Box. <ul style="list-style-type: none"> Once you press the call button, you can not control the call. You must wait for someone to answer. 	

Calling <u>to</u> the Door Box		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call to the Door Box from a keyset:		
1.	Lift handset and press INTERCOM . <ul style="list-style-type: none"> At a single line set, just lift the handset. 	
2.	Dial the Door Box extension number. <ul style="list-style-type: none"> You hear two beeps, then conversation with the visitor at the door. 	

Answering Door Box Chimes		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer Door Box chimes or ringing:		
1.	Lift the handset. <ul style="list-style-type: none"> Door Box chimes are not available at single line telephones. 	

Door Box

Controlling the Door Strike			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate the Door Box relay (which in turn controls the door strike): <ul style="list-style-type: none">Once set up in programming, this option is available to any member of the Door Box Ring Group as well as any extension with a Call Coverage key for the Door Box Ring Group.			
1.	Place or answer a Door Box call.		
2.	Do one of the following.		
	a.	[Open] [Open]	Select to open the Door Box relay (if closed/activated). <ul style="list-style-type: none">Alternately press FLASH.
	b.	[Close] [Close]	Select to close the Door Box relay (if open/deactivated). <ul style="list-style-type: none">Alternately press FLASH.
	c.	At a single line telephone, hookflash to open or close the Door Box relay,	

Description

Lets calls ring longer than usual to assist co-workers that can't readily get to their phones.

Extended Ringing forces an unanswered call to ring a telephone an extended number of times before rerouting. This helps a users that cannot get to their phone quickly to pick up calls (such as a warehouse worker). Extended Ringing is available with the following features:

- **Direct Inward Line**
DILs ring for an extended period before routing to the overflow destination.
- **Transfer**
Transferred outside calls ring for an extended period before recalling the transferring extension.

Operation

None

Description

Automatically route calls to co-workers that work closely together.

Extension Hunting routes calls to a predefined group of hunt group member extensions. A call rings in sequence through the hunt group until answered at a member extension. Extension Hunting is helpful, for example, for a group of co-workers that share responsibility for answering calls. Each call cycles through the group until an available member picks it up.

There are three types of Extension Hunting:

- ▶ Circular Hunting
- ▶ Terminal Hunting
- ▶ Uniform Call Distribution (UCD) Hunting

Circular Hunting

A Circular Hunting group consists of a group of extensions programmed into a Circular Hunting list. A call unanswered at a member extension rings the next extension in the programmed list. If unanswered, the call will continue to cycle through the hunt group. Depending on the hunt type (see below), Circular Hunting will occur for transferred outside calls, DILs to a hunt group member, and ringing Intercom calls. Hunting does not occur for Key Ring and Ring Group calls.

Terminal Hunting

A Terminal Hunting group consists of a group of extensions programmed into a Terminal Hunting list. A call unanswered at a member extension rings the next extension in the programmed list. The call will cycle through the group once, until it reaches the last extension in the list. Unlike Circular Hunting, the call will not cycle back to the top of the hunt list. Depending on the hunt type (see below), Terminal Hunting will occur for transferred outside calls, DILs to a hunt group member, and ringing Intercom calls. Hunting does not occur for Key Ring and Ring Group calls.

Uniform Call Distribution (UCD) Hunting

Like Circular and Terminal Hunting, a UCD Hunting also consists of a group of extensions programmed into a hunt list. The system routes calls into a UCD Group according to the frequency of use of the member extensions. The first extension rung is the member that has been idle the longest. The last extension rung is the member that has been idle the shortest.

Each member of the group is additionally associated with a UCD Master Extension Number. To activate UCD Hunting, an incoming call must route to the UCD Group master number. This is done by placing an Intercom call to the master number, transferring a call to the master number or setting up a DIL to the master number. When all members of the UCD Group are busy, the call can route to the programmed UCD Overflow destination.

Operation

Sending a Call to a Terminal or Circular Hunting Group		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To send a call to a Terminal or Circular Hunting Group:		
1.	Do one of the following.	
a.	Transfer an outside call to a hunt group member.	
b.	Set up a DIL to a hunt group member.	
c.	Place a ringing Intercom call to a hunt group member.	
d.	Set up a hunt group member as a line's overflow destination.	

Sending a Call to a UCD Group		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To send a call to a UCD Group:		
1.	Do one of the following.	
a.	Transfer a call to the UCD Group master number.	
b.	Set up a DIL to the UCD Group master number.	
c.	Place an Intercom call to the UCD Group master number.	
d.	Set up the UCD Group master number as a line's overflow destination.	

Removing/Reinstalling your Extension from your UCD Group		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To temporarily remove/reinstall your extension from your UCD Group:		
1.	Press INTERCOM and dial *5.	
2.	Do one of the following:	
a.	Dial 4 to return your extension to your UCD Group.	
b.	Dial 6 to remove your extension from your UCD Group.	
3.	Press SPEAKER to hang up.	

Extension Locking

Description

When they leave the office, a keyset user can secure their phone to prevent unauthorized use.

Extension Locking allows a keyset extension user to secure their phone when they leave the office. The user may want to do this if their phone has Toll Restriction and Class of Service options enabled that could be easily abused. *While locked, the restrictions set up in Class of Service 15 and Toll Level 7 are in force at the extension.* When the user returns, they just unlock their extension to return it to normal operation.

You'll need to program the restrictions in Class of Service 15 and Toll Level 7 separately.

Walking Class of Service and Extension Locking

Walking Class of Service overrides Extension Locking. For example:

- ▶ Extension 301 is permitted by their Class of Service and Toll Restriction to use Paging and place long distance calls.
- ▶ Extension 306 locks their extension. While locked, Class of Service 15 prevents Paging and Toll Level 7 prevents long distance calls. These features are no longer available at extension 306.
- ▶ The extension 301 user goes to extension 306 and implements Walking Class of Service.
- ▶ The extension 301 user can then use 306 to make long distance calls and Page (even though 306 was locked to prevent those features).

Operation

Locking and Unlocking Your Extension		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To lock your extension:		
1.	Press INTERCOM and dial ##5 . <ul style="list-style-type: none"> • While your extension is locked, DND winks on and you hear pulsating dial tone when you press INTERCOM. 	
To unlock your extension:		
1.	Press INTERCOM and dial ##5 . Your hear pulsating dial tone when you press INTERCOM .	
2.	When you see ENTER PIN CODE : <ul style="list-style-type: none"> • Enter your PIN number + HOLD. 	

Entering or Changing Your PIN Number		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To enter your PIN number (if you don't have one assigned):		
1.	Press INTERCOM and dial ##6 .	
2.	When you see ENTER NEW PIN : <ul style="list-style-type: none"> • Enter your new PIN number + HOLD. • When entering your PIN number: <ul style="list-style-type: none"> - CLEAR erases your entire entry. - REDIAL backspaces over (erases) the last digit entered. 	
3.	When you see REENTER NEW PIN : <ul style="list-style-type: none"> • Confirm your entry by reentering your new PIN number. 	

Entering or Changing Your PIN Number		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
4.	When you see NEW PIN ACCEPTED:	
		[Exit] [Exit]
To change your PIN number (if you already have one assigned):		
1.	Press INTERCOM and dial ##6 .	
2.	When you see ENTER PIN CODE: <ul style="list-style-type: none"> Enter your current PIN number + HOLD. 	
3.	When you see ENTER NEW PIN: <ul style="list-style-type: none"> Enter your new PIN number + HOLD. When entering your PIN number: <ul style="list-style-type: none"> CLEAR erases your entire entry. REDIAL backspaces over (erases) the last digit entered. 	
4.	When you see REENTER NEW PIN: <ul style="list-style-type: none"> Confirm your entry by reentering your new PIN number. 	
5.	When you see NEW PIN ACCEPTED:	
		[Exit] [Exit] Select to exit PIN number programming.

Unlocking an Extension from the Attendant's Phone		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To unlock an extension (and clear the extension's PIN number) from the attendant's phone:		
1.	Press INTERCOM and dial ##3 . <ul style="list-style-type: none"> You must have a PIN number entered for your phone to use this feature. 	
2.	When you see ENTER PIN CODE: <ul style="list-style-type: none"> Enter your PIN number + HOLD. 	
3.	When you see ENTER EXTENSION: <ul style="list-style-type: none"> Enter the number of the extension you want to unlock + HOLD. 	
4.	When you see CLEAR PIN: xxx , do one of the following:	
		[YES] [YES] Select to unlock the extension entered in step 3 above.
		[NO] [NO] Select to back up to step 2 without unlocking.

Feature Keys

Description

Feature Keys simplify feature operation.

Each keyset has Feature Keys. These Feature Keys simplify placing calls, answering calls and using certain features. You can customize the function of any keyset's Feature Keys from the system program and the User Programmable Features.



The **22-Button Standard and Display Telephones** feature 12 Feature Keys.



The **34-Button Display Telephone** features 24 Feature Keys.



The **34-Button Super Display Telephone** also features 24 Feature Keys.

You can assign the following types of Feature Keys to an extension.

• Account Code	• Intercom Directory Dialing	• Park Orbit
• Call Coverage (immediate, delayed or no ring)	• Line keys	• Reverse Voice Over
• Call Forwarding	• Message Center	• Save Number Dialed
• Call Timer	• Loop Key, Fixed	• Speed Dial, Personal
• Group Call Pickup (immediate, delayed or no ring)	• Loop Key, Switched	• Speed Dial, System

• Headset key	• Night key	• Split
• Hotline	• Page Zones	• Voice Mail Conversation Record

Extension Feature Key Assignments

Extension Feature Key Assignments (Page 1 of 5)			
Key Type	Description	Key Code and Data	Operation
Undefined	Use this option to designate a Feature Key as undefined (no function).	00	N/A
Loop Key (Switched) (page 103)	Use this option to assign a Feature Key as a Switched Loop key.	01	• Press the key to place or answer call.
	<u>Busy Lamp Field (BLF)</u> Off Loop key idle. On (green) You are busy on a loop key call. Slow Flash Line is ringing.		
Loop Key (Fixed) (page 103)	Use this option to assign a Feature Key as a Fixed Loop key.	02 + nn (Line Group 90-98)	
	<u>Busy Lamp Field (BLF)</u> Off Loop key idle. On (green) You are busy on a loop key call. Slow Flash Line is ringing.		
Line (page 100)	Use this option to assign a Feature Key as a line key.	03 + nn (line number 1-64)	• Press the key to place or answer call.
	<u>Busy Lamp Field (BLF)</u> Off Line is idle or not installed. On (red) A co-worker is busy on the line or has the line on Exclusive Hold. On (green) You are busy on the line. Wink On (red) On System Hold at a co-worker's extension. Wink On (green) On System Hold at your extension. Double Wink On (green) On Exclusive Hold or recalling your extension. Slow Flash (red) Line is ringing. Slow Flash (green) Line is ringing or you extension directly.		
Park Orbit (page 119)	Use this option to assign a Feature Key as a Park Orbit key.	04 + nn (Park Orbit 60-69)	• Press key to Park or retrieve parked call.
	<u>Busy Lamp Field (BLF)</u> Off Orbit is idle. On Orbit is holding a parked call. Wink On (green) Orbit is holding a call you parked.		

Feature Keys

Extension Feature Key Assignments (Page 2 of 5)			
Key Type	Description	Key Code and Data	Operation
Hotline (page 90)	Use this option to assign a Feature Key as a Hotline key. A keyset user can use the #HL user-programmable procedure to change the Hotline assignments on their console.	05 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call Hotline partner.
	<u>Busy Lamp Field (BLF)</u> Off Partner extension is idle. On Partner extension is busy or ringing. Medium Flash Partner extension is in DND for outside calls (option 1). Fast Flash Partner extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Call Coverage Immediate Ring (page 19)	Use this option to assign a Feature Key as an immediately ringing Call Coverage Key.	06 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> Off Covered extension is idle. On Covered extension is busy. Slow Flash Covered extension is ringing. Medium Flash Covered extension is in DND for outside calls (option 1). Fast Flash Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Call Coverage No Ring (page 19)	Use this option to assign a Feature Key as a lamp only (no ring) Call Coverage Key.	07 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> Off Covered extension is idle. On Covered extension is busy. Slow Flash Covered extension is ringing. Medium Flash Covered extension is in DND for outside calls (option 1). Fast Flash Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Call Coverage Delay Ring (page 19)	Use this option to assign a Feature Key as a delayed ringing Call Coverage Key.	08 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call covered extension or pick up ringing call.
	<u>Busy Lamp Field (BLF)</u> Off Covered extension is idle. On Covered extension is busy. Slow Flash Covered extension is ringing. Medium Flash Covered extension is in DND for outside calls (option 1). Fast Flash Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
Group Pickup Immediate Ring (page 79)	Use this option to assign a Feature Key as an immediately ringing Group Call Pickup key.	09 + nn (Pickup Group 1-16)	<ul style="list-style-type: none"> Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> Off No call is ringing the pickup group. Slow Flash (green) A call is ringing the pickup group.		

Extension Feature Key Assignments (Page 3 of 5)			
Key Type	Description	Key Code and Data	Operation
Group Pickup No Ring (page 79)	Use this option to assign a Feature Key as a lamp only (no ring) Group Call Pickup key.	10 + nn (Pickup Group 1-16)	<ul style="list-style-type: none"> Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> Off No call is ringing the pickup group. Slow Flash (green) A call is ringing the pickup group.		
Group Pickup Delay Ring (page 79)	Use this option to assign a Feature Key as a delay ring Group Call Pickup key.	11 + nn (Pickup Group 1-16)	<ul style="list-style-type: none"> Press key to answer call ringing Pickup Group.
	<u>Busy Lamp Field (BLF)</u> Off No call is ringing the pickup group. Slow Flash (green) A call is ringing the pickup group.		
Page Zone (page 116)	Use this option to assign a Feature Key as a Page Zone key.	13 + n (Page Zone 1-7, 0 for All Call)	<ul style="list-style-type: none"> Press key to Page into assigned zone.
	<u>Busy Lamp Field (BLF)</u> On The assigned Page zone is busy. On (green) The assigned Page zone is busy broadcasting an announcement you are making. Off The assigned Page zone is idle.		
System Speed Dial (page 149)	Use this option to assign a Feature Key as a System Speed Dial key. You assign the key to specific System Speed Dial bin. <ul style="list-style-type: none"> There is no BLF for this key type. 	14 + nnn (bin 001-999)	<ul style="list-style-type: none"> Press key to dial stored number.
Personal Speed Dial (page 149)	Use this option to assign a Feature Key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial bin. <ul style="list-style-type: none"> There is no BLF for this key type. 	15 + nnn (bin 01-20)	<ul style="list-style-type: none"> Press key to dial stored number.
Call Timer (page 26)	Use this option to assign a Feature Key as a Call Timer key. There are two types of timer key: manual and automatic.	16 + n (1=manual, 2=automatic)	<ul style="list-style-type: none"> Press key to start or stop Call Timer.
	<u>Busy Lamp Field (BLF)</u> On Call Timer on. Off Call Timer off.		
Voice Mail Record (page 167)	Use this option to assign a Feature Key as a voice mail Record key. <ul style="list-style-type: none"> You must have voice mail installed to use this key. A voice prompt and periodic beep will remind you that your calls are being recorded. 	17 + nnn (extension number of valid Subscriber Mailbox)	<ul style="list-style-type: none"> Press key to record conversation into mailbox.
	<u>Busy Lamp Field (BLF)</u> Off Conversation Record is off. Fast Flash (green) Conversation Record is on.		

Feature Keys

Extension Feature Key Assignments (Page 4 of 5)			
Key Type	Description	Key Code and Data	Operation
Night (page 112)	Use this option to assign a Feature Key as a Night key. There are two options: <i>System Night</i> key and <i>UCD Night</i> key. The <i>System Night</i> key puts all Key Ring lines and lines terminated to Ring Group master numbers into the night mode. The <i>UCD Night</i> key puts all lines terminated to the UCD Group master number into the night mode.	18 + CLEAR (System Night key) 18 + UCD Group master number (UCD Night key)	<ul style="list-style-type: none"> Press key to put Key Ring lines and lines terminated to Ring Group master into night mode. <li style="text-align: center;">OR Press key to put lines terminated to UCD master into night mode.
	<u>Busy Lamp Field (BLF)</u> On Night mode is on. Off Night mode is off.		
Split (page 154)	Use this option to assign a programmable key as a Split key. <ul style="list-style-type: none"> There is no BLF for this key type. 	20	See <i>Split (Alternate)</i> (page 154) for more.
Intercom Directory Dialing (page 54)	Use this option to assign a programmable key as an Intercom Directory Dialing key.	21	<ul style="list-style-type: none"> Press key to access Intercom Directory Dialing.
	<u>Busy Lamp Field (BLF)</u> On Intercom Directory Dialing is active (being used). Off Intercom Directory Dialing is inactive (off).		
Reverse Voice Over Key (page 132)	Use this option to assign a Feature Key as a Reverse Voice Over key.	23 + nnn (extension number)	<ul style="list-style-type: none"> While on a handset call, press key to place a private Intercom call to covered extension.
	<u>Busy Lamp Field (BLF)</u> Off Assigned extension is idle. On Assigned extension is busy or ringing. Medium Flash Assigned extension is in DND for outside calls (option 1). Fast Flash Assigned extension is in DND for Intercom calls (option 2) or All Calls (option 3)		
Message Center (page 167)	Use this option to assign a Feature Key as a Message Center key.	24 + nnn (extension number)	<ul style="list-style-type: none"> Press key to call Message Center Mailbox.
	<u>Busy Lamp Field (BLF)</u> Off No messages waiting in the Message Center Mailbox. Fast Flash Messages waiting in the Message Center Mailbox.		
Save Number Dialed (page 138)	Use this option to assign a Feature Key as a Save Number Dialed key. <ul style="list-style-type: none"> There is no BLF for this key type. 	25	<u>While on a call:</u> <ul style="list-style-type: none"> Press key to save the number you just dialed. <u>While idle:</u> <ul style="list-style-type: none"> Press key to redial a previously saved number.

Extension Feature Key Assignments (Page 5 of 5)			
Key Type	Description	Key Code and Data	Operation
Account Code (page 10)	Use this option to assign a Feature Key as an Account Code key.	26	<ol style="list-style-type: none"> 1. Place or answer outside call. 2. Press key. 3. Enter Account Code. 4. Press key to return to the call.
	<u>Busy Lamp Field (BLF)</u> Off Not in Account Code mode or not entering Account Codes. Fast Flash (green) In the Account Code entry mode. On (green) On a call for which the user has entered an Account Code.		
Call Forwarding (page 21)	Use this option to assign a Feature Key as a Call Forwarding key.	27	<ul style="list-style-type: none"> • Press key instead of pressing INTER-COM and dialing *3.
	<u>Busy Lamp Field (BLF)</u> Off Extension not call forwarded or in the Call Forwarding setup mode. Fast Flash In the Call Forwarding setup mode. Wink Off Extension has Call Forwarding enabled.		
Headset (page 85)	Use this option to assign a Feature Key as a Headset key.	28	<ul style="list-style-type: none"> • Press key to enable or disable headset mode.
	<u>Busy Lamp Field (BLF)</u> Off Extension is not in the headset mode. On Extension is in the headset mode.		

Operation

See *Extension Feature Key Assignments* (page 71).

User Programmable Feature

Programming Feature Keys			
Feature	Mnemonic	Operation	Access Level
Programmable Feature Key Assignments	#KP (#57)	#KP + Press key you want to program + HOLD + INTER-COM + Press Volume Up or Volume Down to select key option + HOLD + (Enter any additional data, if required + HOLD) + Press Volume Up or Volume Down to select another key to program, or CONF + SPEAKER to exit.	3-5

Flash

Description

Extension users can access certain CO and PBX features by interrupting line loop current.

Flash allows an extension user to access certain CO and PBX features by interrupting line loop current. Flash lets an extension user take full advantage of whatever features the connected telco or PBX offers. You must set the Flash parameters for compatibility with the connected telco.

Operation

Flashing and Outside Line		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To Flash the outside line you are on:		
1.	Do one of the following.	
a.	At a keyset, press FLASH .	
b.	At a single line telephone, hookflash and dial #3 .	

