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# **F9600<sup>®</sup>**

# **F9600c**

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## **SINGLE LINE TELEPHONE USER GUIDE**





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**F9600/  
F9600<sup>c</sup>**

## **SINGLE LINE TELEPHONE USER GUIDE**

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# INTRODUCTION

The F9600<sup>®</sup>/ F9600c Single Line Telephone User Guide provides instructions for operating your single line telephone.

Please take the time to look through this guide in order to become familiar with the contents and organization. The following sections are included:

- General Information.
- Feature Operation.
- Tables and Lists.

Table 1, located at the back of this guide, lets you record frequently used feature codes. These codes let you use features available with the F9600/F9600c.

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# GENERAL INFORMATION

## FEATURE USAGE

A Flash is required in order to use many of the F9600/F9600c features. Firmly press and release the hookswitch to **Flash**. The timing defaults for holding down the hookswitch (the button that is pressed when the handset is placed on the handset cradle) are programmed into the system software. The following can occur:

- The call may disconnect if you hold the hookswitch down too long (over 1-1/2 seconds).
- The feature may not be activated if you do not hold down the hookswitch for a long enough time (at least a 1/2 second).

## CALL PROGRESS TONES

There are several different call progress tones generated by the F9600/F9600c system that you hear on your telephone receiver. They indicate the following:

- Feature availability.
- Feature registration or cancellation acceptance.
- Call waiting.

### Internal Dial Tone

Internal dial tone is the continuous humming that you hear when you lift the handset. This tone indicates that you may begin dialing.

### External Dial Tone

External dial tone is heard when you lift the handset and dial a code for an outside line. This tone indicates that you can place an outside call.

### Recall Dial Tone

Recall dial tone occurs after you press **Flash** during a conversation. The tone is three short beeps followed by internal dial tone. This shows that you have accessed the system correctly. You can now dial a feature code.

**Busy Tone**

There are two types of busy tones in the F9600/ F9600c system:

- A **standard busy tone** (a repetitive .5 second tone followed by a .5 second pause) means that the dialed number is busy.
- A **distinctive busy tone** (a repetitive .2 second tone followed by a .1 second pause) means that the dialed number is busy. However, you can camp-on or override the busy number, depending on your extension's class of service.

**Service Tone**

Service tone indicates that you have successfully accessed a feature. This tone is a series of three short beeps.

**Reorder Tone**

Reorder tone is a fast busy tone that indicates one of the following conditions:

- Your extension's class of service does not include the requested feature.
- You have dialed an incorrect code or number.
- Your extension was left off-hook after the other party hung up.
- The line (privacy) you share with a Digital Telephone is busy when you lift the handset.

**Ringback Tone**

Ringback tone is the ringing tone you hear after you have dialed another extension or outside line. It consists of one second of ringing followed by two seconds of silence.

**Call Waiting  
Tone  
(Extension  
Call)**

Call waiting tone (extension call) is one short beep heard during your conversation that indicates another call is waiting.

**Call Waiting  
Tone (Outside  
Call)**

Call waiting tone (outside call) is two short beeps to indicate that there is an outside call waiting.

**Call Warning  
Tone**

Call warning tone is two brief bursts of tone indicating that the most expensive route has been chosen for your outgoing call.

**Do Not Disturb  
Tone**

Do not disturb tone is a continuous beep to indicate that the called party has registered Do Not Disturb at their extension.

**Override Tone**

Override tone is two seconds of the override tone followed by a continuous lower volume tone. The override tone is heard by all parties prior to an override. The lower volume tone is heard by all parties during the override.

**Meet-Me  
Conference  
Tone**

Meet-Me conference tone is a three second tone heard during conference calls to indicate that additional parties are entering the conference.

**Message  
Waiting Tone**

Message waiting tone is a repetitive .5 second dial tone followed by a .5 second pause. When you have messages waiting, you will hear this tone instead of the internal dial tone when you pick up the handset.