Description

Change the digits users dial for co-workers and other features.

The system's Flexible Numbering Plan allows you to change the digits users dial to reach the attendant, other co-worker's, outside lines, UCD Groups, and Ring Groups. The following chart shows the areas of the system number plan you can change.

For this feature:	You can change the digits a user dials to:	These digits are normally:
<i>Attendant Position</i> (page 14)	Reach the system operator(s)	0 or 01-04
<i>Central Office Calls, Placing</i> (page 33)	Access a Line Group	90-98
<i>Direct Line Access</i> (page 43)	Directly access a line	101-164
<i>Extension Hunting</i> (page 66)	Reach a UCD Group master number	700-707
<i>Group Ring</i> (page 81)	Reach a a Ring Group master number	600-607
<i>Intercom</i> (page 93)	Call a co-worker over the Intercom	300-427

Features

Operation

None

Forced Line Disconnect

Description

Disconnect a co-worker's outside call in an emergency.

Forced Line Disconnect allows an extension user to disconnect (release) another extension's active outside call. Forced Line Disconnect lets a user access a busy line in an emergency, when no other lines are available. Maintenance technicians can also use Forced Line Disconnect to release a line on which there is no conversation. This can happen if a line does not properly disconnect when the outside party hangs up.

CAUTION

Forced Line Disconnect abruptly terminates the active call on the line. Only use this feature in an emergency and when no other lines are available.

Operation

Using Forced Line Disconnect		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To disconnect a busy line:		
1.	Do one of the following.	
	a.	Press the line key for the busy line.
	b.	Press INTERCOM and dial the line's extension number (e.g., 101 for line 1).
2.	When you hear busy tone, dial # to disconnect the line. <ul style="list-style-type: none">• You hear Intercom dial tone and the line key goes out.• You can now place a new call on the line.	

Description

Easily answer a call ringing your Pickup Group, even if you don't know which extension is ringing.

Group Call Pickup allows an extension user to answer a call ringing an extension in their assigned Pickup Group. This permits co-workers in the same Pickup Group to easily answer each other's ringing calls. The user can intercept the ringing call by dialing a code or pressing a programmed Group Call Pickup key. The system has a maximum of eight Pickup Groups, with an unlimited number of extensions in each group. However, an extension can be a member of only one pickup group.

Group Call Pickup can answer the following types of calls:

- Ringing Intercom calls
- Transferred calls
- Direct Inward Lines
- Calls on lines assigned to the Pickup Group

To simplify picking up calls, an extension can have Feature Keys assigned as Group Call Pickup keys. There are three types of Group Call Pickup keys: immediate ring, no ring (lamp only), or delayed ring.

Operation

Answering a Pickup Group Call		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer a call ringing a phone in your Pickup Group:		
1.	Lift the handset.	
2.	Do one of the following.	
	a.	Press the flashing Group Call Pickup key.
	b.	Press INTERCOM and dial *#.

User Programmable Feature

Changing the Group Call Pickup Key Ringing			
Feature	Mnemonic	Operation	Access Level
Group Call Pickup	#RA (#72)	#RAP + Group Call Pickup key repeatedly to select ringing mode + SPEAKER to exit. <ul style="list-style-type: none"> • Call Coverage Keys flash as follows: <ul style="list-style-type: none"> - Lamp only = On red - Immediate ring = On green - Delay ring = Fast flash green. 	1-5

Group Listen

Description

Use Group Listen to talk to an important client or customer and have your co-workers listen in on the meeting.

Group Listen permits a keyset user to talk on the handset and have their caller's voice broadcast over the telephone speaker. This lets the keyset user's co-workers listen to the conversation. Group Listen turns off the keyset's Handsfree microphone so the caller does not hear the co-worker's voices during a Group Listen. When a keyset user sets up Group Listen, they hear their caller's voice over the telephone speaker as well as their handset.

Operation

Using Group Listen		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up Group Listen:		
1.	Place or answer a call using the handset.	
2.	Press SPEAKER twice (but do not hang up). <ul style="list-style-type: none">• SPEAKER flashes slowly red.	
3.	Talk to the caller through your handset. <ul style="list-style-type: none">• You and your co-workers hear your caller's voice over your telephone speaker.• Your handsfree microphone and handset receiver are off.	
To talk Handsfree after initiating Group Listen:		
1.	Press SPEAKER twice.	
2.	Hang up. <ul style="list-style-type: none">• SPEAKER is on.• Talk to your caller using the Handsfree speaker and microphone.	
To cancel Group Listen and return to your handset:		
1.	Do not hang up.	
2.	Press flashing SPEAKER . <ul style="list-style-type: none">• SPEAKER is off.• Talk to your caller over your handset. Your co-workers can no longer hear your caller's voice.	

Description

Use Group Ring to call a group of co-worker's simultaneously.

Group Ring allows you to arrange extensions into Ring Groups for answering calls. When a call comes into the Ring Group master number, all extensions in the group ring simultaneously. Any user in the Ring Group can answer the call just by lifting the handset. The ringing call can be:

- ▶ A Direct Inward Line to the Ring Group (i.e., terminated to the Ring Group master number).
- ▶ An outside call transferred to the Ring Group master number.
- ▶ An intercom call to the Ring Group master number.

The system provides up to 8 Ring Groups (1-8). The Ring Group master numbers are predefined as 600-607, but can be any valid extension number not already in use.

An unanswered DIL to the Ring Group master number can be picked up by the Ring Group Mailbox.

Operation

Placing and Transferring Ring Group Calls

Placing an Intercom Call to a Ring Group		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To make an Intercom call to a Ring Group:		
1.	Lift handset and press INTERCOM .	
2.	Dial the Ring Group number (e.g., 600).	
3.	Wait for co-worker to answer. <ul style="list-style-type: none"> • If all Ring Group members are busy, your call will continue to ring until a group member becomes free. 	

Transferring a Call to a Ring Group		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Transfer your call to a Ring Group:		
1.	Press INTERCOM .	
2.	Dial the Ring Group number (e.g., 600).	
3.	Do one of the following:	
a.	To screen (announce) the Transfer:	
		Wait for a Ring Group member to answer then press TRANSFER .
b.	To have the call go through unscreened (unannounced):	
		Press TRANSFER . <ul style="list-style-type: none"> • If your Transfer is unanswered, the call will return to you.
c.	To return to the call before a Ring Group member picks it up:	
		Press the flashing (green) line key.

Group Ring

Answering Ring Group Calls

Answer a Call to a Ring Group		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To answer a call ringing your Ring Group:		
1.	Do one of the following:	
	a.	If the call doesn't appear on a line or loop key:
		Lift handset.
	b.	If the call appears on a line or loop key:
		Press the flashing line or loop key.

Answer a Call to Another Ring Group		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To answer a call ringing another Ring Group (of which you are not a member):		
1.	Lift handset and press INTERCOM .	
2.	Dial ** and the Ring Group number (e.g., 600).	

Description

- Talk over the phone Handsfree, using the built-in speaker and microphone.
- With Handsfree Answerback, answer an Intercom call by just speaking toward your phone.

Handsfree

Handsfree allows a keyset user to process calls using the speaker and microphone in the telephone (instead of the handset). Handsfree is a convenience for workers who don't have a free hand to pick up the handset. For example, a terminal operator could continue to enter data with both hands while talking on the phone.

Handsfree Answerback and Forced Intercom Ringing

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the phone, without lifting the handset. Like Handsfree, this is a convenience for workers who don't have a free hand to pick up the handset. Incoming Intercom calls alert with two beeps if the extension has Handsfree Answerback — a single beep if it does not.

Forced Intercom Ringing causes an Intercom call to ring the destination extension. You can enable Forced Intercom Ringing system-wide (for all extensions), or a user can dial a code to have their Intercom call ring the destination.

Operation

Using Handsfree		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use Handsfree instead of lifting the handset:		
1.	Press SPEAKER .	
To talk on a Handsfree call:		
1.	Speak toward your telephone. <ul style="list-style-type: none"> • To temporarily turn off the Handsfree microphone, see <i>Microphone Mute</i> (page 107). 	
To change a handset call into a Handsfree call:		
1.	Press SPEAKER .	
2.	Hang up the handset.	
To change a Handsfree call into a handset call:		
1.	Lift the handset.	

Setting Up Incoming Voice Announcements		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To turn voice-announcements for your incoming Intercom calls on and off:		
1.	Select the voice announce option.	
	[Menu + Voice Announce] [Menu + Vann]	

Handsfree and Handsfree Answerback

Setting Up Incoming Voice Announcements			In these instructions: [Super Display Soft Key] [Keypad Soft Key]
2.	Do one of the following.		
	a.	To turn incoming voice announcements on:	
		[On + EXIT] [On + EXIT]	
	b.	To turn incoming voice announcements off:	
		[Off + EXIT] [Off + EXIT]	

User Programmable Feature

Setting Up Incoming Voice Announcements			
Feature	Mnemonic	Operation	Access Level
Handsfree Answerback	#VA (#82)	#VA + V for voice announce or R for ring + SPEAKER to exit.	3-5

Description

Have the privacy of a handset call without having to hold the handset.

A keyset user can utilize a customer-provided headset in place of the handset. Like using Handsfree, using the headset frees up the user's hands for other work. However, the headset provides privacy not available from Handsfree.

Headset Compatibility also provides the following features. (Note that while an extension is in the Headset mode, the system ignores all hookswitch depressions.)

- **Background Music**
If programmed and connected, Background Music will broadcast over the telephone speaker while the extension is in the Headset mode.
- **Central Office Calls, Answering**
An extension user in the Headset mode can press **Volume Up** and **Volume Down** to control the volume of any call ringing their phone.
- **Handsfree and Handsfree Answerback**
An extension in the Headset mode can receive normal voice-announced Intercom calls, depending on system programming. The extension user can respond to the voice-announced call by speaking toward the phone (just like non-headset extensions). To answer the voice-announced call in the headset, the user just presses **SPEAKER** after hearing the voice-announcement.
- **Microphone Mute**
While on a headset call, the extension user can press **MUTE** to mute (i.e., turn off) the headset microphone. While responding to an Intercom call using Handsfree Answerback, pressing **MUTE** mutes the Handsfree microphone.
- **Off-Hook Signaling**
 - Outside Calls
Depending on system programming, an extension in the headset mode can receive either Camp-On beeps or Off-Hook Ringing for incoming outside calls (just like non-headset extensions).
 - Intercom Calls
Depending on system programming, an extension in the headset mode can receive either Camp-On beeps or Voice Over announcements from a co-worker (just like non-headset extensions).
 - Hotline Calls
Depending on system programming, an extension in the headset mode can receive either Camp-On beeps or Voice Over announcements from their Hotline partner.
 - Paging
Internal Paging announcements broadcast over the telephone speaker while the extension is in the Headset mode.
 - Transfer
Screened and unscreened transfers work just like non-headset extensions. For example, if a headset extension user presses **SPEAKER** to answer a screened transfer, the call will connect to their headset when the transferring party hangs up. Note that Handsfree Transfers always connect to the headset extension's headset, not speakerphone.
 - Volume Control
While on a headset call, the extension user can press **Volume Up** and **Volume Down** to adjust the receive volume in the headset.

Headset Key

A keyset user can have a Feature Key on their telephone or DSS Console assigned as a Headset key. The user presses the key to enable or disable the headset mode, as an alternative to using the **#HL** User Pro-

Headset Compatibility

programmable Feature. The key lights while the extension is in the Headset mode, and is off while the Headset mode is disabled. If an extension user is on a call, pressing the Headset key automatically switches the active call to the headset. Pressing the Headset key again switches the call back to Handsfree.

Off-Hook Signaling and Headsets

Outside Calls (transfers and DILs)

If the extension is set up to receive Camp-On tones for waiting (transferred) outside calls, the user will hear the Camp-On tones in their headset. They will also hear Camp-On tones in their headset for a waiting Direct Inward Line (DIL). The extension will not, however, receive Camp-On tones for Key Ring calls ringing the phone while it is in the headset mode.

An extension in the headset mode will not hear Off-Hook Ringing.

Intercom Calls

If the extension is set up to receive Camp-On tones for waiting Intercom calls, the user will hear tones in their headset when a co-worker dials **2** to wait in line.

Operation

Using the Headset		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To connect the headset:		
1.	Plug a compatible headset into the telephone headset jack.	
To turn the headset mode on and off:		
1.	Do one of the following.	
a.	Press the headset Feature Key on your telephone or DSS Console.	
b.	Use the User Programmable Features (see below).	
While in the headset mode:		
1.	You can do the following.	
a.	Press a line key to place or answer an outside call.	
b.	Press INTERCOM to get Intercom dial tone.	
c.	If on a call, press SPEAKER to hang up.	

User Programmable Feature

Turning the Headset Mode On and Off			
Feature	Mnemonic	Operation	Access Level
Headset Compatibility	#HS (#47)	#HS + Y to enable or N to disable + SPEAKER to exit.	3-5

Description

Have a call wait on Hold, then pick it up to continue the conversation.

Hold lets an extension user put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not conversation in the extension user’s work area. While the call waits on Hold, the extension user may process calls or use a system feature. Outside calls left on Hold too long recall the extension that placed them on Hold. If the recall is unanswered, the call diverts to Key Ring.

There are four types of Hold:

System (Regular) Hold

With System Hold, an outside call a user places on Hold flashes the line key (if programmed) at all other keysets. Any keyset user with the flashing line key can pick up the call.

Exclusive Hold

When a user places a call on Exclusive Hold, only that user can pick up the call from Hold. The line appears busy to all other keysets that have a key for the line. Exclusive Hold is important if the user doesn’t want a co-worker picking up their call on Hold.

Automatic Hold

Automatic Hold allows a user to be on an outside call, activate a feature, and automatically place the call on Hold without first pressing the **HOLD** key. The system places a call on Hold automatically when the user presses **CONF**, **INTERCOM**, or a Hotline key. Automatic Hold optionally allows a user, busy on an outside call, to press another line key or a Call Coverage Key to automatically put their initial call on Hold.

Intercom Hold

A user can place an Intercom call on Hold. The Intercom call on Hold does not indicate at any other extension. There is no Hold Recall for Intercom calls.

Distinctive Flash Rate on Recall

System Hold and Exclusive Hold recall feature a distinctive flash rate for line keys (see the chart below). This allows the keyset extension user to easily differentiate new calls that are ringing from held calls that are recalling.

Distinctive Flash Rate on Recall		
For this type of call:	You see this flash rate:	
	System Hold	Exclusive Hold
Call that you placed on Hold	Single Wink On (green)	Double Wink On (green)
Call that you initially placed on Hold <u>recalling</u> your phone	Double Wink On (green)	Double Wink On (green)
Call a co-worker placed on Hold at their extension	Single Wink On (red)	None (On red)
Call a co-worker initially placed on Hold <u>recalling</u> your phone	Double Wink On (red)	Double Wink On (red)

Hold

Hold Recall Display

The Hold recall display identifies:

- The type of call recalling the extension.
- The extension which initially placed the call on Hold.

The Hold recall displays occurs as the call is ringing the extension that initially placed it on Hold, and after the call diverts to Key Ring.

Operation

Using System Hold		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call on System Hold:		
1.	Press HOLD . <ul style="list-style-type: none"> • The line key winks (on) while on Hold, double-wink (on) while recalling. • Line keys on Hold are green for your calls - red for your co-workers. 	
	If a call on Hold recalls, you see one of the following.	
a.	If the extension that placed to call on Hold doesn't have a name: Hold Recall STA 301	
b.	If the extension that placed the call on Hold has a programmed name: Hold Recall 300: Attendant	
To pick up an outside call on System Hold:		
1.	Press the flashing line key. <ul style="list-style-type: none"> • The line key lights solid (green). 	
To pick up an outside call on system Hold at a co-worker's extension:		
<ul style="list-style-type: none"> • You must know the number of the line that is on Hold. 		
1.	Lift the handset and press INTERCOM .	
2.	Dial *4 .	
3.	Dial the number of the line that is on Hold. <ul style="list-style-type: none"> • For example, dial 01 for line 1. 	

Using Exclusive Hold		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place an outside call on Exclusive Hold:		
1.	Press HOLD twice. <ul style="list-style-type: none"> • For you, the line key winks (on green) while on Hold, flashes slowly while recalling. • For your co-workers, the line key is on red while on Hold, flashes slowly (red) while recalling. 	
	If a call on Hold recalls, you see one of the following.	
a.	If the extension that placed to call on Hold doesn't have a name: Hold Recall STA 301	

Using Exclusive Hold			In these instructions: [Super Display Soft Key] [Keypad Soft Key]
		b.	If the extension that placed the call on Hold has a programmed name: Hold Recall 300: Attendant
To pick up an outside call on Exclusive Hold:			
1.	Press the flashing line key. <ul style="list-style-type: none"> The line key lights solid (green). 		

Using Intercom Hold			In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To place an Intercom call on Hold:			
1.	Press HOLD . <ul style="list-style-type: none"> INTERCOM flashes with a double-wink (on green) while on Hold - slow flash (green) while recalling. 		
To pick up an Intercom call from Hold:			
1.	Lift the handset		
2.	If you are not connected to the Intercom call, press INTERCOM .		

Using Hold at a Single Line Telephone			In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To place an outside or Intercom call on Exclusive Hold: <ul style="list-style-type: none"> Single line telephones cannot place calls on System Hold. 			
1.	Hookflash.		
2.	Dial *7 and hang up. <ul style="list-style-type: none"> If you leave the call on Hold too long, it will recall to you. If you hookflash and hang up without dialing *7, the call will recall immediately. If you have a call on Exclusive Hold and have a Camped-On call waiting, dialing *7 will answer the waiting call. See <i>Split (Alternate)</i> (page 154) for more. 		
To retrieve your call from Exclusive Hold:			
1.	Lift the handset and dial *7 .		
To pick up an outside call on system Hold at a co-worker's extension: <ul style="list-style-type: none"> You must know the number of the line that is on Hold. 			
1.	Lift the handset and dial *4 .		
2.	Dial *4 .		
3.	Dial the number of the line that is on Hold. <ul style="list-style-type: none"> For example, dial 01 for line 1. 		

Description

Hotline provides partner extensions with one-button calling and Transfer.

Hotline gives a keyset user with a programmed Hotline key one-button calling and Transfer to another extension (the Hotline partner). Hotline helps co-workers that work closely together. The Hotline partners can call or Transfer calls to each other just by pressing a single key.

In addition, the Hotline key shows the status of the partner's extension:

Hotline Busy Lamp Indications	
When the key is:	The partner extension is:
Off	Idle or not installed
On	Busy or ringing ¹
Medium Flash	Partner extension is in DND for outside calls (option 1).
Fast Flash	Partner extension is in DND for Intercom calls (option 2) or All Calls (option 3).

¹ Ringing Intercom and Group Ring calls light the Hotline key. DILs, Key Ring calls and transferred calls do not.

Hotline Automatic Transfer

With Hotline Automatic Transfer, the extension can Transfer their call to a co-worker just by pressing their Hotline key and hanging up. Without Hotline Automatic Transfer, the user must press **TRANSFER** *before* pressing the Hotline key. If the user frequently uses their Hotline key for one-button Transfer to co-workers, Hotline Automatic Transfer is recommended. If the user prefers to consult with their Hotline partner rather than Transfer, disabling Hotline Automatic Transfer would be helpful.

Pressing a Hotline key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

Operation

Using Hotline		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call to your Hotline partner:		
1.	Press your Hotline key.	
To transfer a call to your Hotline partner:		
1.	While on a call, press your Hotline key.	
2.	Do one of the following.	
a.	If your partner answers, announce the call, press TRANSFER . <ul style="list-style-type: none"> If your extension has Hotline Automatic Transfer, just announce the call and hang up. 	
b.	Press TRANSFER to have the call wait at your Hotline partner unannounced. <ul style="list-style-type: none"> If your extension has Hotline Automatic Transfer, just hang up instead. 	
3.	The call recalls to you if it is not picked up.	
To answer a call from your Hotline partner:		
1.	When you hear two beeps, speak towards the phone.	