**One Burst  
Tone**

One burst tone occurs when a caller camps-on to a busy extension. It is a .5 second tone that lets the busy extension know that there is a call waiting.

**DISTINCTIVE  
RINGING**

The F9600/F9600c system produces four different ringing patterns to indicate the source of incoming calls. The pattern of the ring distinguishes the type of call:

- Extension to extension call.
- Incoming call.
- Camp-On callback and forwarded call.
- Data call.
- Intercom call.

The ringing patterns are shown in Table 2 at the end of this guide.

**CLASS OF SERVICE (COS)**

There are references to your extension's Class of Service (COS) throughout this guide. Class of service allows or denies you access to various features within the F9600/F9600c system.

**RESTRICTION MODE (RSM)**

Extensions that are permitted access to outside lines may or may not be able to make the following types of calls, depending on the RSM of the extension:

- Local.
- Long distance.
- International calls.

**FACILITY RESTRICTION LEVEL (FRL)**

Facility restriction level is assigned to your extension to establish the call waiting priority for ARS/AAR camp-ons.

**SYSTEM FORWARDING**

System forwarding can be set up so that inside and outside calls can route to different destinations. System forwarding can forward to the following:

- Call Forward - No Answer (inside).
- Call Forward - No Answer (outside).
- Call Forward - Busy (inside).
- Call Forward - Busy (outside).
- Do Not Disturb (inside).
- Do Not Disturb (outside).
- Call Forward - All Calls (inside).
- Call Forward - All Calls (outside).

**NOTES**

1. You can override system forwarding by manually registering one of the extension Call Forward features.
2. System forwarding is programmed into the system data base. This feature may not be registered by an extension.

# FEATURE OPERATION

## ACCOUNT CODE

The Account Code feature lets you bill incoming and outgoing calls to a specific account. Multiple account codes can be entered for a call that is tied to multiple accounts.

### To register an Account Code call:

<i>Action</i>	<i>Results</i>
1. Dial the code _____ for an outside line and an outside number.	
2. Ask the party to wait.	
3. Press <b>Flash</b> .	You hear recall dial tone. The party is automatically placed on hold.
4. Dial the <b>account code registration</b> code _____.	
5. Dial the account code.	
6. Press <b>Flash</b> .	You return to the call.

### NOTES

1. Your System Administrator sets the system configuration for the maximum number of account code digits allowed.
2. You are automatically reconnected to the dialed party if the account code you use is the maximum number of digits.
3. You must press **Flash** to reconnect to the dialed party if the account code you use is less than the maximum digit length.

## **ACCOUNT CODE - FORCED**

---

Your class of service (COS) may require you to dial an account code to place outgoing calls. An outside line code is required before you begin dialing your outside number.

### **To register the Account Code-Forced feature:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Dial the code _____ for an outside line.	You hear recall dial tone.
2. Dial the account code.	You hear recall dial tone.
3. Dial an outside number.	You hear ringback.

### **OR**

1. Dial the code _____ for an outside line.	You hear recall dial tone.
2. Dial an outside number.	You hear recall dial tone.
3. Dial the account code.	You hear ringback.

### **NOTES**

- |   |
|---|
| <ol style="list-style-type: none"><li>1. You must dial your account code within ten seconds or the system times out and you hear reorder tone.</li><li>2. Press the # button after dialing the account code if the code used is less digits than the system maximum.</li><li>3. One of the above two procedures is selected for feature operation based on programming.</li></ol> |
|---|



## **ANNOYANCE CALL ALARM**

The Annoyance Call Alarm feature lets you notify the System Administrator when a troublesome call occurs. A call report prints with the following information:

- Date.
- Time.
- Your extension number.
- Caller's extension or incoming telephone line identification number.

### **To activate the Annoyance Call Alarm:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Remain on the line.	
2. Press <b>Flash</b> .	You hear recall dial tone. The caller is automatically placed on hold.
3. Dial the <b>annoyance call alarm</b> code _____ .	You hear service tone. An alert message is sent to the System Administrator.
4. Press <b>Flash</b> to return to the original call.	

## **ANNOYANCE CALL HOLD**

---

The Annoyance Call Hold feature lets you put an annoying caller on hold. This type of hold disables the calling extension by holding the call in the system for as long as you remain on the line.

### **To place a call in Annoyance Call Hold:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Remain on the line.	
2. Press <b>Flash</b> .	You hear recall dial tone. The caller is automatically placed on hold.
3. Dial the <b>annoyance call hold</b> code ____ .	You hear service tone.
4. Notify your supervisor.	
5. If needed, press <b>Flash</b> .	You return to the original call.

## **ATTENDANT RECALL**

---

The Attendant Recall feature lets you transfer a call back to the attendant. This is useful when a call has been misdirected and needs attendant assistance in order to be rerouted.

### **To transfer a call back to the attendant:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Ask the connected party to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone. The connected party is automatically placed on hold.
3. Press <b>0</b> .	You hear ringback.
4. Announce the call to the attendant.	
5. Hang up.	

### **NOTE**

You do not have to wait for the attendant to answer after you hear ringback. However, it is courteous to announce the call.

## AUTHORIZATION CODE

---

The Authorization Code feature lets you override possible calling restrictions at an extension and apply the calling privileges defined by your personal authorization code. The feature applies to only one call at a time. The procedure must be repeated for each successive call.

### To place a call using your Authorization Code:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the code _____ for an outside line and an outside number.	You hear dial tone if there is any restriction.
3. Dial the <b>authorization code</b> .	You hear ringing if the call has been allowed.  You hear reorder tone if the call is still restricted.

### NOTE

If all outside lines are busy, you hear distinctive busy tone instead of ringing. You cannot camp-on, but you may try the call again later.

## AUTOMATIC ALTERNATE ROUTING (AAR)

---

The AAR feature provides automatic selection of the least expensive outgoing line available. The selection is based on the outside number dialed. AAR provides alternate routing of private network (on-net) calls over a preprogrammed route pattern.

### To place a network-linked AAR call:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear internal dial tone.
2. Dial the <b>AAR</b> code ____ .	You hear external dial tone.
3. Dial the network number.	You hear ringback.

### NOTE

Anytime you receive a distinctive busy tone after dialing, you have three options:

- Camp-On to the AAR route, hang up, wait for a camp-on callback.
- Hang up and try the call again later.
- Camp-On to the busy line, remain on the line, and wait for an available AAR route.

4. Dial your personal authorization code if you receive another dial tone.

### NOTE

If you dial the wrong authorization code or wait too long to enter it, you receive reorder tone indicating your call cannot be completed.

## **AUTOMATIC ROUTE SELECTION (ARS)**

---

The ARS feature is used to place an outgoing call over the least expensive route available using the outside lines.

### **To place an ARS call:**

<b>Action</b>	<b>Results</b>
1. Lift handset.	You hear internal dial tone.
2. Dial the <b>ARS</b> code _____ .	You hear external dial tone.
3. Dial the outside number.	You hear ringback.

### **NOTE**

Anytime you receive a distinctive busy tone after dialing, you have three options:

- Camp-On to the ARS route, hang up, and wait for a camp-on callback.
- Hang up and try the call again later.
- Camp-On to the busy line, remain on the line, and wait for an available ARS route.

4. Dial your personal authorization code if you receive another dial tone.

### **NOTE**

If you dial the wrong authorization code or wait too long to enter it, you receive reorder tone indicating your call cannot be completed.

## **AUTOMATIC ROUTE SELECTION - MANUAL ADVANCE**

---

The ARS Manual Advance feature lets you use another outside line without redialing the entire number. This feature is useful if you connect to a bad outside line or receive a recorded announcement that the call cannot be completed.