Features

User Programmable Feature

Reassigning Hotline Keys			
Feature	Mnemonic	Operation	Access Level
Hotline	#HL (#45)	#HL + Press flashing Hotline key + Enter extension for new Hotline partner + HOLD + Program another Hotline key or SPEAKER to exit.	3-5

Interactive Soft Keys

Description

Use advanced features just by pressing a soft key, without remembering feature codes.

Interactive Soft Keys provide intuitive feature access. It is no longer necessary to remember feature codes to access the telephone's advanced features because the function of the soft keys change as the user process calls. For example, while on an outside call a display keyset user can press the **PARK** soft key to Park their call in orbit.

Operation

See each feature.

Description

Use Intercom to call any co-worker.

Intercom gives extension users access to other extensions. This provides the system with complete internal calling capability.

Handsfree Answerback and Forced Intercom Ringing

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the phone, without lifting the handset. Like Handsfree, this is a convenience for workers who don't have a free hand to pick up the handset. Incoming Intercom calls alert with two beeps if the extension has Handsfree Answerback — a single beep if it does not.

Forced Intercom Ringing causes an Intercom call to ring the destination extension. You can enable Forced Intercom Ringing system-wide (for all extensions), or a user can dial a code to have their Intercom call ring the destination.

For more on setting up Handsfree Answerback and Forced Intercom Ringing, see *Handsfree and Handsfree Answerback* (page 83) for more.

Operation

Placing and Answering Intercom Calls		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place an Intercom call:		
1.	Lift handset and press INTERCOM .	
2.	Dial your co-worker's extension number (300-427).	
	<ul style="list-style-type: none"> To call the operator, dial the operator's extension number or dial 0 or 01-04 (depending on your system setup). If your call voice-announces the destination, you can dial 1 to force the call to ring. 	
To answer an intercom call:		
1.	Do one of the following	
	a.	If you hear two beeps (your phone has Handsfree Answerback):
		<ul style="list-style-type: none"> Speak toward the phone. OR Lift handset for privacy.
	b.	If you hear one beep (your phone does not have Handsfree Answerback):
		<ul style="list-style-type: none"> Lift the handset for privacy.
	c.	If you hear ringing, lift the handset.

User Programmable Feature

Setting Up Incoming Voice Announcements			
Feature	Mnemonic	Operation	Access Level
Intercom	#VA (#82)	#VA + V for voice ann. or R for ring + SPEAKER to exit.	3-5

Key Ring

Description

So they are not forgotten, unanswered calls automatically ring co-worker's extensions.

A Key Ring line rings an extension according to the settings in system programming. Multiple extensions can be enabled to ring immediately or after a programmed delay for each incoming line call. In addition, under certain conditions other types of outside calls divert to Key Ring if unanswered. The following conditions also initiate Key Ring:

• **Direct Inward Line**

An unanswered DIL diverts to Key Ring if unanswered at the extension to which it is terminated. See *Direct Inward Line* (page 42) for more.

• **Hold**

Calls left on Hold too long recall the extensions that initially placed them on Hold. If still unanswered, they divert to Key Ring.

• **Park**

Calls parked in orbit recall the extension that initially parked them. If unanswered, the call diverts to Key Ring.

• **Transfer**

An unanswered Transfer recalls the extension that initially transferred it. If still unanswered, the line diverts to Key Ring.

Operation

Key Ring is automatic for those extensions programmed to receive it.

Description

Set up a telephone to show displays and soft keys in English or Spanish.

Language Selection provides telephone displays for soft keys and system programming in English and Spanish. You can select the language for each extension in system programming, or the extension user can choose their language via the soft keys. Language Selection allows the system to easily accommodate bilingual installations (English and Spanish). The telephone user can have their telephone display the language with which they are most comfortable.

Operation

Selecting the Display Language			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To select the language (English or Spanish) for your telephone's display:			
1.	Select the display language option.		
	[Menu + Language] [Menu + MORE + MORE + Lang]		
2.	Do one of the following.		
	a.	[English (Ingles)] [Eng (Ing)]	Select English as your display language.
	b.	[Spanish (Espanol)] [Spa (Esp)]	Select Spanish as your display language.
	c.	[EXIT (SALIR)] [EXIT (SAL)]	Select to exit.

Last Number Redial

Description

Quickly redial the last number dialed.

Last Number Redial allows an extension user to quickly redial the last outside number dialed. For example, a user may quickly recall a busy or unanswered number without manually dialing the digits. Last Number Redial saves in system memory the last 20 digits a user dials. The number can be any combination of digits 0-9, # and *. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same line as for the initial call. However, if that line is busy and is part of a Line Group, Last Number Redial will automatically select the next line in the group. The user can also pre-select a specific line if desired.

Enhanced Last Number Redial

If enabled, Enhanced Last Number Redial allows the extension user to select from the last 5 outside numbers dialed. When the user places an outside call, the number dialed is stored in the Enhanced Last Number Redial buffer. This buffer saves the 5 most recent numbers (including Speed Dial calls), with the most recent call at the top of the buffer and the oldest number at the bottom of the buffer. Old calls get pushed off the bottom of the buffer to make room for new calls at the top. If a user dials a number that is already stored in the buffer, the system inserts the number at the top of the buffer and deletes the duplicate entry.

The numbers stored in the Enhanced Last Number Redial buffer are retained if the system resets or is powered down.

Operation

Using Last Number Redial		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To redial your last call:		
1.	Lift the handset.	
2.	(Optional) Press an idle line key to preselect a line. <ul style="list-style-type: none">If you skip this step, the system automatically selects a line from the same group as your initial call.	
3.	Press REDIAL . <ul style="list-style-type: none">If you hear busy tone and your extension has Line Queuing, you can dial 2 to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback.- With Line Queuing, the number automatically redials when a line is available.	

Using Enhanced Last Number Redial		In these instructions: [Super Display Soft Key] [Keypad Soft Key]			
<p>To redial your last call at a 3-line display telephone:</p> <ul style="list-style-type: none"> If you select a line key before going to step 1, the system outdials your most recent call when you press REDIAL. 					
1.	Press REDIAL .				
	<p>At a 3-line display telephone you see (for example):</p> <p>LAST 5 DIALED [4] 1-203-926-5400</p> <ul style="list-style-type: none"> The number to the right of the display shows the Last Number Redial record number (1-5). This is the total number of Last Number Redial calls stored at your extension. To return to idle, press REDIAL again. 				
2.	(Optional) Press Volume Up or Volume Down to display the number you want to call.				
3.	To redial the displayed number, do one of the following.				
	a.	Press SPEAKER .			
	b.	Lift the handset.			
4.	<p>The system tries to use the same line as that used for your initial call.</p> <ul style="list-style-type: none"> If that line is busy, the system automatically selects a line from the same group as your initial call. If you hear busy tone and your extension has Line Queuing, you can dial 2 to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback. <ul style="list-style-type: none"> - With Line Queuing, the number automatically redials when a line is available. 				
<p>To redial your last call at a Super Display Telephone:</p>					
1.	Press REDIAL .				
	<p>At a Super Display telephone you see (for example):</p> <p>LAST 5 DIALED 1-212-555-1212 1-203-926-5400 411 913-555-8764 555-4113</p> <ul style="list-style-type: none"> To return to idle, press REDIAL again. 				
2.	Press the soft key for the number you want to recall. <ul style="list-style-type: none"> The store number dials out. 				
3.	<p>The system tries to use the same line as that used for your initial call.</p> <ul style="list-style-type: none"> If that line is busy, the system automatically selects a line from the same group as your initial call. If you hear busy tone and your extension has Line Queuing, you can dial 2 to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback. <ul style="list-style-type: none"> - With Line Queuing, the number automatically redials when a line is available. 				
<p>To erase (clear) all the numbers from your Enhanced Last Number Redial buffer:</p>					
1.	Press REDIAL + CLEAR .				
2.	Do one of the following:				
	a.	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="text-align: center;">[YES]</td> <td rowspan="2" style="padding-left: 10px;">Select to clear the buffer.</td> </tr> <tr> <td style="text-align: center;">[YES]</td> </tr> </table>	[YES]	Select to clear the buffer.	[YES]
[YES]	Select to clear the buffer.				
[YES]					
	b.	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="text-align: center;">[NO]</td> <td rowspan="2" style="padding-left: 10px;">Select to exit without clearing the buffer.</td> </tr> <tr> <td style="text-align: center;">[NO]</td> </tr> </table>	[NO]	Select to exit without clearing the buffer.	[NO]
[NO]	Select to exit without clearing the buffer.				
[NO]					

Line Group Routing

Description

Dial a single code to place a call over the first available line in a Line Group.

With Line Group Routing enabled, an extension user can just press **INTERCOM** and dial **9** to place an outside call. Line Group Routing automatically selects the first available line in the extension's programmed "dial 9" Line Group. This simplifies placing calls in systems that have a lot of lines for outgoing calls. Rather than press one of many line keys, the user just dials **9** instead.

Operation

Using Line Group Routing		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
<ul style="list-style-type: none">• <i>By default, pressing Intercom and dialing 911 or lifting the handset and dialing 911 will not call emergency services.</i>		
To place a call using Line Group Routing:		
1.	Lift the handset and press INTERCOM .	
2.	Dial 9 . <ul style="list-style-type: none">• If you don't hear dial tone, Line Group Routing is not enabled.• If you hear busy tone and your extension has Line Queuing, you can dial 2 to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback.	
3.	Dial your outside number.	

Description

Dial codes to access Line Groups for outgoing calls.

Extension users can optionally dial Line Group access codes 90-98 to select an available line in the group for outgoing calls. This is helpful in applications that have different services arranged into Line Groups. For example, dialing 90 could access a group of DDD lines for local calls, and dialing 91 could access a group of WATS lines for long distance calls. Note that systems with *Line Group Routing* (page 98) enabled cannot also dial Line Group access codes 90-98.

When a user dials a Line Group access code (90-98), the system selects the lowest number in the group that is available. If that line is busy, it automatically selects the next highest line. If all lines in the group are busy, the user can optionally queue for a line to become free. See *Line Queuing / Line Callback* (page 102) for more.

Operation

Using Line Groups		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
<ul style="list-style-type: none"> By default, pressing <i>Intercom</i> and dialing 911 or lifting the handset and dialing 911 will not call emergency services. 		
To place a call over a Line Group:		
1.	Lift the handset and press INTERCOM .	
2.	Dial the Line Group code (90-98). <ul style="list-style-type: none"> If you hear busy tone and your extension has Line Queuing, you can dial 2 to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback. If you hear dial tone after dialing 9, Line Group Routing is enabled. 	
3.	Dial your outside number.	

Line Keys

Description

Press a line key for one-touch access to an outside line.

A line key provides an extension user with one-button access to outside lines. The extension user just presses a line key to place or answer a call on the line. There is no need to dial codes to access or intercept outside calls. In addition, a line key provides a Busy Lamp Field (BLF) for the line to which it is assigned (see the table below).

Line Key BLF Indications	
When the key is:	The line is:
Off	Idle or not installed
On (red)	In use or on Exclusive Hold at a co-worker's extension
On (green)	In use at your extension
Wink On (red)	On System Hold at a co-worker's extension
Wink On (green)	On System Hold at your extension
Double Wink On (green)	On Exclusive Hold or recalling your extension
Slow Flash (red)	Ringling into the system
Slow Flash (green)	Ringling or recalling directly to your extension

Answering Priority

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. Ringing Intercom call
2. Line or loop key (from lowest to highest)
 - This option *does not* restrict loop keys.

Operation

Using your Line Keys		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call using a line key:		
1.	Lift the handset.	
2.	Press the line key.	
3.	Dial the outside number.	
To answer an incoming call using a line key.		
1.	Listen for ringing and look for the flashing line key. <ul style="list-style-type: none"> Line keys that flash red are for you and your co-workers. Line keys that flash green are just for you (such as DILs and transfers). 	
2.	Lift the handset.	
3.	Press the flashing line key. <ul style="list-style-type: none"> If you have Ringing Line Preference, lifting the handset answers the call. If you have Automatic Handsfree, while on a call you can press another line key to put your first call on Hold. 	

User Programmable Feature

Setting Line Key Ringing			
Feature	Mnemonic	Operation	Access Level
Line Keys	#RA (#72)	#RAL + Line key repeatedly to select ringing mode + SPEAKER to exit. <ul style="list-style-type: none"> Line keys flash as follows: <ul style="list-style-type: none"> - Lamp only = On red - Immediate ring = On green - Delay ring = Fast flash green - Night ring = Slow flash green 	2-5

Line Queuing / Line Callback

Description

- When all lines are busy, *Line Queuing* lets a user wait in line for a line to become free.
- *Line Callback* will automatically call the user back when a line is available.

Line Queuing

Line Queuing permits an extension user to queue (wait in line) on hook for a busy line or Line Group to become free. The system connects the queued extension as soon as the line is available. The user does not have to manually retry the line later.

Line Callback

After queuing for a line, the extension user just hangs up to convert the Line Queue into a Line Callback. When the line becomes free, the system automatically recalls the extension. As soon as the extension user answers the callback ring, the system connects the extension to the line.

An extension user can leave a Line Callback for many lines. The system processes the callbacks as the lines become free. In addition, many extensions can leave a Line Callback for the same line. The system processes the Callbacks on a first-in/first-out (FIFO) basis.

If an extension user leaves a Line Callback request and then fails to answer the callback ring, the system cancels the Callback.

Line Queuing Priority

Selected extensions can have Line Queuing Priority enabled in their Class of Service. If more than one extension queues or leaves a Callback for a busy line, the system services the extension with Line Queuing Priority first. If more than one extension with priority is queued for the same busy line, the system services the priority extensions on a first-in/first-out (FIFO) basis.

- This option *does not* restrict Line Callback.

Operation

Using Line Queuing and Line Callback		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To queue or leave a callback for a busy line:		
1.	Do one of the following.	
	a.	Press the line key for the busy line.
	b.	Press INTERCOM and dial the Direct Line Access code (e.g., 101 for line 1).
2.	Dial 2 and do one of the following.	
	a.	Wait on the line without hanging up for Line Queuing.
	b.	Hang up for Line Callback.
3.	When the line becomes free, do one of the following.	
	a.	For Line Queuing, you hear outside dial tone so you can place your call again.
	b.	For Line Callback, you hear the Line Callback ring. If you answer the ring: <ul style="list-style-type: none">• You hear outside dial tone.• Place your call again.

Description

Loop keys simplify answering and placing calls.

Loop keys are Feature Keys that simplify the way extension users place and answer outside calls. There are two types of loop keys: Switched Loop keys and Fixed Loop keys.

Switched Loop Keys

For incoming calls, Switched Loop keys provide an appearance for any line *not* assigned to a line key for which the extension has access and ringing. Switched Loop keys insure that there is a visual appearance for lines that do not ring an extension's line keys.

For outgoing calls, Switched Loop keys provide convenient access to Line Groups. For example, instead of pressing **INTERCOM** and dialing 90 for Line Group 90, the user can just press the Switched Loop key and dial **0** instead.

Fixed Loop Keys

For outgoing calls, a Fixed Loop key is a loop key assigned to a specific Line Group. When the extension user presses the Fixed Loop key for an outgoing call, they get the first line in the group assigned to the key.

For incoming calls, the Fixed Loop key works just like a Switched Loop key. It provides an appearance for any line not assigned to a line key for which the extension has access and ringing.

Answering Priority

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. Ringing Intercom call
2. Line or loop key (from lowest to highest)

Loop Keys

Operation

Using Loop Keys		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer a call on a loop key:		
1.	Listen for ringing and look for the flashing (red) loop key.	
2.	Lift the handset.	
3.	Press the loop key. <ul style="list-style-type: none">• The loop key will light green after you answer.• If you have Ringing Line Preference, lifting the handset answers the call.• If you have Automatic Handsfree, you can press the loop key without first lifting the handset.	
To place a call on a loop key:		
1.	Lift the handset.	
2.	Press the loop key. <ul style="list-style-type: none">• The loop key will light green.	
3.	Dial the Line Group code (0-8 for groups 90-98).	
	a.	<u>For a Switched Loop key:</u> <ul style="list-style-type: none">• Dial the Line Group code (0-8 for groups 90-98).• Dial the outside number.
	b.	<u>For a Fixed Loop key:</u> <ul style="list-style-type: none">• Dial the outside number.

Description

Set up a multiple-party telephone conversation with your co-workers.

With Meet-Me Conference, an extension user can set up a telephone meeting with their co-workers. Each party joins the Conference by dialing a Meet Me Conference code. Meet Me Conference lets extension users have a telephone meeting — without leaving the office. Users must join the meeting within the Meet-Me Conference interval.

The system has two Meet-Me Conference codes (#11 and #12). After a Meet-Me Conference is set up and the Meet-Me Conference interval expires, the code used becomes available for a new meeting. Since Meet-Me Conference is a type of Conference, the system's Conference capacity determines:

- The number of users that can join a Meet-Me Conference, and
- The number of simultaneous conferences.

The following table shows the Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Operation

Using Meet-Me Conference		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up a Meet-Me Conference:		
1.	Page parties and announce the Meet-Me Conference code (#11 or #12).	
2.	Do one of the following. <ul style="list-style-type: none"> • You and your co-workers must join the conference within the Meet-Me Conference time. • INTERCOM flashes fast (green) after the first party joins the Conference; goes out after additional parties join. 	
a.	[Meet Me 11] [MT11]	Select to join Meet Me Conference 11.
b.	[Meet Me 12] [MT12]	Select to join Meet Me Conference 12.
To join a Meet-Me Conference:		
1.	Listen for paged invitation to join the conference.	
2.	Press INTERCOM and dial the announced Meet-Me Conference code (#11 or #12). <ul style="list-style-type: none"> • You and your co-workers must join the conference within the Meet-Me Conference time. • INTERCOM flashes fast (green) after the first party joins the Conference; goes out after additional parties join. 	

Message Waiting

Description

For systems without voice mail, leave a Message Waiting request for a return call.

An extension user can leave a Message Waiting indication at a busy or unanswered extension requesting a return call. The indication is a flashing **V-MAIL** key and Ring/Message lamp at the called extension. Answering the Message Waiting automatically calls the extension which left the indication. Message Waiting ensures that a user will not have to recall an unanswered extension. It also ensures that a user will not miss calls when their extension is busy or unattended.

An extension user can leave Messages Waiting at any number of extensions. Also, any number of extensions can leave a Message Waiting at the same extension. If an extension has multiple messages waiting, the user can scroll through their Messages Waiting and select a co-worker to call back.

Operation

Using Message Waiting		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To leave a Message Waiting:		
1.	Place Intercom call to a co-worker. <ul style="list-style-type: none">The extension you call can be unanswered, busy, or in Do Not Disturb.	
2.	Press V-MAIL .	
3.	Hang up.	
To answer a Message Waiting:		
1.	Look at your V-MAIL key and Ring/Message Lamp - they should be flashing (red).	
2.	Press INTERCOM + V-MAIL . <ul style="list-style-type: none">The system cancels the Message Waiting if the extension you call is busy, doesn't answer, or is Do Not Disturb.If the extension you call doesn't answer, press V-MAIL to automatically leave them a Message Waiting.If your V-MAIL key and Ring/Message Lamp continue to flash you have additional messages waiting.	
To review your Messages Waiting and select a message for a return call:		
1.	Do not lift the handset.	
2.	Press V-MAIL .	
3.	When you see MSG xxx : <ul style="list-style-type: none">Press V-MAIL until the extension you want to call displays.	
4.	When the extension you want to call displays, lift the handset.	
5.	Press V-MAIL . <ul style="list-style-type: none">The system cancels the Message Waiting if the extension you call is busy, doesn't answer, or is Do Not Disturb.If the extension you call doesn't answer, press V-MAIL to automatically leave them a Message Waiting.	

Description

Talk to a co-worker in your office without your caller hearing the conversation.

Microphone Mute lets a keyset user turn off their phone's handset or Handsfree microphone at any time. While the extension is on-hook, Microphone Mute mutes the Handsfree microphone. While off-hook, Microphone Mute mutes the handset microphone. Once activated, Microphone Mute prevents the caller from hearing conversations in the user's work area. The user can turn off the Handsfree or handset microphone while their telephone is idle, busy on a call, in DND or while an outside call is ringing. Answering a call automatically cancels Microphone Mute.

While an extension has their microphone muted, an incoming voice-announced Intercom call announces with a single beep (splash tone).