### **To get another outside line without redialing the entire number:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Tell the called party that the connection is bad.	
2. Use the Bad Line Reporting feature, if desired.	
3. Ask the party to hang up so that you can call back on a better line.	
4. Press <b>Flash</b> .	You hear recall dial tone.
5. Dial the <b>ARS - manual advance</b> code _____ .	Your number automatically redials over a different route.

### **NOTES**

1. Manual Advance can be used as many times as necessary after the number is dialed.
2. You have ARS camp-on capability if you receive a distinctive busy tone.

## BAD LINE REPORTING

---

The Bad Line Reporting feature lets you report a bad line to system maintenance. System maintenance prints a bad line report that includes the following fault logging information:

- Date.
- Time.
- Caller's extension or incoming line identification number.

### To report a bad line:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Remain on the line and ask the party to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone. The party is automatically placed on hold.
3. Dial the <b>bad line reporting</b> code _____ .	You hear service tone.
4. Press <b>Flash</b> .	You return to the original connection.
5. Tell the party that you will call them back, or have them call you back.	

### NOTE

If you placed the call, you may use the ARS - Manual Advance feature to call the party back.



## **CALL FORWARD - ALL CALLS**

---

The Call Forward - All Calls feature lets you forward all calls to another extension, an outside destination, or to the attendant console.

### **To forward all incoming calls to another extension:**

<b>Action</b>	<b>Results</b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward - all calls registration</b> code _____ .	
3. Dial the extension number or outside number (including the code for an outside line) where you want to forward your calls.	You hear service tone.
4. Hang up.	

### **To cancel Call Forward - All Calls:**

<b>Action</b>	<b>Results</b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward - all calls cancellation</b> code _____ .	You hear service tone.
3. Hang up.	

## **CALL FORWARD - BUSY/NO ANSWER**

---

The Call Forward - Busy/No Answer feature lets you automatically forward your calls to another extension or outside destination when your line is busy or you do not answer your phone within a preprogrammed time.

### **To forward all calls to another extension if your line is busy:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward - busy/no answer registration</b> code ____ .	
3. Dial the extension number or outside number (including the code for an outside line) where you want to forward your calls.	You hear service tone.

### **To cancel Call Forward - Busy/No Answer:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward - busy/no answer cancellation</b> code ____ .	You hear service tone.
3. Hang up.	

### **NOTE**

Twelve seconds (3 to 4 rings) is the standard ringing time before the call automatically forwards.
--

## **CALL FORWARD - FOLLOW ME**

---

The Call Forward - Follow Me feature lets you register the Call Forward - All Calls feature to your extension from another telephone so that you can receive your calls at this extension. Each time this feature is registered, the previous call forward registration is automatically canceled.

### **To register Call Forward - Follow Me from another extension:**

<b>Action</b>	<b>Results</b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward - follow me registration</b> code _____ .	
3. Dial your extension number.	You hear service tone.
4. Hang up.	

### **NOTE**

Call Forward - Follow Me registration overrides Call Forward - All Calls.
---

### **To cancel Call Forward - Follow Me:**

<b>Action</b>	<b>Results</b>
1. Lift handset at the extension where the calls are being received.	You hear dial tone.
2. Dial the <b>call forward - follow me cancellation</b> code _____ and your extension number, if calling from another extension.	You hear service tone.

**OR**

## Call Forward - Follow Me (Cont'd)

---

<i>Action</i>	<i>Results</i>
1. Lift handset at your extension.	You hear dial tone.
2. Dial the <b>call forward - all calls cancellation</b> code ____ .	You hear service tone.
3. Hang up.	

## **CALL FORWARD - NO ANSWER**

---

The Call Forward - No Answer feature lets you forward all calls to another extension or outside destination if you do not answer your telephone within a certain time.

**To forward all calls to another extension if you do not answer within a certain time period:**

<b>Action</b>	<b>Results</b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward - no answer registration</b> code _____ .	
3. Dial the extension number or outside number (including the code for an outside line) where you want to forward your calls.	You hear service tone.
4. Hang up.	