Handsfree Reply Soft Key

Display keyset users can press their **HF Reply (Hfrp)** soft key to turn off their telephone's Handsfree microphone for incoming Intercom calls.

Operation

Using Microphone Mute		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate or deactivate Microphone Mute:		
1.	Press MUTE .	<ul style="list-style-type: none"> You can do this any time while on the phone or idle (except when an Intercom call is ringing). Microphone Mute automatically cancels when you lift the handset. If you are in the headset mode, Microphone Mute cancels when you press SPEAKER.
To turn off your telephone's microphone for incoming Intercom calls:		
1.	[Menu + HF Reply] [Menu + MORE + Hfrp]	Select the Handsfree Reply option. <ul style="list-style-type: none"> The first line of the display indicates if Handsfree Reply is on or off: HF REPLY ON = Handsfree Reply on. HF REPLY OFF = Handsfree Reply off.
2.	Do one of the following.	
a.	[On] [On]	Select to turn Handsfree Reply on.
b.	[Off] [Off]	Select to turn Handsfree Reply off. <ul style="list-style-type: none"> While Handsfree Reply is off, you'll hear a single beep for incoming voice-announced Intercom calls.
To answer a voice-announced Intercom call when Handsfree Reply is off:		
1.	Do one of the following.	
a.	Lift the handset.	
b.	Press MUTE to turn Handsfree Reply back on (<i>for this call only</i>).	

Monitor / Silent Monitor

Description

Monitor a co-worker's phone conversation without them knowing you are on the phone.

Monitor lets an extension user listen to the conversation at a busy extension. To implement Monitor, an extension user just calls a busy extension and dials the Monitor code. The busy extension and their caller have no indication of the intrusion. There are no tones heard and there is no visual indication that monitoring is occurring. For example, Monitor could help the supervisor of a service department. The department supervisor could listen to the questions that callers ask without disturbing the service call.

CAUTION
Monitor provides no warning tones prior to intrusion. Monitor may be interpreted as an invasion of privacy.

Operation

Using Monitor / Silent Monitor		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Monitor a call:		
1.	Place an Intercom call to the busy extension. <ul style="list-style-type: none">• Listen for busy or busy/ring tone.	
2.	Dial 6.	
3.	Listen to the conversation in progress.	

Description

Callers can listen to music while waiting for their call to go through.

Music on Hold (MOH) plays music to calls on Hold, parked calls, and transferred calls. The music lets the caller know that their call is waiting, not forgotten. Without Music on Hold, the system provides silence to these types of calls. Music on Hold is available from one of four sources: two internal beep tones and two audio input minijacks (which in turn connect to a customer-provided external music source).

With Music on Hold enabled, transferred callers can optionally listen to ringback or MOH while their call waits at the transfer destination.

Operation

Music on Hold is automatic once enabled.

Names for Extensions and Lines

Description

Names help identify lines and extensions.

Extensions and lines can have names instead of just circuit numbers. These names show on a keyset's display when the user places or answers calls. Extension and line names make it easier to identify callers. The user does not have to refer to a directory when processing calls. Extension and line names can consist of upper and lower case letters, spaces and punctuation, and can be up to 18 characters long.

Extension names display when placing or answering Intercom calls. Line names display when using the following features:

- ✦ *Central Office Calls, Answering* (page 32)
- ✦ *Central Office Calls, Placing* (page 33)
- ✦ *Direct Inward Line* (page 42)
- ✦ *Direct Line Access* (page 43)
- ✦ *Directed Call Pickup* (page 53)
- ✦ *Last Number Redial* (page 96)
- ✦ *Line Keys* (page 100)
- ✦ *Loop Keys* (page 103)
- ✦ *Night Service / Night Ring* (page 112)
- ✦ *Park* (page 119)
- ✦ *Speed Dial* (page 149)
- ✦ *Transfer* (page 161)

Operation

Programming Names		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To program your extension's name:		
<ul style="list-style-type: none"> • If you have access level 4 or 5, use "To program a name for a co-worker's extension . . ." below instead. 		
1.	[Menu + Name] [Menu + MORE + MORE + Name]	Select name programming.
2.	Follow the instructions in the Name Programming Chart below.	
3.	Press HOLD + SPEAKER to exit.	
To program a name for a co-worker's extension, a Ring Group, or a UCD Group:		
1.	[Menu + Name] [Menu + MORE + MORE + Name]	Select name programming.
2.	When you see EXT:xxx , do one of the following.	
	a.	Enter the name of the extension you want to program + HOLD .
	b.	Press HOLD to accept the displayed name.
	c.	Enter the master number for the Ring Group you want to program + HOLD .
	d.	Enter the master number for the UCD Group you want to program + HOLD .
3.	Follow the instructions in the Name Programming Chart below.	

Names for Extensions and Lines

Programming Names		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
4.	Do one of the following.	
a.	Press HOLD to back up to step 2 and program another name.	
b.	Press HOLD + SPEAKER to exit.	

Name Programming Chart

Name Programming Chart									
Key	Press a key the indicated number of times for desired character								
	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									
HOLD	Save name.								
SPEAKER	Exit user name programming.								
Volume Up	Scroll the cursor to the right.								
Volume Down	Scroll the cursor to the left.								
CLEAR	<ul style="list-style-type: none"> • While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key 								
CHECK	Restore the previous entry,								

Night Service / Night Ring

Description

Use Night Service to reroute calls after hours.

Night Service redirects outside calls to their night mode destination. Typically, the attendant or supervisor activates Night Service after normal working hours, when most employees are unavailable to answer calls. Lines can ring extensions directly at Night, providing specific answering points for Night Service calls. (For example, you can program lines to ring the security station at night.)

To have outside lines ring the External Paging system (which users can answer by dialing a code), see *Outside Call Ringing Over External Page* (page 116). To have the ringing call also activate the system relay, see *Page Relay Control* (page 116).

Night Service Keys

The night mode status of the system is controlled by the following 3 types of keys:

- ▶ **Night Key Assigned as a System Night Key**
This type of key controls the night mode status of all Key Ring lines as well as all lines that are Direct Inward Lines (DILs) to Ring Group master numbers. The entry is **18 + CLEAR**. Also see *Direct Inward Line* (page 42).
- ▶ **Night Key Assigned as a UCD Night Key**
This type of key controls the night mode status of all lines terminated to UCD Group master numbers. It has no affect on Key Ring lines or lines terminated to Ring Group master numbers. The entry is **18 + UCD Group master number**.¹
- ▶ **An Extension's DND Key**
The **DND** key controls the night mode status of all lines that are DILs to the extension. In the day, the line rings the extension. When the user presses **DND**, the DILs ring their programmed night mode destinations. Also see *Direct Inward Line* (page 42).

1. Do not use this option if you want lines to overflow to voice mail. See *Key Ring* (page 94) instead.

Operation

Using Night Service / Night Ring		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To activate or deactivate Night Service (i.e., to control the night mode of Key Ring and Ring Group lines):		
1.	Do not lift the handset.	
2.	Press your <i>System</i> night key. <ul style="list-style-type: none"> • While in the night mode, the key is on (red) and you see: SYSTEM IN NIGHT MODE. • While in the day mode, the key is off. 	
To answer a call that rings a line or loop key at night:		
1.	Listen for ringing and look for the flashing line or loop key. <ul style="list-style-type: none"> • Line and loop keys that flash red are for you and your co-workers. • Line keys that flash green are just for you (such as DILs and transfers). 	
2.	Lift the handset.	
3.	Press the flashing line or loop key. <ul style="list-style-type: none"> • If you have Ringing Line Preference, lifting the handset answers the call. • If you have Automatic Handsfree, you can press the line or loop key without first lifting the handset. 	
To answer a call that is ringing over the Paging speakers:		
1.	Lift the handset.	
2.	Dial *0.	

Off-Hook Signaling

Description

Off-Hook Signaling helps important callers get through.

When a user is busy on a call, Off-Hook Signaling indicates that another caller is trying to get through. Off-Hook Signaling helps important callers get through, without waiting in line for the called extension to become free. After the user hears the off-hook signal, they can use other system features (such as Hold or Park) to process their active call and then answer the waiting call.

Off-Hook Signaling for Outside Calls

While a keyset user is on a call, Off-Hook Signaling for outside calls can be:

- While on a handset call,
 - A flashing green Ring/Message lamp
 - A flashing red or green line/loop key
 - Muted off-hook ringing(While Off-Hook Signaling ringing is occurring, use **Volume Up** and **Volume Down** to adjust the volume of ringing.)
- While on a handset or Handsfree call,
 - A flashing green line/loop key
 - Camp-On tones

The following chart shows when the two types of Off-Hook Signaling occur. Note that Camp-On tones occur for an extension when they are the exclusive recipient of the call (such as a DIL).

	Off-Hook Ringing	Camp-On Tones
Key Ring	Yes	No
Transferred Outside Call	Yes	Yes
Direct Inward Line	Yes	Yes
Transfer from Voice Mail (UTRF)	Yes	Yes
Call Coverage Key	Yes	No
Group Call Pickup Key	Yes	No

Off-Hook Signaling for Intercom Calls

While an extension user is on a handset or Handsfree call, they can receive Camp-On tones from a co-worker that called them and dialed **2** to Camp-On. Turn to *Call Waiting / Camp-On* (page 28) for more on how to set this up. Off-hook ringing for Intercom calls is not available.

Off-Hook Signaling for Hotline Calls

While an extension is busy on a handset call, the system provides unique handling of Off-Hook Signaling for calls from their Hotline partner. This unique handling occurs when the Hotline partner calls the extension by first pressing their Hotline key. The Off-Hook Signaling can be Camp-On tones or Voice Over. The default is Camp-On tones.

Operation

User Programmable Feature

Setting Up Off-Hook Signaling			
Feature	Mnemonic	Operation	Access Level
Off-Hook Signaling	#OHR (#647)	<p>#OHR + Select mode (see below) + Select option (see below) + SPEAKER to exit.</p> <p><u>Off-Hook Signaling Modes</u></p> <ul style="list-style-type: none"> • 1 = Outside line • 2 = Hotline partner • 3 = Intercom <p><u>Off-Hook Signaling Options</u></p> <ul style="list-style-type: none"> • <i>For outside lines:</i> <ul style="list-style-type: none"> 1 = Camp-On tone 2 = Off-hook ringing CLEAR = None • <i>For Hotline partner:</i> <ul style="list-style-type: none"> 1 = Camp-On tone 2 = Voice Over CLEAR = None • <i>For Intercom:</i> <ul style="list-style-type: none"> 1 = Camp-On tone 2 = Voice Over 3 = None 	3-5

Description

Use Paging to broadcast announcements or quickly locate co-workers.

Paging lets extension users broadcast announcements to other keyset users and to external Paging speakers. Paging allows a user to locate a co-worker or make an announcement without calling each extension individually. There are two types of Paging: Internal Paging and External Paging.

Internal Paging

Internal Paging allows extension users to broadcast announcements into 7 internal Paging Zones and All Call (all zone). When a user makes a zone page, the announcement broadcasts to all extensions assigned to the specified zone. If the user makes an All Call announcement, the announcement simultaneously broadcasts to extensions in all zones. All Call Paging automatically overrides any zone pages already in progress. A system timer can optionally limit the duration of Paging announcements.

To simplify Paging access, a keyset can have Feature Keys assigned as Page keys.

Paging Key Busy Lamp Indications	
When the key is:	The zone is:
Off	Idle
On (red)	A co-worker is Paging into the assigned zone
On (green)	The extension user is Paging into the assigned zone.

External Paging

When a user pages into Internal All Call Page or Internal page Zone 1, the system simultaneously broadcasts the announcement into the External Paging Zone. Refer to the system's *Hardware Manual* for installation details.

Page Relay Control

Page Relay Control allows an announcement broadcast into a Paging zone to activate a system relay. This relay is typically used to activate a customer-provided Paging amplifier. You can assign these relays for Door Box strike control or Page Relay Control, but not both. ***If the system relay is programmed for Page Relay Control, and an extension or line is set up to ring over External Paging, the relay will activate when the extension or line rings.***

Outside Call Ringing Over External Page

Line ringing can optionally broadcast over External Paging speakers. For each line, the Paging speakers can broadcast ringing for all calls ringing the line, for calls ringing only at night, or for delay ring calls. While a line rings External Paging, any extension user can dial a code (**INTERCOM + *0**) to pick up the call. ***If the system relay is programmed for Page Relay Control, and the line is set up to ring over External Paging, the relay will activate when the line rings.***

If Door Box chimes, ringing, and Background Music are **all** programmed to output over External Paging, the system uses the following broadcast priority:

- Paging
- Door Box chimes
- Ringing
- Background Music

Note that External Paging can broadcast either extension ringing or line ringing, not both. In addition, External Paging requires additional customer-provided equipment. Refer to the Hardware Manual that came with your system for more.

Intercom Ring Over External Page

An extension's ringing can optionally broadcast over External Paging. If enabled, *any* type of call that rings the extension will broadcast over the Paging speakers. While an Intercom call rings External Paging, any extension user can dial a code (**INTERCOM + *0**) to pick up the call. *If the system relay is programmed for Page Relay Control, and an extension is set up to ring over External Paging, the relay will activate when the extension rings.*

Door Chime Over External Page

Door Box chimes can optionally broadcast over External Paging. While Door Box chimes broadcast over External Paging, any extension user can dial a code (**INTERCOM + *0**) to answer the Door Box. After answering, a keyset user can press a soft key or **FLASH** to control the Door Box relay.

Background Music Over External Page

Background Music (BGM) can optionally play over the External Paging speakers while Paging is idle. BGM will automatically turn off while Paging, ringing or Door Box chimes broadcast from the external zone, and restart when the external zone again becomes idle.

Ring Over Page Volume Adjustment

You can adjust the volume of ringing over the External Paging system. There are three volume adjustments: low (5), medium (6), and high (4). This adjustment does not affect the volume of Background Music or Door Chimes.

Paging

Operation

Making a Page Announcement		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To make an internal Paging announcement:		
1.	Lift the handset.	
2.	Do one of the following.	
	a.	Press INTERCOM , dial *1 , then dial the page zone number (for All Call).
	b.	Press your Paging key. <ul style="list-style-type: none"> If you are on an Intercom call when you press a Paging key, the system disconnects the internal call and activates the page.
3.	Make announcement and hang up. <ul style="list-style-type: none"> The system may limit the length of your announcement. 	
To answer a call that is ringing over the Paging speakers:		
1.	Lift the handset.	
2.	Dial *0 .	
3.	Converse with the caller.	

User Programmable Feature

Enabling Incoming Paging			
Feature	Mnemonic	Operation	Access Level
Paging (Incoming)	#VP (#87)	#VP + Y to enable or N to disable + SPEAKER to exit.	3-5

Description

Park a call in orbit so a co-worker can pick it up. With Park, it is not necessary to locate a person to handle their calls.

Park places an outside call in a waiting state (called a Park Orbit) so that an extension user may pick it up. There are two types of Park: System and Personal. Use System Park when you want to have the call wait in one of 10 system orbits (60-69). Personal Park allows you to Park a call at an extension so a co-worker can pick it up. After parking a call, a user can Page the person receiving the call and hang up. The paged party dials a code or presses a programmed System Park key to pick up the call. Many calls can be parked at the same extension, and are retrieved in LIFO (last-in, first-out) order.

A call parked in System Park Orbit for too long will recall the extension that initially parked it. The recall for System Park Orbits 68 and 69 is permanently fixed at 5 minutes. If the recall remains unanswered, the call diverts to Key Ring.

A call parked in Personal Park Orbit for too long will initially recall to the extension at which it is parked. If unanswered there, it recalls to the extension that parked the call. If still unanswered, it diverts to Key Ring.

When an extension has System Park keys, the keys provide a Busy Lamp Field (BLF) for the orbit assigned to the key.

Park Key Busy Lamp Indications	
When the key is:	The Park orbit is:
Off	Idle
On (red)	A co-worker has parked a call in the orbit assigned to the key.
Single wink on (green)	The extension user has parked a call in the orbit assigned to the key.

Distinctive Flash Rate on Recall

Park recall features a distinctive flash rate for line keys (see the chart below). This allows the keyset extension user to easily differentiate new calls that are ringing from Parked calls that are recalling.

Distinctive Flash Rate on Park Recall	
For this type of call:	You see this flash rate:
Call that you Parked	Double Wink On (green)
Call that you initially Parked <u>recalling</u> your phone	Double Wink On (green)
Call Parked by a co-worker	On (red)
Call initially Parked by a co-worker that is <u>recalling</u> your phone	Double Wink On (red)

Personal Park Orbit Recall Display

The Personal Park Orbit recall display shows:

- *On all extensions that are ringing with the recall:*
 - The type of recall (i.e., Personal Park).
- *On the extension at which the call is parked (while it is ringing):*
 - The extension which initially parked the call.
- *On all other extensions as they are ringing with the recall:*
 - The extension at which the call was initially parked.

The Personal Park Orbit recall display occurs:

- At the extension which initially received the Personal Park.
- At the extension which initially parked the call.
- At all other extensions after the call diverts to Key Ring.

System Park Orbit Recall Display

The System Park Orbit recall display shows:

- The orbit from which the call is recalling (e.g., 60).
- The extension that initially parked the call (e.g., 301).

The System Park Orbit recall display occurs as the call is ringing the extension that initially parked it, and after the call diverts to Key Ring.

Operation

Park			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Park or retrieve a call in System Park Orbit:			
1.	Do one of the following.		
a. (Park only)	[Park] [Park]	Select Park. • You cannot use this procedure to retrieve a parked call.	
		[Sys] [Orbit x]	<u>22-Button and 34-Button Display</u> <ul style="list-style-type: none"> Select System Park + Dial orbit number (0-9). <u>Super Display</u> <ul style="list-style-type: none"> Select orbit (Orbit 0 - Orbit 9).
b.	<ul style="list-style-type: none"> Press TRANSFER and dial *. Dial the System Park Orbit (60-69). 		
c.	Press your Park key. <ul style="list-style-type: none"> Your Park key winks on (green) for calls you Park and is on steady for calls your co-worker's Park. The line/loop key for the parked call winks on (green) at your extension. 		
2.	If a call in System Park Orbits recalls, you see one of the following.		
a.	If the extension that parked the call doesn't have a name: Park xx Recall STA 301		
b.	If the extension that parked the call has a programmed name: Park xx Recall 300: Attendant		
To Park or retrieve a call in Personal Park Orbit:			
1.	Do one of the following.		
a. (Park only)	[Park] [Park]	Select Park. • You cannot use this procedure to retrieve a parked call.	
		[Pers] [Personal]	<ul style="list-style-type: none"> Select Personal Park. Dial the number of the extension at which you want to Park or retrieve the parked call.
b.	<ul style="list-style-type: none"> Press TRANSFER and dial **. Dial the number of the extension at which you want to Park the call. - The line/loop key for the parked call winks on (green) at your extension. 		
2.	If a call in Personal Park recalls, you see one of the following.		
a.	If the extension that parked the call doesn't have a name: Personal Park Recall STA 301		
b.	If the extension that parked the call has a programmed name: Personal Park Recall 300: Attendant		

Description

The DSX provides unique features when connected to a PBX or Centrex.

PBX/Centrex Access Codes

PBX Access Codes are the digits PBX extension users must dial to obtain outside lines. When the DSX is installed behind a PBX, users must dial these codes *before* the digits for their outside call. For example, if the PBX access code is 98, and the DSX user wants to reach 203-926-5400, they must dial 98-1-203-926-5400. Normally, DSX Toll Restriction and Forced Account Codes are applied to the digits dialed *after* the PBX Access Code. This is because any call dialed without the PBX access code is an *internal* PBX call, and usually won't require the restrictions imposed by Forced Account Codes and Toll Restriction.

Operation

Operation is automatic when the feature is enabled in programming.

Description

Get dial tone for a new outside or Intercom call just by lifting the handset.

Prime Line Preference allows an extension user to place or answer a call by just lifting the handset. The user does not have to press a line key, loop key, or the **INTERCOM** key first. This simplifies handling calls. In programming, you designate a line key, loop key, the **INTERCOM** key, a line, or a Line Group as the extension's Prime Line. With a line key, loop key, line, or Line Group, the associated line (or lines) becomes your Prime Line. With the **INTERCOM** key, you get Intercom dial tone when you lift the handset. Any number of extensions can have the same Prime Line assignment.

There are two types of Prime Line Preference: Idle Prime Line and Intercom Prime Line.

Idle Prime Line

Idle Prime Line lets a user place or answer a Prime Line call by just lifting the handset. An extension's Idle Prime Line can be any line or Line Group, regardless of whether the extension has a line or loop key for the line or group.

Idle Prime Line to any line or Line Group is also available at single line telephones.

Intercom Prime Line

With Intercom Prime Line, an idle extension user hears Intercom dial tone whenever they lift the handset or press **SPEAKER**. Intercom Prime Line may help the extension user that most often uses Intercom functions or calls co-workers. If an extension's Busy Lamp Field is disabled (which is the default), the Feature Keys do not go into the DSS mode when the user lifts the handset.

Prime Line vs. Ringing Line Preference

Ringing Line Preference has priority over Prime Line. For example, an extension with Ringing Line Preference will answer a ringing line, not get dial tone on their Prime Line. In addition, a Ringing Prime Line will have priority over any other ringing line. The seize priority is as follows:

- Ringing Prime Line
- Ringing non-Prime Line
- Prime Line

Operation

Using Prime Line Preference		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To place a call on your Prime Line:		
1.	Lift the handset. <ul style="list-style-type: none"> • To bypass your prime line, press another key (such as a line or loop key) before lifting the handset. 	
2.	Dial call normally.	

User Programmable Feature

Changing your Prime Line Assignment			
Feature	Mnemonic	Operation	Access Level
Prime Line Preference	#PLA (#752)	#PLA + Press one of your flashing programmable keys, INTERCOM , or CLEAR for none + SPEAKER to exit.	3-5

Description

Use Privacy to prevent interruptions at high priority extensions.

An extension with Privacy blocks incoming Barge In attempts and Call Waiting (Camp-On) signals. Privacy helps extension users that don't want their conversations interrupted.

Note that if an extension with Privacy *enabled* is on a call with an extension with Privacy *disabled*, they are still subject to Barge In attempts and Call Waiting signals to the non-private extension.

Operation

None

Description

Quickly join in a co-worker's outside call.

You can program extensions into Privacy Release Groups to simplify sharing outside calls. Co-workers in the same Privacy Release Group can easily join another group member's outside call just by pressing the busy line -key. The co-worker immediately joins in unannounced and uninvited. Privacy Release Groups are a quick alternative to Conference where control over the Conference is not required. In a Customer Service group, for example, a supervisor could just press a busy line key to monitor any agent's call.

If desired, an extension user can prevent other members of their Privacy Release Group from interrupting their active call. This ensures that group members will not interrupt confidential calls.

Any number of extensions can be in the same Privacy Release Group. However, an extension can only be in a single group. Members of the Group must have line keys and access to the lines they want to share.

Privacy Release Groups utilizes a Conference circuit. The following table shows the Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Operation

Using Privacy Release Groups		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To join an outside call with a member of your Privacy Release group:		
1.	Look for the busy line key. <ul style="list-style-type: none"> The busy line key is on (green) at your extension; on (orange) at the co-worker that initially placed or answered the call. 	
2.	Press the line key. <ul style="list-style-type: none"> Your line key goes on (green) when you join the call. You can also press a line key on your DSS Console. 	
To prevent a member of you Privacy Release Group from joining your call:		
1.	Place or answer an outside call on a line key. <ul style="list-style-type: none"> Your line key goes on (orange) 	
2.	Press the line key. <ul style="list-style-type: none"> Your line key goes on (green) 	
3.	Repeat step 2 to allow or prevent users from joining the call.	

Private Line

Description

You can have a line reserved exclusively for your own use.

A Private Line is a line reserved for a keyset for placing and answering calls. A user with a Private Line knows when important calls are for them. Additionally, the user has their own line for placing calls that is not available to others in the system.

There are three types of Private Lines:

- ▶ **Incoming Only**
The keyset has a Private Line only for incoming calls. The user cannot place a call on the Private Line. A customer service representative may want an incoming only Private Line to be sure customers can always get through.
- ▶ **Outgoing Only**
The keyset has a Private Line only for outgoing calls. The Private Line does not ring for incoming calls. A service dispatcher may want an outgoing only Private Line so they can always get in touch with field technicians.
- ▶ **Both Ways**
The keyset has a Private Line for both incoming and outgoing calls. An executive may want a both ways Private Line that is available only to them for placing and answering calls.

You can optionally set up shared Private Lines between a group of co-workers that work closely together.

Operation

Using your Private Line		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To answer an incoming call on your Private Line:		
1.	Look for your Private Line key flashing slowly (red).	
2.	Lift the handset.	
To place a call over your Private Line:		
1.	Press your Private Line key. <ul style="list-style-type: none">• The key will light on (green).	
2.	Dial the outside number.	

Programmable Idle Menu Soft Keys (Super Display)

Description

Customize the Super Display Telephone idle menu soft keys to exactly meet the user's needs.

The Super Display Telephone idle menu soft keys are customizable in system programming and by the extension user. This allows the idle mode display to be tailored to meet the needs of each Super Display Telephone user. The first chart below shows the default idle menu soft key assignments. The second chart shows all the available idle mode soft keys, their definitions, and the related programming codes.

Super Display Telephone Default Idle Menu Soft Key Assignments			
Key	Display	Display	Key
1	Directory	(Blank)	7
2	Program	(Blank)	8
3	V-Mail --	(Blank)	9
4	Calls --	SP Dial 1	10
5	Page	SP Dial 2	11
6	(Blank)	(Blank)	12

Super Display Telephone Idle Menu Soft Key Options (Page 1 of 2)		
Entry	Display	Description
00	UNDEFINED	The key has no function and the idle menu display is blank.
01	Directory	Press to access additional soft keys for Intercom, System Speed Dial, and Personal Speed Dial Directory Dialing.
02	Extension	Press to directly access Intercom Directory Dialing.
03	Personal	Press to directly access Personal Speed Dial Directory Dialing.
04	Company	Press to directly access System Speed Dial Directory Dialing.
05	Program	Press to program the following: <ul style="list-style-type: none"> • Call Forwarding • Call Screening • Distinctive Ringing • Handsfree Reply • Intercom Voice Announce and Forced Intercom Ringing • Language Selection • Name Programming • Speed Dial • Volume for Ringing, Off-Hook Ringing, and Page
06	V-Mail	Press to call your voice mail mailbox. This soft key also shows the number of new messages in your mailbox.
07	Calls	Press to review your Caller ID log. This soft key also shows the number of new calls you have not yet reviewed.
08	Page	Press to initiate a Page announcement.
09	SP Dial 1	Press to access Personal Speed Dial bins 701-710. The display shows the Speed Dial numbers (or names - if programmed).

Features

Programmable Idle Menu Soft Keys (Super Display)

Super Display Telephone Idle Menu Soft Key Options (Page 2 of 2)		
Entry	Display	Description
10	SP Dial 2	Press to access Personal Speed Dial bins 711-720. The display shows the Speed Dial number (or name - if programmed).
11-30	PERS SPDL BIN 1-20	Press to access the associated Personal Speed Dial bin (701-720). The display shows the Speed Dial number (or name - if programmed).

Programmable Idle Menu Soft Keys (Super Display)

Operation

Customizing your Idle Menu Soft keys (Super Display Only)		In these instructions: [Super Display Soft Key]
To customize your idle menu soft keys:		
1.	Do not press any keys and do not lift the handset.	
2.	Dial #SM (#76). <ul style="list-style-type: none"> You see KEY NUMBER?1. 	
3.	Do one of the following.	
	a.	Press the soft key you want to program.
	b.	Press Volume Up or Volume Down to scroll through the keys.
4.	Press HOLD .	
5.	Do one of the following.	
	a.	Enter the key option code from the <i>Super Display Telephone Idle Menu Softy Key Options</i> chart.
	b.	<ul style="list-style-type: none"> Press INTERCOM. Press Volume Up or Volume Down to select the key option.
6.	Press HOLD .	
7.	Do one of the following.	
	a.	Select another key to program.
	b.	Press SPEAKER to exit.

Features

User Programmable Feature

Customizing your Idle Menu Soft Keys			
Feature	Mnemonic	Operation	Access Level
Programmable Idle Menu Soft Keys (Super Display)	#SM (#76)	#SM + Press the soft key you want to program (or press Volume Up or Volume Down to scroll through the keys) + HOLD + INTERCOM + Volume Up or Volume Down to select key option + HOLD + SPEAKER to exit.	1-5

Pulse to Tone Conversion

Description

Use special services (such as telephone banking) over dial pulse lines.

An extension can use Pulse to Tone Conversion while placing an outside call to change the dialing mode from dial pulse to DTMF. For a system in a dial pulse area, this permits users to access DTMF services (such as telephone banking) from their DP area. Pulse to tone conversion also helps dial pulse callers use another company's automated attendant dialing options. The user can, for example:

- Place a call to their bank over a DP line.
- After the banking service answers, wait 6 seconds. (The system automatically converts dialing to DTMF.)
- Dial additional banking options.

Operation

Converting Dialing from DP to DTMF		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To convert your telephone's dialing to DTMF after placing your call on a DP line:		
1.	Dial the initial digits for the call.	
2.	Wait six seconds.	
3.	Dial additional digits. <ul style="list-style-type: none">• The additional digits dial out as DTMF.	

Removing Lines and Extensions from Service

Description

Temporarily remove problem extensions and lines from service until they can be repaired.

Supervisors and attendants can remove problem lines and extensions from service. This helps ensure maximum system performance. For example, the attendant can busy-out a noisy line or problem extension until service personnel can repair the problem. The line or extension appears busy to all callers. Following repair, the attendant or supervisor can return the line to service.

Operation

Removing Lines and Extensions from Service		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To remove or return an extension or line to service:		
1.	Press INTERCOM .	
2.	Dial #40 .	
3.	Do one of the following.	
	a.	Dial the number of the extension you want to remove or return to service (e.g., 302).
	b.	Dial the extension number of the line you want to remove from service (e.g., 101 for line 1).
4.	Do one of the following.	
	a.	Dial 4 to return the line or extension to service.
	b.	Dial 6 to remove the line or extension from service. <ul style="list-style-type: none">• At the extension removed from service, you see Out of Service.• The line key for a line removed from service will be on (red).
5.	Press SPEAKER to hang up.	

Reverse Voice Over

Description

Privately call a co-worker while you're busy on your handset.

While on a handset call, Reverse Voice Over lets a busy keyset user make a private Intercom call to an idle co-worker. The busy user just presses and holds down a programmed Reverse Voice Over key to make a private call to the assigned co-worker. The initial caller cannot hear the Reverse Voice Over conversation. The private Intercom call continues until the Reverse Voice Over caller releases the key again. The initial handset call can be an outside call or an Intercom call. An extension can have Reverse Voice Over keys for more than one co-worker.

Reverse Voice Over could help a salesperson, for example, when placing a call to an important client. The salesperson can talk with the client and give special instructions to an assistant — without interrupting the initial call.

When the keyset is idle, the Reverse Voice Over key functions the same as a Hotline key. The key also shows at a glance the status of the associated extension:

Reverse Voice Over Busy Lamp Indications	
When the key is:	The covered extension is:
Off	Idle or not installed
On	Busy or ringing
Medium Flash	Assigned extension is in DND for outside calls (option 1)
Fast Flash	Assigned extension is in DND for Intercom calls (option 2) or All Calls (option 3)

Reverse Voice Over uses a system Conference circuit while it is active. The following table shows the system's Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Operation

Using Reverse Voice Over		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To place a call using Reverse Voice Over:		
1.	While on a handset call, press and hold your Reverse Voice Over key. <ul style="list-style-type: none"> You hear two beeps, then you can talk to your co-worker. The key lights red as you press it. 	
To return to your initial caller:		
1.	Release your Reverse Voice Over key. <ul style="list-style-type: none"> The key goes out. 	
To place a call to your Reverse Voice Over partner:		
1.	While your telephone is idle, press your Reverse Voice Over key. <ul style="list-style-type: none"> You hear two beeps, then you can talk to your co-worker. (Optionally lift handset for privacy.) The key lights green. 	
To Transfer a call using your Reverse Voice Over key:		
1.	While on a call, press TRANSFER .	
2.	Press your Reverse Voice Over key.	
3.	Do one of the following.	
a.	<ul style="list-style-type: none"> Announce the call to make a Screened Transfer. Hang up. 	
b.	Press the flashing line key to return to the call if your co-worker doesn't want it.	
c.	Hang up to send the call through unscreened. <ul style="list-style-type: none"> The call will recall to you if unanswered at the destination. If you don't answer the recall, it diverts to Key Ring. 	

Ringdown Extension

Description

Call another extension, group or voice mail just by lifting the handset.

A Ringdown Extension automatically calls a co-worker, voice mail, a Ring Group, a UCD Group, or a Speed Dial number when the user lifts the handset. The call automatically goes through — there is no need for the user to dial digits or press additional keys. Ringdown extensions are frequently used for lobby phones, where the caller just lifts the handset to get the information desk.

Operation

Using Ringdown		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use the Ringdown extension:		
1.	Lift the handset or press SPEAKER .	
To bypass Ringdown:		
1.	Press INTERCOM , a line/loop key, or a Feature Key before lifting the handset or pressing SPEAKER .	

Description

Simply lift the handset to answer a ringing call.

Ringling Line Preference lets a keyset user answer a ringing call by just lifting the handset. For a user that primarily answers calls, Ringling Line Preference ensures that ringing calls have priority. The tables below show the interaction between Ringling Line Preference and other features for both handset and headset calls.

Feature	Keyset		Attendant	
	RLP = Y	RLP = N	RLP = Y	RLP = N
	Does lifting the handset answer the ringing call?			
<i>Intercom</i> (page 93) Ringling Intercom calls	Yes	Yes	No ¹	No ¹
<i>Key Ring</i> (page 94) (Line/Loop Keys)	Yes	No	Yes	No
<i>Transfer</i> (page 161)	Yes	No	Yes	No
<i>Direct Inward Line</i> (page 42)	Yes	No	Yes	No
<i>Group Ring</i> (page 81)	Yes	Yes	N/A	N/A
<i>Extension Hunting</i> (page 66) (Call to UCD master)	Yes	Yes	No ¹	No
<i>Call Coverage Keys</i> (page 19)	No	No	No	No
<i>Group Call Pickup</i> (page 79)	No	No	No	No
¹ Ringling Line Preference will not answer a call ringing the Operator Call Key.				

Features

Ringing Line Preference

Feature	Keyset		Attendant	
	RLP = Y	RLP = N	RLP = Y	RLP = N
	Does pressing SPEAKER while in the Headset mode answer the ringing call?			
<i>Intercom</i> (page 93) Ringing Intercom calls	Yes	Yes	No ¹	No ¹
<i>Key Ring</i> (page 94) (Line/Loop Keys)	Yes	No	Yes	No
<i>Transfer</i> (page 161)	Yes	No	Yes	No
<i>Direct Inward Line</i> (page 42)	Yes	No	Yes	No
<i>Group Ring</i> (page 81)	Yes	Yes	N/A	N/A
<i>Extension Hunting</i> (page 66) (Call to UCD master)	Yes	Yes	No ¹	No ¹
<i>Call Coverage Keys</i> (page 19)	No	No	No	No
<i>Group Call Pickup</i> (page 79)	No	No	No	No

¹Ringing Line Preference will not answer a call ringing the Operator Call Key.

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. **INTERCOM** Key
2. Line Key (from lowest to highest)
3. Loop Key (from lowest to highest)

In addition, if two extensions with Ringing Line Preference answer the same outside call simultaneously, the system connects the call to the lowest numbered extension.

Prime Line vs. Ringing Line Preference

Ringing Line Preference has priority over Prime Line. For example, an extension with Ringing Line Preference will answer a ringing line, not get dial tone on their Prime Line. In addition, a ringing Prime Line will have priority over any other ringing line. The seize priority is as follows:

- ✦ Ringing Prime Line
- ✦ Ringing non-Prime Line
- ✦ Prime Line

Operation

Using Ringling Line Preference		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To use Ringling Line Preference:		
1.	Lift the handset or press SPEAKER . <ul style="list-style-type: none"> You automatically answer the call. 	
To bypass Ringling Line Preference:		
1.	Before lifting the handset or pressing SPEAKER , press one of the following instead: <ul style="list-style-type: none"> INTERCOM Line or loop key Feature Key 	

User Programmable Feature

Using Ringling Line Preference			
Feature	Mnemonic	Operation	Access Level
Ringling Line Preference	#RLP (#757)	#RLP + Y to enable or N to disable + SPEAKER to exit.	2-5

Save Number Dialed

Description

Save the number you just dialed for quick redialing.

Save Number Dialed permits an extension user to save their last outside number and easily redial it later on. For example, an extension user can recall a busy or unanswered number without manually dialing the digits. The system retains the saved number until the user stores a new one in its place.

Save Number Dialed saves in system memory a dialed number up to 20 digits. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same line as for the initial call. However, if that line is busy and is part of a Line Group, Save Number Dialed will automatically select the next line in the group.

Save Number Dialed requires a uniquely programmed Feature Key on the extension or DSS Console.

Operation

Using Save Number Dialed		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To save the outside number you just dialed (up to 32 digits):		
1.	Press the Save Number Dialed key on your extension or DSS Console.	
To redial a saved number:		
1.	(Optional) Press a line key to preselect a line key for the call.	
2.	Press the Save Number Dialed key on your extension or DSS Console. <ul style="list-style-type: none">• If you hear busy, you may be able to dial 2 and wait in line for the line to become free.	

Description

While you're away from the phone, callers can receive personalized text messages you set up.

An extension user can select a pre programmed Selectable Display Message for their extension. Keypad callers see the selected message when they call the user's extension. Selectable Display Messaging provides personalized text messaging. For example, an extension user could select the message "GONE FOR THE DAY." Any keypad user calling the extension would see the message. Other than displaying the message, the system puts the call through normally.

There are 16 Selectable Display Messages (01-16) set up in system programming. Messages 01-09 are preset by default, but can be changed to meet the site requirements. Messages 10-16 are initially undefined. Any message can be appended by the extension user. For example, a user could select message 09 (OUT UNTIL) and append the time they are expected back (e.g., 5:00). The total length of the message *plus* any user appended entries cannot exceed 18. Selectable Display Messages cannot begin with numbers.

Following are the 16 default Selectable Display Messages.

Option	Default
Message 01	CALL (plus 15 user entries)
Message 02	BACK BY (plus 12 user entries)
Message 03	MEETING IN ROOM (plus 4 user entries)
Message 04	OUT TO LUNCH (plus 7 user entries)
Message 05	GONE FOR THE DAY (plus 3 user entries)
Message 06	ON VACATION (plus 8 user entries)
Message 07	ON BUSINESS TRIP (plus 3 user entries)
Message 08	IN A MEETING (plus 7 user entries)
Message 09	OUT UNTIL (plus 10 user entries)
Message 10	Undefined (up to 20 characters)
Message 11	Undefined (up to 20 characters)
Message 12	Undefined (up to 20 characters)
Message 13	Undefined (up to 20 characters)
Message 14	Undefined (up to 20 characters)
Message 15	Undefined (up to 20 characters)
Message 16	Undefined (up to 20 characters)

Selectable Display Messaging

Operation

Setting Up Selectable Display Messaging		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To select a Selectable Display Message:		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] [Menu + Cfwd]	Alternately do one of the following: <ul style="list-style-type: none"> • Press INTERCOM and dial *3. • Press your Call Forwarding Feature Key.
2.	Select Selectable Display Messaging.	
	[None] [MORE + MORE + None]	Select to cancel Call Forwarding and Selectable Display Messaging. <ul style="list-style-type: none"> • Alternately dial 0.
	[Message] [MORE + Msg]	Select to set up Selectable Display Messaging. <ul style="list-style-type: none"> • Alternately dial 8. • Skip to <i>Selectable Display Messaging</i> (page 139) for more.
3.	Do one of the following.	
	a.	Dial the message number (01-16).
	b.	Press Volume Up or Volume Down to scroll through the message numbers.
4.	Press HOLD . The selected message displays.	
5.	Do one of the following.	
	a.	Press Volume Up or Volume Down to scroll through the available messages.
	b.	Press HOLD to program or append the message text.
6.	Enter any additional digits. <ul style="list-style-type: none"> • The total of all digits and characters cannot exceed 20. • See the <i>Name Programming Chart</i> on the next page when entering additional data. • You cannot add additional digits to a blank (unprogrammed) message. 	
7.	Press HOLD .	

Name Programming Chart

Name Programming Chart									
Key	Press a key the indicated number of times for desired character								
	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									
HOLD	Save name.								
SPEAKER	Exit user name programming.								
Volume Up	Scroll the cursor to the right.								
Volume Down	Scroll the cursor to the left.								
CLEAR	<ul style="list-style-type: none"> • While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key 								
CHECK	Restore the previous entry,								

Single Line Telephones

Description

Connect analog devices such as single line telephones and fax machines to the system.

The system is compatible with 500 type (dial pulse) and 2500 type (DTMF) analog telephone devices. This includes on-premises single line telephones (SLTs), fax machines, and modems.

In DSX-40, SLTs connect to analog ports in the main equipment cabinet. In DSX-80/160, SLTs connect to SLIU PCBs. Each analog port provides power and ring voltage for the connected SLT. The analog ports use DTMF receivers. Each system provides 10 DTMF receivers that are shared by all connected analog ports.

Message Waiting

Both DSX-40 and DSX-80/160 support FSK Message Waiting lamps. DSX-80/160 also provides support for high voltage Message Waiting lamps – while DSX-40 does not.

Operation

Barge In	
1.	Do one of the following.
a.	Call busy extension.
b.	Dial the line extension number (e.g., 101) for Direct Line Access.
c.	Dial #9 + Line number for Line Dial-up.
d.	Dial 9 for Line Group Access.
2.	Dial 4 .
3.	Join the conversation in progress.

Call Forwarding	
1.	Lift the handset and dial *3 .
2.	Do one of the following.
a.	Dial 0 for Cancel your extension's Call Forwarding.
b.	Dial 2 for Call Forwarding Busy/No Answer.
c.	Dial 4 for Call Forwarding Immediate.
d.	Dial 6 for Call Forwarding No Answer.
3.	Dial destination extension, 0 for your operator, or voice mail master number.
4.	Do one of the following.
a.	Dial 2 to forward all calls.
b.	Dial 8 to forward just outside calls.
5.	Hang up.

Call Waiting / Camp-On	
1.	Call busy extension.
2.	Dial 2 but do not hang up. <ul style="list-style-type: none"> If you hang up, the system converts your Camp-On to a Callback.
3.	Speak to your co-worker when they answer their Camp-On ring.

Callback	
1.	Call busy extension.
2.	Dial 2 and hang up. <ul style="list-style-type: none"> Stay on the line without hanging up if you want to Camp-On instead.
3.	When Callback rings your phone, lift handset to answer.
4.	Speak to your co-worker when call goes through.

Central Office Calls, Answering	
1.	When your telephone rings, lift the handset.

Central Office Calls, Placing													
1.	Lift the handset.												
2.	Do one of the following.												
	<table border="0"> <tr> <td style="padding-right: 10px;">a.</td> <td>For Line Dial-Up:</td> </tr> <tr> <td style="padding-right: 10px;"> i.</td> <td>Dial #9 followed by the line number (e.g., #901 for line 1).</td> </tr> <tr> <td style="padding-right: 10px;">b.</td> <td>For Direct Line Access:</td> </tr> <tr> <td style="padding-right: 10px;"> i.</td> <td>Dial 1 followed by the line number (e.g., 101 for line 1).</td> </tr> <tr> <td style="padding-right: 10px;">c.</td> <td>For Line Group Access:</td> </tr> <tr> <td style="padding-right: 10px;"> i.</td> <td>Dial the Line Group code (9 or 90-98).</td> </tr> </table>	a.	For Line Dial-Up:	i.	Dial #9 followed by the line number (e.g., #901 for line 1).	b.	For Direct Line Access:	i.	Dial 1 followed by the line number (e.g., 101 for line 1).	c.	For Line Group Access:	i.	Dial the Line Group code (9 or 90-98).
a.	For Line Dial-Up:												
i.	Dial #9 followed by the line number (e.g., #901 for line 1).												
b.	For Direct Line Access:												
i.	Dial 1 followed by the line number (e.g., 101 for line 1).												
c.	For Line Group Access:												
i.	Dial the Line Group code (9 or 90-98).												
3.	Dial the outside number.												

Conference	
1.	Establish Intercom or outside call.
2.	Hookflash and dial the extension or line you want to add/
3.	Hookflash and dial #10 to set up the Conference. <ul style="list-style-type: none"> If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.
4.	Repeat steps 2 and 3 to add additional parties to your Conference.

Single Line Telephones

Direct Line Access

1.	Dial 1 plus the line number (e.g., 101 for line 1).
2.	Dial outside number.

Directed Call Pickup

1.	Lift the handset.
2.	Dial ** .
3.	Dial number of extension whose call you want to intercept. <ul style="list-style-type: none">To intercept a call ringing an attendant, dial the attendant's extension number (e.g., 300); not 0 or 01-04.

Door Box

To place a call to the Door Box:

1.	Lift the handset.
2.	Dial the Door Box extension number.

To answer the Door Box ringing:

1.	Lift the handset. <ul style="list-style-type: none">Door Box chimes are not available at single line telephones.
----	--

To control the relay which in turn controls the Door Box strike:

1.	Place or answer the Door Box call.
2.	To open the relay, hookflash.
3.	To close the relay, hookflash.

Flash

1.	Place or answer an outside call.
2.	Hooflash and dial #3 . <ul style="list-style-type: none">When you hear CO/PBX/Centrex dial tone, dial a new call or use other features provided externally by the connected service.

Forced Line Disconnect

1.	Lift the handset.
2.	Dial the line's Direct Line Access code (e.g., 101 for line 1).
3.	Dial # to disconnect the line. <ul style="list-style-type: none">You hear Intercom dial tone. To place a call on the line, dial a line access code and then dial the number.

Group Call Pickup	
1.	Lift the handset.
2.	Dial *#.

Hold	
To retrieve a line on System Hold at a co-worker's extension:	
1.	Lift the handset.
2.	Dial *4.
3.	Dial the number of the line that is on Hold (e.g., 01 for line 1).
To place a call on Exclusive Hold:	
1.	Hookflash and dial *7.
2.	Hang up. <ul style="list-style-type: none"> • If the call is left on Exclusive Hold too long, it will recall to you. • If you hang up without first dialing *7, the call will recall immediately. • If you previously placed a call on Exclusive Hold or have a camped-on call waiting, dialing *7 will answer the waiting call. See <i>Split</i> for more.
To retrieve a call from Exclusive Hold:	
1.	Hookflash and dial *7.

Intercom	
To place an Intercom call:	
1.	Lift the handset.
2.	Dial the extension number. <ul style="list-style-type: none"> • To call the operator, dial the operator's extension number or dial 0 or 01-04 (depending on how your system is set up). • If your call voice-announces the destination, you can dial 1 to force the call to ring.
To answer an Intercom call:	
1.	Lift the handset.

Single Line Telephones

Meet-Me Conference

To set up a Meet-Me Conference:

1. Page the parties and announce the Meet-Me Conference code (**#11** or **#12**).
 - See *Paging* (page 116) for more on how to page your co-workers.
2. Hang up, then lift the handset.
3. Dial the announced Meet-Me Conference code (**#11** or **#12**).
 - Your co-worker's must join the telephone meeting within the Meet Me Conference time.

To join a Meet-Me Conference:

1. Listen for paged invitation to join the Conference.
2. Dial announced Meet-Me Conference code (**#11** or **#12**).
 - You can join the telephone meeting within the Meet Me Conference time.

Message Waiting

To leave a message for a co-worker:

1. Place Intercom call to co-worker.
 - The extension you call can be unanswered, busy, or in Do Not Disturb.
2. Dial **8** and hang up.
 - **V-MAIL** flashes fast at the extension you called.

To answer a Message Waiting:

1. Lift the handset.
2. Dial ***8**.

Night Service / Night Ring

To answer a call ringing over the paging system:

1. Lift the handset.
2. Dial ***0**.

Paging

1. Lift the handset.
2. Dial ***1**.
3. Dial the Paging zone (1-7 or 0 for all call).
 - SLTs cannot receive Paging announcements.

Park	
To Park a call:	
1.	Place or answer call.
2.	Hookflash and dial *.
3.	Dial the orbit number. <ul style="list-style-type: none"> • System Park Orbits are 60-69. • Personal Park Orbits are *300-*427.
To retrieve a parked call:	
1.	Lift the handset.
2.	Dial *.
3.	Dial the orbit number. <ul style="list-style-type: none"> • System Park Orbits are 60-69. • Personal Park Orbits are *300-*427.

Pulse to Tone Conversion	
This feature must be switched manually from the telephone. The system does not provide Pulse to Tone Conversion for SLTs.	

Removing Lines and Extensions from Service	
1.	Lift the handset.
2.	Dial #40 .
3.	Dial the line (101-164) or extension (300-427) you want to remove from service.
4.	So one of the following.
a.	Dial 4 to return a line or extension to service.
b.	Dial 6 to remove a line or extension from service.
5.	Hang up.

Speed Dial	
To dial a Speed Dial number:	
1.	Lift the handset.
2.	Dial # and the Speed Dial bin number. <ul style="list-style-type: none"> • Personal Speed Dial bins are 701-720. • System Speed Dial bins are normally 201-299.
3.	The stored number dials out.

Single Line Telephones

Split

A single line telephone can Split (alternate) between their current call and waiting calls. The waiting calls can include a call you previously placed on Exclusive Hold or camped-on calls.

To Split (Alternate) between your current call and a waiting call:

1. Hookflash and dial *7.
 - You are connected to your camped-on call (if any) or the call that has been on Hold the longest.
 - Repeat this procedure to cycle through all your waiting calls (from oldest to newest) and return to your first call.

Tandem Calls / Unsupervised Conference

1. Establish outside call (e.g., lift handset, dial 9, and dial outside number)
2. Hookflash and dial another outside call.
3. Hookflash and dial #10 to set up the Conference.
4. Hang up.
 - If the outside parties disconnect, the lines you selected do not have Tandem Calling capability.

Transfer

To transfer your call:

1. Place or answer call.
2. Hookflash and dial the extension to which you want to Transfer the call.
 - To Transfer the call to the voice mail Automated Attendant, dial the voice mail master number (700).
3. Do one of the following.
 - a. To transfer the call unattended, hang up.
 - b. To screen the transfer, wait for the called party to answer before hanging up.

To receive Transfer (if you get an Intercom call announcing it):

1. Stay on the line.
 - The Transfer goes through when the calling party hangs up.

Voice Mail

To leave a voice mail message for a co-worker:

1. Place Intercom call to co-worker.
 - The extension you call can be unanswered, busy, or in Do Not Disturb.
2. Dial 8 and hang up.
 - **V-MAIL** flashes fast at the extension you called.

To call your voice mail mailbox:

1. Lift the handset.
2. Dial *8.

Description

Instead of dialing a long telephone number to reach a client or customer, use Speed Dial instead. Also, store Intercom digits for quick access to commonly used features.

Speed Dial gives an extension user quick access to frequently called numbers. There are two types of Speed Dial: System and Personal. Speed Dial numbers can be up to 32 digits long, using 0-9, # and *. Every Speed Dial can have a programmed name up to 18 characters long. The name shows in the telephone display as the Speed Dial number dials out.

Speed Dial can store outside numbers and Intercom digits. The capability to store Intercom digits provides the user with “one-touch” access to features they use most often. For example, a user can have a Speed Dial bin that simplifies forwarding calls to voice mail or a co-worker.

System Speed Dial

System Speed Dial gives every extension access to the same set of stored numbers. The system provides 999 System Speed Dial numbers. Users can access these numbers by pressing a uniquely programmed System Speed Dial Feature Key or by dialing the Speed Dial bin number. Depending on the system option selected (see *Programming* below), users have dial access to either 9, 99 or 999 System Speed Dial bins.

Personal Speed Dial

Personal Speed Dial provides extensions with 20 numbers stored privately for their own use. The Personal Speed Dial keys on a DSS Console access the same bins as the extension to which it is attached.

Unique Speed Dial Entries

In addition to the digits 0-9, # and *, you can enter the following for additional dialing options:

For this option:	From system programming, press this key:	From user programming, press this key:
Flash	Feature Key 1	FLASH
Wait (not used)	Feature Key 2	DND
Pause	Feature Key 3	MUTE

Storing Line Routing in a Speed Dial Bin

When you program a Speed Dial bin, you can select either a line or a Line Group over which the call should route. For example, you can enter 1 for line 1 or 90 for Line Group 90.

- If you enter a Line Group number, the system will follow the Line Group programming and select an available line in the group for the call.
- If you enter a line number and the line is busy when the Speed Dial bin tries to dial out, the user hears busy tone. If their extension has Line Queuing, they can dial 2 to queue for a line to become free. If they hang up, the system converts the queue to a Line Callback.
- The capability to dial 90-98 to select a Line Group for a Speed Dial call is a permanent feature and not affected by programming.

Centrex Compatibility

Speed Dial offers unique compatibility with connected Centrex services. A Speed Dial number can accommodate **both** placing a new call **and** outdialing the stored Speed Dial number on an active Centrex line. This enables features such as Centrex Transfer and Conference. Speed Dial adheres to the following rules.

1. When a user active on an outside call presses **TRANSFER** and selects a Speed Dial number (using any method), the system examines the contents of the stored Speed Dial bin.
2. If the first entry in the bin is an **F** (Flash command), the system flashes the connected line and outdials the contents of the bin (ignoring the line selection associated with the bin).

Speed Dial

Note that this unique Centrex integration also pertains to voice mail ports accessing stored Speed Dial numbers.

Chaining Bins for Dialing Long Numbers

A Speed Dial number can be up to 32 digits long. The system allows this by automatically using the next adjacent bin for entries longer than 16 digits. For example, assume you want to store a Personal Speed Dial number for a banking service (203-926 5400) followed by a pause and your 10 digit customer code (9876543210). If you store the entries in bin 701, the following occurs:

- The system stores the first 16 digits (203 926 5400 Pause 98765) in bin 701.
- The system stores the remaining digits (43210) in bin 702.

Chaining Notes:

- In the above example, bin 702 is inaccessible for viewing, programming, or dialing. It only becomes available if you reprogram bin 701 to be 16 digits or less.
- Since bin 720 is the last Personal Speed Dial bin, it can contain only 16 digits.

Operation

Programming and Dialing Personal Speed Dial		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
<i>Forced Account Codes may prevent Speed Dial from dialing 911 emergency services.</i>		
To program a Personal Speed Dial number:		
1.	Do not lift the handset or press any keys.	
2.	Dial #SP (#77).	
3.	Do one of the following.	
a.	Dial the Personal Speed Dial bin number (701-720).	
b.	Press a Personal Speed Dial bin key (for bins 701-710).	
4.	Press HOLD .	
5.	Do one of the following.	
a.	Enter the line number you want the system to use when dialing your stored number (1-64).	
b.	Enter the Line Group number you want the system to use when dialing your stored number (90-98).	
c.	Press INTERCOM if you want to enter Intercom codes.	
6.	Press HOLD .	
7.	Enter the number you want to store (up to 32 digits long). <ul style="list-style-type: none"> • If storing Intercom codes, you can enter a valid dial sequence using the digits 0-9, #, and *. • To insert a pause, press MUTE. To insert a Flash, press FLASH. • Do not enter a pause or flash into an Intercom code. 	
8.	Press HOLD twice.	
9.	Enter a name for the Speed Dial number. <ul style="list-style-type: none"> • See <i>Name Programming Chart</i> (page 153) for more. 	
10.	Press HOLD .	
11.	Do one of the following.	
a.	Repeat from step 3 to program another bin.	

Programming and Dialing Personal Speed Dial		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
	b.	Press SPEAKER to exit.
To dial a stored Personal Speed Dial number:		
1.	Do one of the following.	
	a.	Press INTERCOM , dial #, then dial the Personal Speed Dial bin number (701-720).
	b.	<u>24-Button or 34-Button Telephone Only</u> Press bin key for bins 701-710.
	c.	Press a Feature Key set up as a Personal Speed Dial key.
	d.	<u>Super Display Telephone Only</u> <ul style="list-style-type: none"> Press Spd Dial 1 (bins 701-710) or Spd Dial 2 (bins 711-720). Press the soft key for the number you want to dial.
2.	(Optional)	<ul style="list-style-type: none"> To chain bins, wait for the first bin to dial out, then press a bin key or Feature Key. If the programmed route is busy, press an idle line key to reroute the call. You cannot chain Intercom numbers.

Programming and Dialing System Speed Dial		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
<i>Forced Account Codes may prevent Speed Dial from dialing 911 emergency services.</i>		
To program a System Speed Dial number:		
1.	Do not lift the handset or press any keys.	
2.	Dial #SP (#77).	
3.	Dial the System Speed Dial bin number (normally 201-299).	
4.	Press HOLD .	
5.	Do one of the following.	
	a.	Enter the line number you want the system to use when dialing your stored number (1-64).
	b.	Enter the Line Group number you want the system to use when dialing your stored number (90-98).
	c.	Press INTERCOM if you want to enter Intercom codes.
6.	Press HOLD .	
7.	Enter the number you want to store (up to 32 digits long). <ul style="list-style-type: none"> If storing Intercom codes, you can enter a valid dial sequence using the digits 0-9, #, and *. To insert a pause, press MUTE. To insert a Flash, press FLASH. Do not enter a pause or flash into an Intercom code. 	
8.	Press HOLD twice.	
9.	Enter a name for the Speed Dial number. <ul style="list-style-type: none"> See <i>Name Programming Chart</i> (page 153) for more. 	
10.	Press HOLD .	
11.	Do one of the following.	

Speed Dial

Programming and Dialing System Speed Dial			In these instructions: [Super Display Soft Key] [Keypad Soft Key]
	a.	Repeat from step 3 to program another bin.	
	b.	Press SPEAKER to exit.	
To dial a stored System Speed Dial number:			
1.	Do one of the following.		
	a.	Press INTERCOM , dial #, then dial the System Speed Dial bin number (normally 201-299).	
	c.	Press a Feature Key set up as a System Speed Dial key.	
2.	(Optional)	<ul style="list-style-type: none"> To chain bins, wait for the first bin to dial out, then press a bin key or Feature Key. If the programmed route is busy, press an idle line key to reroute the call. 	

User Programmable Features

Programming Personal Speed Dial			
Feature	Mnemonic	Operation	Access Level
Speed Dial	#SP (#77)	#SP + Press bin key (for bins 701-710) + HOLD + Enter outside line (e.g., 1), Line Group (90-98), or INTERCOM for Intercom feature + HOLD + Number to store + HOLD twice + Name + HOLD + Press another bin key or SPEAKER to exit.	1-5

Programming System Speed Dial			
Feature	Mnemonic	Operation	Access Level
Speed Dial	#SP (#77)	#SP + Dial System Speed Dial bin number (e.g., 201) + HOLD + Enter outside line (e.g., 1), Line Group (e.g., 90), or INTERCOM for Intercom feature + HOLD + Number to store + HOLD twice + Name + HOLD + Dial another bin or SPEAKER to exit.	4-5

Name Programming Chart

Name Programming Chart									
Key	Press a key the indicated number of times for desired character								
	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									
HOLD	Save name.								
SPEAKER	Exit user name programming.								
Volume Up	Scroll the cursor to the right.								
Volume Down	Scroll the cursor to the left.								
CLEAR	<ul style="list-style-type: none"> • While editing, clears character to the right. • At beginning of line, erases entire entry. • At end of line, becomes a backspace key 								
CHECK	Restore the previous entry.								

Features

Split (Alternate)

Description

Switch between active calls without Conferencing the calls together.

With Split, an extension user can split (alternate) between a current call and a new call. Split lets the extension user easily alternate between the calls without joining (Conferencing) the parties together.

Operation

Using Split		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To Split between your current Intercom call and a new Intercom call:		
1.	Press HOLD to place your Intercom call on Hold.	
2.	Press INTERCOM to answer your new Intercom call. <ul style="list-style-type: none">• INTERCOM winks off (green) to indicate that you have an Intercom call on Hold.	
3.	Press your Split Feature Key to switch between your two Intercom calls.	
To Split between your current outside call and an Intercom call:		
1.	Press TRANSFER to place your outside call on Hold.	
2.	Place or answer your new Intercom call.	
3.	Press your Split Feature Key to switch between your Intercom call and outside call.	
To Split between your current Intercom call and an outside call:		
1.	Press HOLD to place your current Intercom call on Hold	
2.	Answer the outside call.	
3.	Press your Split Feature Key to switch between your outside call and Intercom call.	
To Split between your current outside call and a waiting outside call:		
1.	Press INTERCOM to place your current outside call on Hold.	
2.	Place or answer a new outside call.	
3.	Press your Split Feature Key to switch between your two outside calls.	

Description

System keysets provide a host of sophisticated extension features.

The system offers 22-Button, 34-Button, 34-Button Advanced, and Super Display keyset telephones. All telephone models are available in two colors: black and white.

22-Button Display Telephone with Speakerphone



The 22-Button Display Telephone features a large 3 line-by-24 character alphanumeric display with 4 Interactive Soft Keys for intuitive feature access. It also provides 10 Personal Speed Dial bin keys, 12 programmable Feature Keys and 12 fixed function keys for streamlined operation. Additionally, this telephone offers a headset jack and built-in speakerphone. Unique features include dual LEDs, built-in wall mounting, and an innovative two position angle adjustment.

34-Button Backlit Display Telephone with Speakerphone



The 34-Button Display Telephone features a large 3 line-by-24 character backlit alphanumeric display with 4 Interactive Soft Keys for intuitive feature access. It also provides 10 Personal Speed Dial bin keys, 24 programmable Feature Keys and 12 fixed function keys for streamlined operation. Additionally, this telephone offers a backlit keypad, a headset jack, and built-in speakerphone. Unique features include dual LEDs, built-in wall mounting, and an innovative two position angle adjustment.

34-Button Backlit Display Telephone with Full-Duplex Speakerphone



This feature-rich 34-Button Display Telephone features a large 3 line-by-24 character backlit alphanumeric display with 4 Interactive Soft Keys for intuitive feature access. It also provides 10 Personal Speed Dial bin keys, 24 programmable Feature Keys and 12 fixed function keys for streamlined operation. Additionally, this telephone offers a built-in full duplex speakerphone (with no external speaker or microphone required), a backlit keypad, and a headset jack. Unique features include dual LEDs, built-in wall mounting, and an innovative two position angle adjustment.

Station Key Telephones

34-Button Backlit Super Display Telephone with Half-Duplex Speakerphone



The Super Display Telephone is the system's most sophisticated telephone instrument. It features a large 9 line-by-24 character backlit alphanumeric display with 12 Interactive Soft Keys for intuitive feature access. It also provides 10 Personal Speed Dial bin keys, 24 programmable Feature Keys and 12 fixed function keys for streamlined operation. Additionally, this telephone offers a built-in half duplex speakerphone (with no external speaker or microphone required), a backlit keypad, and a headset jack. Unique features include dual LEDs, built-in wall mounting, and an innovative two position angle adjustment.

Ring/Message Lamp

Each keyset has a Ring/Message Lamp. Located on the upper right of the keyset faceplate, the Ring/Message Lamp indicates for the following features:

For this feature:	The lamp does this:
Caller ID Logging	Double-wink on (green) when there is a new Caller ID record that has not been reviewed
Central Office Calls, Answering	Slow flash (green) as call rings
Direct Inward Line	Slow flash (green) as call rings
Hold	Slow flash (green) during Hold recall
Intercom	Slow flash (green) as call rings
Message Waiting	Fast flash (red) when user has a Message Waiting indication left
Park	Slow flash (green) during Park recall
Transfer	Slow flash (green as call rings) and during Transfer recall
Voice Mail	Fast flash (red) when messages are waiting in mailbox

Operation

Refer to the individual features.

Description

Join two callers in Conference, leave the call and let their conversation continue.

Tandem Calls allows an extension user to join two outside callers in a line-to-line conference. The extension user can then drop out of the call, leaving the lines in an Unsupervised Conference. The extension user that established the Conference is not part of the conversation. The Conference continues until either outside party hangs up.

Tandem Calls uses a Conference circuit. The following table shows the system's Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Operation

Setting up a Tandem Call		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up a Tandem Call:		
1.	Establish outside call.	
2.	Press CONF . <ul style="list-style-type: none"> Your hear Intercom dial tone. Your caller hears Music on Hold (if installed) while they wait for you to set up the Conference. 	
3.	Do one of the following:	
	a.	Place or answer an outside call.
	b.	Retrieve a call from Park Orbit.
4.	Press CONF to set up the Conference. <ul style="list-style-type: none"> If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit. 	
5.	Hang up. <ul style="list-style-type: none"> The line/loop keys for the outside lines stay on (red). If the outside parties disconnect, the lines you selected or your extension does not have Tandem Call capability. 	

Tandem Calls / Unsupervised Conference

Disconnecting a Tandem Call		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To disconnect a tandem call (using Forced Line Disconnect):		
1.	Do one of the following.	
a.	Press the line key for the busy line.	
b.	Press INTERCOM and dial the line's Direct Line Access code (e.g., 101 for line 1). <ul style="list-style-type: none"> • See <i>Direct Line Access</i> (page 43) for more. 	
2.	Dial # to disconnect the Tandem Call.	

Barging in on a Tandem Call		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Barge In on a Tandem Call:		
1.	Do one of the following.	
a.	Press the line key for the busy line.	
b.	Press INTERCOM and dial the line's Direct Line Access code (e.g., 101 for line 1). <ul style="list-style-type: none"> • See <i>Direct Line Access</i> (page 43) for more. 	
2.	Dial 4 . <ul style="list-style-type: none"> • You hear two beeps and you join the Tandem Call. 	
To place a Tandem Call on Hold (after Barging In):		
1.	Press HOLD . <ul style="list-style-type: none"> • The tandem callers hear Music On Hold (if installed) while they wait on Hold. • While on Hold, the tandem callers cannot talk to each other. 	
To rejoin a Tandem Call you have Placed on Hold:		
1.	Press CONF .	

Setting up a Tandem Call at a Single Line Telephone		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up a Tandem Call at a single line telephone:		
1.	Establish an outside call.	
2.	Hookflash and establish another outside call.	
3.	Hookflash and dial #10 to set up a three-way Conference.	
4.	Hang up. <ul style="list-style-type: none"> • If the outside parties disconnect, the lines you selected or your extension does not have Tandem Call capability. 	

Tandem Calls / Unsupervised Conference

Using Line-to-Line Transfer to set up a Tandem Call		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up a Tandem Call via line-to-line Transfer:		
1.	Place or answer an outside call.	
2.	Press TRANSFER .	
3.	Place or answer another outside call.	
4.	Hang up to set up a Tandem Call between your initial call and new call.	

Time and Date

Description

The Time and Date shows on telephone displays and prints on system reports.

The system Time and Date appears on display telephones and Station Message Detail Recording reports. The system administrator can change the time and date from the system programming mode. In addition, extension users can change the time and date from the User Programmable Features. Although the data is entered in 24-hour format, it always displays in 12-hour format (e.g., 1300 = 1:00PM). The system can automatically adjust the time for Daylight Savings Time.

Operation

User Programmable Feature

Changing the System Time and Date			
Feature	Mnemonic	Operation	Access Level
Time and Date	#TD (#83)	#TD + Enter time in 24-hour clock using hours (2 digits), minutes (2 digits) and seconds (2 digits) + HOLD + Enter date using month (2 digits), day (2 digits) and year (4 digits) + HOLD + SPEAKER to exit.	4 and 5

Description

Send the outside call you are on to a co-worker.

Transfer permits an extension user to send (i.e., extend) an active call to any other extension in the system, a Ring Group, UCD Group or voice mail. With Transfer, any extension user can quickly send a call to the desired co-worker. A call a user transfers automatically recalls if not picked up at the destination extension. If a transferred outside call is still unanswered, the call diverts to Key Ring. This assures that users do not lose or inadvertently abandon their transfers. An extension user can Transfer both outside calls and Intercom calls.

The system allows the following types of transfers:

- ▶ **Screened Transfer**
The transferring user announces the call to the destination before hanging up.
- ▶ **Unscreened Transfer**
The transferring party extends the call without an announcement.

Distinctive Flash Rate on Recall

Transfer recall features a distinctive flash rate for line keys (see the chart below). This allows the keyset extension user to easily differentiate new calls that are ringing from transferred calls that are recalling.

Distinctive Flash Rate on Transfer Recall	
For this type of call:	You see this flash rate:
Call that you transferred	Slow Flash (red)
Call that you initially transferred recalling your phone	Double Wink On (green)

Transfer Recall Display

The Transfer recall display occurs as the call is ringing the extension that initially transferred it as well as after the call diverts to Key Ring. It identifies:

- ▶ The type of call recalling the extension.
- ▶ The extension to which the call was initially transferred.

Handsfree Transfer

Handsfree Transfer allows an extension user to Transfer an outside call directly to a co-worker's speakerphone.

Hotline Automatic Transfer

With Hotline Automatic Transfer, the extension can Transfer their call to a co-worker just by pressing their Hotline key and hanging up. Without Hotline Automatic Transfer, the user must press **TRANSFER** before pressing the Hotline key. If the user frequently uses their Hotline key for one-button Transfer to co-workers, Hotline Automatic Transfer is recommended. If the user prefers to consult with their Hotline partner rather than Transfer, disabling Hotline Automatic Transfer would be helpful.

- Pressing **TRANSFER** + Call Coverage Key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).
- Pressing a Hotline key can also Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

Transfer

Operation

Using Transfer		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To Transfer your call:		
1.	Do not hang up.	
2.	Press TRANSFER .	
3.	Do one of the following.	
a.	Dial your co-worker's extension. <ul style="list-style-type: none"> To Transfer your call directly to your co-worker's mailbox, do this instead: <ul style="list-style-type: none"> - Press V-MAIL. - Dial their extension number. - Hang up. 	
b.	Press a DSS key.	
c.	Dial a Ring Group or UCD Group master number.	
d.	Press a Call Coverage or Hotline key. <ul style="list-style-type: none"> If you have Hotline Automatic Transfer, you don't have to press TRANSFER before your Hotline key. 	
4.	Do one of the following.	
a.	Announce call to make a Screened Transfer, then hang up.	
b.	Press the flashing line key to return to the call if your co-worker doesn't want it.	
c.	Hang up to send the call through unscreened. <ul style="list-style-type: none"> The call will recall to you if unanswered by your co-worker. If you don't answer the recall, the call diverts to Key Ring. 	
d.	Press V-MAIL to Transfer the call to your co-worker's mailbox.	
5.	If the transferred call is not picked up (i.e., recalls), you see one of the following.	
a.	If the extension that transferred the call doesn't have a name: Transfer Recall STA 301	
b.	If the extension that transferred the call has a programmed name: Transfer Recall 300: Attendant	

Using Transfer		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Transfer a call to your co-worker's speakerphone (i.e., use Handsfree Transfer):		
1.	Do one of the following.	
a.	While on an outside call: <ul style="list-style-type: none"> • Press TRANSFER. • Dial you co-worker's extension number. 	
b.	Press Hotline key for your co-worker.	
2.	Listen for two beeps. <ul style="list-style-type: none"> • If you hear ringing instead of two beeps, you cannot use Handsfree Transfer. 	
3.	Do one of the following.	
a.	Press FLASH to send the call directly to your co-worker's speakerphone.	
b.	Press TRANSFER to get Intercom dial tone and select another co-worker for the Transfer.	

User Programmable Features

Description

Extension users can set up their telephones to meet their own unique requirements.

User Programmable Features allow an extension user to dial mnemonics to customize the way certain features work on their telephone. With User Programmable Features, there is no need to rely on a System Administrator or Communications Manager to set up each phone. These User-Programmable Features include:

- ✦ Call Forwarding Clear All
See *Call Forwarding* (page 21) for more.
- ✦ Direct Station Selection (DSS) Assignment
See *Direct Station Selection (DSS)* (page 44) for more.
- ✦ Feature Key Assignment
See *Feature Keys* (page 70) for more.
- ✦ Feature Key Ringing for Call Coverage Keys, Group Call Pickup Keys, and Line Keys
See *Call Coverage Keys* (page 19) for more.
See *Group Call Pickup* (page 79) for more.
See *Line Keys* (page 100) for more.
- ✦ Headset Mode
See *Headset Compatibility* (page 85) for more.
- ✦ Hotline Key Assignment
See *Hotline* (page 90) for more. (Note that a keyset user with a DSS Console can use the **#HL** user-programmable procedure to change the Hotline assignments on their console.)
- ✦ Off Hook Signaling Setup (including Camp-On, Off Hook Ringing for outside calls, and Voice Over for Intercom calls)
See *Off-Hook Signaling* (page 114) for more.
- ✦ Paging (Incoming)
See *Paging* (page 116) for more.
- ✦ Prime Line Assignment
See *Prime Line Preference* (page 123) for more.
- ✦ Programmable Idle Menu Soft Keys (Super Display)
See *Programmable Idle Menu Soft Keys (Super Display)* (page 127) for more.
- ✦ Ringing Line Preference
See *Ringing Line Preference* (page 135) for more.
- ✦ Speed Dial Bin Setup (Personal and System)
See *Speed Dial* (page 149) for more.
- ✦ Time and Date
See *Time and Date* (page 160) for more.
- ✦ Voice Announce (For incoming Intercom calls)
See *Intercom* (page 93) for more.

User Programmable Features

To program a feature, press **#** and the feature's code. For example, to enable incoming Paging, press **#** and dial **V P Y**, then **SPEAKER** to hang up. By default, Call Forwarding Clear All, System Speed Dial, and Time and Date are only available to the attendant.

Feature	Mnemonic	Numeric	Operation	Access Level
Call Forwarding Clear All	#CC	#22	#CC + Y to clear (cancel) forwarding or N to exit without clearing + SPEAKER to hang up.	4 and 5
Headset Mode	#HS	#47	#HS + Y to enable or N to disable + SPEAKER to exit.	3-5

User Programmable Features				
To program a feature, press # and the feature's code. For example, to enable incoming Paging, press # and dial V P Y , then SPEAKER to hang up. By default, Call Forwarding Clear All, System Speed Dial, and Time and Date are only available to the attendant.				
Feature	Mnemonic	Numeric	Operation	Access Level
Hotline	#HL	#45	#HL + Press flashing Hotline key + Enter extension for new Hotline partner + HOLD + Program another Hotline key or SPEAKER to exit.	3-5
Off Hook Signaling	#OHS	#647	#OHS + Select mode (1 = Outside line, 2 = Hotline partner, 3 = Intercom) + Select option (see below) + SPEAKER to exit. <i>For outside lines:</i> 1 = Camp-On tone, 2 = Off-hook Ringing, CLEAR = None <i>For Hotline partner:</i> 1 = Camp-On, 2 = Voice Over, CLEAR = None, <i>For Intercom:</i> 1 = Camp-On, 2 = Voice Over, CLEAR = None	3-5
Paging (Incoming)	#VP	#87	#VP + Y to enable or N to disable + SPEAKER to exit.	3-5
Prime Line Assignment	#PLA	#752	#PLA + Press one of your flashing programmable keys, INTERCOM , or CLEAR for none + SPEAKER to exit.	3-5
Feature Key Assignments	#KP	#57	#KP + Press key you want to program + HOLD + INTERCOM + Press Volume Up or Volume Down to select key option + HOLD + (Enter any additional data if required ¹ + HOLD) + Press Volume Up or Volume Down to select another key to program, or SPEAKER twice to exit.	3-5
			¹ To set up a System Night key, press CLEAR instead of entering additional data.	
Feature Key Ringing	#RAC	#722	<i>Call Coverage Keys:</i> #RAC + Call Coverage Key repeatedly to select ringing mode + SPEAKER to exit. Call Coverage Keys flash as follows: Lamp only = On red, Immediate ring = On green, Delay ring = Fast flash green.	2-5
	#RAL	#725	<i>Outside Line Keys:</i> #RAL + Line Key repeatedly to select ringing mode + SPEAKER to exit. Line keys flash as follows: Lamp only = On red, Immediate ring = On green, Delay ring = Fast flash green, Night ring = Slow flash green.	
	#RAP	#727	<i>Group Call Pickup Keys:</i> #RAP + Group Call Pickup Key repeatedly to select ringing mode + SPEAKER to exit. Group Call Pickup Keys flash as follows: Lamp only = On red, Immediate ring = On green, Delay ring = Fast flash green.	
Programmable Idle Menu Soft Keys (Super Display)	#SM	#76	Press the soft key you want to program (or press Volume Up or Volume Down to scroll through the keys) + HOLD + INTERCOM + Volume Up or Volume Down to select key option + HOLD + SPEAKER to exit.	1-5

User Programmable Features

User Programmable Features				
To program a feature, press # and the feature's code. For example, to enable incoming Paging, press # and dial V P Y , then SPEAKER to hang up. By default, Call Forwarding Clear All, System Speed Dial, and Time and Date are only available to the attendant.				
Feature	Mnemonic	Numeric	Operation	Access Level
Ringling Line Preference	#RLP	#757	#RLP + Y to enable or N to disable + SPEAKER to exit.	2-5
Speed Dial, Personal	#SP	#77	#SP + Press bin key (for bins 701-710) or dial the bin key (701-720) + HOLD + Dial outside line (e.g., 1), Line group (e.g., 90-98), or ICM for Intercom feature + HOLD + Number to store + HOLD twice + Name + HOLD + Press another bin key or SPEAKER to exit.	1-5
Speed Dial, System	#SP	#77	#SP + Dial System Speed Dial bin number (e.g., 201) + HOLD + Dial outside line (e.g., 1), Line group (e.g., 90-98), or INTERCOM for Intercom feature + HOLD + Number to store + HOLD twice + Name + HOLD + Dial another System Speed Dial bin or SPEAKER to exit.	4 and 5
System Program Access	#**#		#**# + Enter programming password	3-5
Time and Date	#TD	#83	#TD + Enter time in 24-hour clock using hours (2 digits), minutes (2 digits) and seconds (2 digits) + HOLD + Enter date using month (2 digits), day (2 digits) and year (4 digits) + HOLD + SPEAKER to exit.	4 and 5
Intercom Voice Announce (for incoming Intercom calls)	#VA	#82	#VA + V for voice announce or R for ring + SPEAKER to exit.	3-5

Operation

See the *Operation* heading in the above table.

Description

Voice mail ends the frustration and cost of missed calls, inaccurate written messages and telephone tag, freeing up the company's receptionists and secretaries for more production work.

The system is fully compatible with IntraMail, UltraMail, and NVM-Series Voice Mail with Automated Attendant Systems. These systems provide telephone users with comprehensive voice mail and Automated Attendant features. Automated Attendant automatically answers the system's incoming calls. After listening to a customized message, an outside caller can dial a system extension or use voice mail. *When installing voice mail, refer to the documentation provided with your voice mail system for the specifics.*

Integrated voice mail enhances the telephone system with the following features:

Call Forwarding to Voice Mail

An extension user can forward their calls to voice mail. Once forwarded, calls to the extension connect to that extension's mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or when the extension is busy, or just for unanswered calls.

Leaving a Message

Voice mail lets a keyset extension user easily leave a message at an extension that is unanswered, busy, or in Do Not Disturb. The caller just presses **V-MAIL** to leave a message in the called extension's mailbox. There is no need to call back later.

Transferring to Voice Mail

By using Transfer to Voice Mail, an extension user can Transfer a call to the user's own or a co-worker's mailbox. After the Transfer goes through, the caller can leave a message in the mailbox. The caller will hear the entire mailbox greeting after the Transfer goes through.

Conversation Record

While on a call, an extension user can have voice mail record the conversation. The keyset user just presses their Record key. Once recorded, the voice mail stores the conversation as a new message in the user's mailbox. After calling their mailbox, a user can save, edit or delete the recorded conversation. The ability to use Conversation Record is controlled by an extension's Class of Service.

Caution

The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Conversation Record Key for a Co-worker's Mailbox

An extension user can have a Record key for a co-worker's mailbox. While on a call, the user can press the key to record their conversation directly into the co-worker's mailbox. The user can set up the Record key to record into any valid Subscriber Mailbox (including IntraMail Group Mailboxes and Master Mailboxes programmed as Subscriber Mailboxes). This could help a dispatcher, for example, that wants to record a conversation with a client right into the responsible technician's mailbox.

An extension can have multiple Record keys, each associated with a different mailbox. In addition, setting up a Record key for a co-worker's mailbox is also available on DSS Consoles.

Personal Answering Machine Emulation

Refer to *Call Screening* (page 453). You may find that Call Screening better meets your requirements.

A keyset user can have their idle extension emulate a personal answering machine. This lets voice mail screen their calls, just like their answering machine at home. If activated, the extension's incoming calls route to the user's Subscriber Mailbox. Once the mailbox answers, the user hears the caller's incoming message. The keyset user can then:

- ▶ Let the call go through to their mailbox.
- ▶ Intercept the call before it goes to their mailbox.

Personal Answering Machine Emulation will intercept the following types of calls:

- ▶ Intercom calls
- ▶ Direct Inward Lines to the extension
- ▶ Automated Attendant Unscreened Transfers
- ▶ Automated Attendant Screened Transfers

Personal Answering Machine Emulation will not intercept a call manually transferred to an extension.

Voice Mail Overflow

Voice mail can be the *overflow destination* for the following types of calls (refer to the individual features for the specifics):

- ▶ *Direct Inward Line* (page 42)
A line that directly rings an extension can overflow to voice mail.
- ▶ *Extension Hunting* (page 66)
A line that rings an Extension Hunting group can overflow to voice mail.
- ▶ *Group Ring* (page 81)
A line that rings a group of extensions can overflow to voice mail.
- ▶ *Key Ring* (page 94)
A line ringing an extension's line keys can overflow to voice mail.

Message Center Mailbox

A Message Center Mailbox is a mailbox shared by more than one extension. Any keyset that has a Message Center Key for the shared mailbox can:

- ▶ Listen to the messages stored in the mailbox.
- ▶ Transfer calls to the shared mailbox.
- ▶ Use many other voice mail features previously available only at an extension's individual mailbox.

A Message Center Mailbox helps co-workers that work together closely - such as members of the same Pickup Group. For example, the group supervisor can send important messages to the shared Message Center Mailbox, to which any group member can respond when time allows. Each group member's Message Center Key flashes (green) when messages are waiting.

Interactive Soft Key Shows New Messages

The Display and Super Display Telephone interactive soft keys show the number of new messages in the user's mailbox. For example, if a Display Telephone user has 2 new messages in their mailbox, their voice mail soft key shows: **VM02**. If a Super Display Telephone user has 2 new messages in their mailbox, their voice mail soft key shows **V-Mail 02**. The new message count resets to 00 as soon as the user calls their mailbox (regardless of whether the new messages were listened to). The message count returns when the system updates the Ring/Message lamp on the phone.

- Pressing **TRANSFER** + Call Coverage Key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).
- Pressing a Hotline key can also Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

Operation

The Voice Mail Basics		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To call your mailbox:		
1.	(Optional) Check the status of your mailbox. <ul style="list-style-type: none"> On your display, V-Mail xx [VMxx] is the number of new messages in your mailbox. In addition, your Ring/Message lamp flashes fast (red) when you have new messages. 	
2.	Press V-MAIL . <ul style="list-style-type: none"> V-MAIL is on (red) while you are connected to your mailbox. 	
3.	If requested, enter your Security Code.	
To hang up while using your mailbox:		
1.	Press V-MAIL . <ul style="list-style-type: none"> The key goes out. 	
To leave a message in the mailbox of an unanswered extension: <ul style="list-style-type: none"> The extension can be busy, in DND, or unanswered. 		
1.	Press V-MAIL . <ul style="list-style-type: none"> Voice mail will prompt you to leave a message. 	

Activating or Canceling Call Forwarding to your Mailbox		In these instructions: [Super Display Soft Key] [Keypad Soft Key]
To activate or cancel Call Forwarding to your mailbox:		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] [Menu + Cfwd]	Alternately do one of the following: <ul style="list-style-type: none"> Press INTERCOM and dial *3. Press your Call Forwarding Feature Key.
2.	Select or cancel a Call Forwarding type.	
	[Immediate] [Imm]	Select Call Forwarding Immediate. <ul style="list-style-type: none"> Alternately dial 4.
	[Ring/No Ans] [RNA]	Select Call Forwarding when Not Answered. <ul style="list-style-type: none"> Alternately dial 6.
	[Busy/No Ans] [BNA]	Select Call Forwarding when Busy or Not Answered. <ul style="list-style-type: none"> Alternately dial 2.
	[None] [MORE + MORE + NONE]	Select to cancel Call Forwarding. <ul style="list-style-type: none"> Alternately dial 0.
3.	Press V-MAIL .	
4.	Select the Call Forwarding mode.	
	[All] [All]	Select forwarding all calls. <ul style="list-style-type: none"> Alternately dial 2.
	[Line Only] [Line]	Select forwarding outside calls only. <ul style="list-style-type: none"> Alternately dial 8.

Voice Mail

Transferring Calls to a Mailbox		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Transfer your active call to a mailbox:		
Method A (Ring first, then Transfer)		
1.	Press TRANSFER .	
2.	Dial the number of the mailbox to receive the Transfer. <ul style="list-style-type: none">You can optionally press the DSS key for your co-worker.To transfer the call to your own mailbox, dial your extension number.	
3.	Press V-MAIL and hang up. <ul style="list-style-type: none">Voice mail will prompt your caller to leave a message.The caller will hear the <i>entire</i> mailbox greeting after the Transfer goes through.	
4.	Press SPEAKER to hang up.	
Method B (Transfer without first ringing)		
1.	Press TRANSFER .	
2.	Press V-MAIL .	
3.	Dial the number of the mailbox to receive the Transfer. <ul style="list-style-type: none">You can optionally press the DSS key for your co-worker.Voice mail will prompt your caller to leave a message.The caller will hear the <i>entire</i> mailbox greeting after the Transfer goes through.	
4.	Press SPEAKER to hang up.	
Method C (Using a Call Coverage or Hotline key)		
1.	Press TRANSFER . <ul style="list-style-type: none">If your extension has Hotline Automatic Transfer, skip this step.	
2.	Press the Call Coverage or Hotline key.	
3.	Press V-MAIL . <ul style="list-style-type: none">Voice mail will prompt your caller to leave a message.The caller will hear the <i>entire</i> mailbox greeting after the Transfer goes through.	
4.	Press SPEAKER to hang up.	

Using Conversation Record		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To record your active call in a mailbox:		
1.	Do one of the following.	
a.	Press a Record Feature Key on your extension or DSS Console. <ul style="list-style-type: none"> The record key can be assigned to yours or a co-worker's mailbox. The key will flash fast (green) on your keyset; flash fast (red) on your DSS Console. 	
b.	[Record] [Rec]	Select to record your conversation. <ul style="list-style-type: none"> The Conversation Record soft key is only available for outside calls.
2.	Once recording begins: <ul style="list-style-type: none"> You and your caller hear the voice prompt "Recording." You see: RECORD MAILBOX XXX (where XXX is the number of the mailbox into which the conversation is recording). 	
To turn Conversation Record off:		
1.	Do one of the following.	
a.	<ul style="list-style-type: none"> The portion of the call already recorded is sent to your mailbox as a new message. Press V-MAIL .	
b.	Press a Record Feature Key on your extension or DSS Console.	

Using the Message Center		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To call the Message Center:		
1.	(Optional) Check the status of the Message Center. <ul style="list-style-type: none"> The Message Center key flashes fast when there are new messages waiting in the Message Center Mailbox. 	
2.	If requested, enter your Security Code. <ul style="list-style-type: none"> The Message Center key goes out. 	
To Transfer a call to the Message Center:		
1.	While on an Intercom or outside call, press the Message Center key.	
2.	Hang up. <ul style="list-style-type: none"> Your caller will be prompted to leave a message in the Message Center Mailbox. 	

Using Answering Machine Emulation		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate or cancel Personal Answering Machine Emulation: <ul style="list-style-type: none"> Refer to <i>Call Screening</i> (page 453). You may find that Call Screening better meets your requirements. 		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] [Menu + Cfwd]	Alternately do one of the following: <ul style="list-style-type: none"> Press INTERCOM and dial *3. Press your Call Forwarding Feature Key.
2.	Select or cancel a Personal Answering Machine Emulation.	
	[Ans Machine] [MORE + AME]	Select Personal Answering Machine Emulation. <ul style="list-style-type: none"> Alternately dial 7. Skip to <i>Personal Answering Machine Emulation</i> (page 168) for more.
	[None] [MORE + MORE + NONE]	Select to cancel Call Forwarding. <ul style="list-style-type: none"> Alternately dial 0.
3.	Select the Call Forwarding mode.	
	[All] [All]	Select forwarding all calls. Alternately dial 2 .
	[Line Only] [Line]	Select forwarding outside calls only. Alternately dial 8 .
When Personal Answering Machine Emulation broadcasts your caller's voice:		
1.	Do one of the following.	
	a.	Do nothing to have the caller's message automatically recorded in your mailbox.
	b.	Press SPEAKER or lift the handset to intercept the call. <ul style="list-style-type: none"> If your extension is in the headset mode, you can only press SPEAKER.
	c.	<u>With Call Screening disabled:</u> Press V-MAIL to stop the broadcast and send the call directly to your mailbox.
	d.	<ul style="list-style-type: none"> <u>With Call Screening enabled:</u> Press V-MAIL to switch to the Call Screening mode.

Refer to *Call Screening* (page 453). You may find that Call Screening better meets your requirements.

User Programmable Features

Setting up a Conversation Record Key			
Feature	Mnemonic	Operation	Access Level
Voice Mail	#KP (#57)	#KP + Press key you want to program + HOLD + Dial 17 + Enter mailbox number or 0 for your own mailbox + HOLD + SPEAKER twice to exit.	3-5

Setting up a Message Center Key			
Feature	Mnemonic	Operation	Access Level
Voice Mail	#KP (#57)	#KP + Press key you want to program + HOLD + Dial 24 + Enter mailbox number + HOLD + CONF + SPEAKER twice to exit.	3-5

Features

Description

Get through to a co-worker busy on a handset call — without interrupting their call.

Voice Over lets a user get through to a keyset extension user busy on a handset call. With Voice Over, the busy keyset extension user hears an alert tone followed by the voice of the interrupting party. The keyset extension user can respond to the interrupting party without being heard by the original caller. If desired, the keyset extension user can easily switch between their original caller and the interrupting co-worker. The original caller and the interrupting party can never hear each other's conversation.

Voice Over could help a lawyer, for example, waiting for an urgent call. While on a call with another client, the lawyer's paralegal could announce the urgent call as soon as it comes in. The lawyer could then give the paralegal instructions on how to handle the situation — all without the original client hearing the conversation.

Either a keyset or SLT can initiate a Voice Over, but only a keyset can receive a Voice Over.

Voice Over uses a system Conference circuit. The following table shows the system's Conference capacities:

Description	Capacity
Conference circuits	32
Maximum simultaneous users in Conference (total of all Conferences system-wide)	32
Maximum simultaneous conferences	8
Maximum parties in any one Conference (lines and/or extensions)	8

The system's 32 Conference circuits are dynamically allocated as users request them.

Operation

Using Voice Over		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To initiate a Voice Over to a busy extension:		
1.	Listen for busy/ring tone. <ul style="list-style-type: none"> If you don't hear busy ring, you cannot Voice Over. 	
2.	Do one of the following.	
a.	[Vovr] [Voice Over]	Press to select Voice Over, then speak with your co-worker.
b.	Dial 9 , then speak with your co-worker.	
To respond to a Voice Over alert one to your extension:		
1.	Listen for two beeps while on a call.	
2.	Press and hold MUTE .	
3.	Release MUTE to talk to your initial caller. <ul style="list-style-type: none"> You can repeat this procedure as long as Voice Over initiator doesn't hang up. 	

Description

Easily adjust the volume of ringing, Paging, and other features.

A keyset user can press **Volume Up** and **Volume Down** to interactively adjust the volume of the following features while they are active:

- Intercom handset calls
- Intercom Handsfree calls
- Outside handset calls
- Outside Handsfree calls
- Paging receive volume
- Background Music
- Ringing
- Off-Hook Ringing

There are nine steps in the Volume Control adjustment range. This makes it easier for the keyset user to set up just the right volume levels. The settings a user makes are retained after a system reset or power-down.

Volume Control Presets

The volume control presets allow the keyset user to preset the default volume for Ringing, Off-Hook Ringing, and incoming Page announcements while their telephone is idle. Presets for the remaining volume controls are not required since the user can easily adjust those volumes while idle. For example, to adjust the volume of Background Music, just press **HOLD** to active BGM and then adjust the volume.

Display Brightness and Contrast Control

While a keyset is idle, pressing **Volume Up** or **Volume Down** adjusts the contrast of the display. There are eight user-selectable contrast control values. The value a user sets is “remembered” by the system and automatically restored in the event of a power down or system reset.

The brightness and contrast control presets let the keyset user preset the default active brightness, idle brightness, and contrast for their keyset display. The brightness presets are not available to a 24-button keyset since it doesn't offer a backlit display.

Volume Settings

Display Backlight and Key Pad Illumination Controls

Volume, Brightness, and Contrast Controls

Operation

Adjusting your Telephone's Volume		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To interactively adjust the volume while a feature is active:		
1	While the feature is active, press Volume Up and Volume Down . <ul style="list-style-type: none"> Pressing Volume Up and Volume Down while idle adjusts the telephone's display contrast. 	
To adjust the display contrast:		
1.	While your telephone is idle, press Volume Up and Volume Down . <ul style="list-style-type: none"> You see a display similar to: Contrast ----- 4 If you see BGM instead, your telephone is in the Background Music mode. Press HOLD and try again. 	
To set up the volume control presets:		
1.	[Menu + Volume] [Menu + MORE + Vol]	Select the volume control preset mode.
2.	Do one of the following.	
a.	[Ring] [Ring]	<ul style="list-style-type: none"> Select to preset the ringing volume. When you see Ring -----, press Volume Up and Volume Down to adjust the incoming ring volume (1-9).
b.	[Off-Hook Ring] [Ofhk]	<ul style="list-style-type: none"> Select to preset the off-hook ringing volume. When you see OffHk Ring -----, press Volume Up and Volume Down to adjust the Off-Hook Ringing volume (1-9).
c.	[Page] [Page]	<ul style="list-style-type: none"> Select to preset the Page receive volume (1-9). When you see Page -----, press Volume Up and Volume Down to adjust the incoming Page volume.
d.	[Exit] [Exit]	Select to exit the Volume Control preset mode.

Volume, Brightness, and Contrast Controls

Adjusting your Telephone's Volume			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set up the display brightness, contrast control, and dial pad illumination presets:			
1.	[Menu + Display] [Menu + MORE (2 or 3 times) + Dsply]	Select the display preset mode.	
2.	Do one of the following.		
a.	[Contrast] [Cont]	<ul style="list-style-type: none"> Select the display contrast preset. When you see Contrast -----, press Volume Up and Volume Down to set the contrast preset (0-8). 	
b.	[Brightness + Active] [Brght + Actv]	<ul style="list-style-type: none"> Select the active brightness preset. When you see Active -----, press Volume Up and Volume Down to set the active brightness preset (0-8). 	
c.	[Brightness + Idle] [Brght + Idle]	<ul style="list-style-type: none"> Select the idle brightness preset. When you see Idle -----, press Volume Up and Volume Down to set the idle brightness preset (0-8). 	
d.	[Dial Pad] [DIPad]	<ul style="list-style-type: none"> To select the dial pad illumination preset, do one of the following. 	
		[On] [On]	Turn dial pad illumination on.
		[Off] [Off]	Turn dial pad illumination off.
		[Exit]	Select to exit the display brightness and contrast control presets.
3.	[Exit] [Exit]	Select to exit the display brightness and contrast control presets.	

Walking Class of Service

Description



An extension user can temporarily use their Toll Restriction and Class of Service options at a co-worker's phone.

Walking Class of Service allows an extension user to temporarily implement their Toll Restriction and Class of Service settings at a co-worker's keyset. This is normally used to override dialing restrictions at a telephone. For example, an executive with an unrestricted phone can walk to any keyset in the building, implement Walking Class of Service, and dial without restriction. *After the keyset goes idle, Walking Class of Service remains in effect for 10 seconds.* This permits the user to make multiple calls before the keyset returns to its normal restrictions.

Walking Class of Service and Extension Locking

Walking Class of Service overrides Extension Locking. For example:

- ▶ Extension 301 is permitted by their Class of Service and Toll Restriction to use Paging and place long distance calls.
- ▶ Extension 306 locks their extension. While locked, Class of Service 15 prevents Paging and Toll Level 7 prevents long distance calls. These features are no longer available at extension 306.
- ▶ The extension 301 user goes to extension 306 and implements Walking Class of Service.
- ▶ The extension 301 user can then use 306 to make long distance calls and Page (even though 306 was locked to prevent those features).

Operation

Using Walking Class of Service		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To enable Walking Class of Service at a co-worker's extension:		
1.	Press INTERCOM .	
2.	Dial ##0 . <ul style="list-style-type: none">• You see: WALKING COS ENTER EXTENSION:	
3.	Enter <i>your own</i> extension number + HOLD . <ul style="list-style-type: none">• You see: xxx: WALKING COS ENTER PIN CODE:	
4.	Enter <i>your own</i> PIN number + HOLD . <ul style="list-style-type: none">• You'll hear error tone if your extension does not have Walking Class of Service capability.• If your entry is not accepted, you have either entered the wrong PIN number or your extension has no PIN number assigned.	
5.	Place any call or use any feature allowed by your Toll Restriction and Class of Service settings. <ul style="list-style-type: none">• You can place additional calls.• Walking Class of Service automatically deactivates if the extension is idle for longer than 10 seconds.	

Entering or Changing Your PIN Number		In these instructions: [Super Display Soft Key] [Keyset Soft Key]			
To enter your PIN number (if you don't have one assigned):					
1.	Press INTERCOM and dial ##6 .				
2.	When you see ENTER NEW PIN: <ul style="list-style-type: none"> • Enter your new PIN number + HOLD. • When entering your PIN number: <ul style="list-style-type: none"> - CLEAR erases your entire entry. - REDIAL backspaces over (erases) the last digit entered. 				
3.	When you see REENTER NEW PIN: <ul style="list-style-type: none"> • Confirm your entry by reentering your new PIN number. 				
4.	When you see NEW PIN ACCEPTED:				
	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">[Exit]</td> <td style="padding: 2px 5px;">[Exit]</td> </tr> </table>	[Exit]	[Exit]		
[Exit]	[Exit]				
To change your PIN number (if you already have one assigned):					
1.	Press INTERCOM and dial ##6 .				
2.	When you see ENTER PIN CODE: <ul style="list-style-type: none"> • Enter your current PIN number + HOLD. 				
3.	When you see ENTER NEW PIN: <ul style="list-style-type: none"> • Enter your new PIN number + HOLD. • When entering your PIN number: <ul style="list-style-type: none"> - CLEAR erases your entire entry. - REDIAL backspaces over (erases) the last digit entered. 				
4.	When you see REENTER NEW PIN: <ul style="list-style-type: none"> • Confirm your entry by reentering your new PIN number. 				
5.	When you see NEW PIN ACCEPTED:				
	<table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">[Exit]</td> <td style="padding: 2px 5px;">[Exit]</td> <td style="padding: 2px 5px;">Select to exit PIN number programming.</td> </tr> </table>	[Exit]	[Exit]	Select to exit PIN number programming.	
[Exit]	[Exit]	Select to exit PIN number programming.			

NEC

NEC Unified Solutions, Inc.
4 Forest Parkway, Shelton, CT 06484
TEL: 203-926-5400 FAX: 203-929-0535
www.necunifiedsolutions.com

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