### **NOTE**

Twelve seconds (3 to 4 rings) is the standard ringing time before the call forwards.
--

**To cancel Call Forward - No Answer:**

<b>Action</b>	<b>Results</b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward - no answer cancellation</b> code _____ .	You hear service tone.
3. Hang up.	

## CALL FORWARD PASSWORD

---

This service protects the user from having the Call Forward feature misused. A password must be defined by a technician via an M&A command before this procedure is used.

### To forward incoming calls to another extension using Call Forward All Calls, Busy/No Answer, or No Answer:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward registration</b> code ____ .	You hear dial tone.
3. Dial the extension number where you want your calls forwarded.	You hear dial tone.
4. Enter your password.	You hear service tone. If the password is not authorized, you hear reorder tone.
5. Hang up.	

### To cancel incoming calls to another extension using Call Forward All Calls, Busy/No Answer, or No Answer:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward cancellation</b> code ____ .	You hear dial tone.
3. Enter your password.	You hear service tone. If the password is not authorized, you hear reorder tone.
4. Hang up.	

## **CALL FORWARD PASSWORD - FOLLOW ME**

---

Using a password with the Call Forward - Follow Me feature prevents this feature from being misused. A password must be defined by a technician via an M&A command before this procedure is used.

### **To register Call Forward - Follow me from another extension:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward - follow me registration</b> code ____ .	You hear dial tone.
3. Dial your extension number.	You hear dial tone.
4. Enter your extension password.	You hear service tone. If the password is not authorized, you hear reorder tone.
5. Hang up.	

### **To cancel Call Forward - Follow Me from another extension:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset at the extension where forwarded calls are being received.	You hear dial tone.
2. Dial the <b>call forward - follow me cancellation</b> code ____ and your extension number.	You hear dial tone.

## **Call Forward Password - Follow Me (Cont'd)**

---

<i><b>Action</b></i>	<i><b>Results</b></i>
3. Enter your extension password.	You hear service tone. If the password is not authorized, you hear reorder tone.
4. Hang up.	

### **To cancel Call Forward - Follow Me at your extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call forward - all calls cancellation</b> code _____ .	You hear dial tone.
3. Enter your extension password.	You hear service tone. If the password is not authorized, you hear reorder tone.
4. Hang up.	



The Call Hold feature is used to put a telephone call on hold. The extension is then free to handle other calls. The call on hold can be picked up from another extension. When a call is on hold for longer than the predefined period, it calls back to the extension where the call was placed on hold. If you are placed on hold by the other caller, you can also put the same call on hold. This is called Mutual Hold.

### To put a call on hold:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the party to wait and remain on the line.	
2. Press <b>Flash</b> .	You hear recall dial tone.
3. Dial the <b>call hold registration</b> code ____ .	You hear service tone.
4. Hang up.	

### To pick up a call on hold from your extension:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call hold local retrieve</b> code ____ .	You are connected with the call.

### To pick up a call on hold from another extension:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call hold remote retrieve</b> code ____ .	
3. Dial the extension number where the call was placed on hold.	You are connected with the call.

## CALL PARK/RETRIEVAL

---

The Call Park/Retrieval feature lets you place a call in a specific parking position so that additional calls can be made or received at your extension. You can park as many calls as you want, but only one call may be parked per position number. You can pick up the call from your own extension or from another extension.

### To place a call in a parking position:

<i>Action</i>	<i>Results</i>
1. Ask the caller to wait and remain on the line.	
2. Press <b>Flash</b> .	You hear recall dial tone.
3. Dial the <b>call park</b> code ____ .	
4. Dial a parking position (PN) number.	You hear service tone.
5. Hang up.	

### NOTE

See your System Administrator for available parking position numbers.
---

### To pick up a parked call from your extension or a different extension:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call park retrieval</b> code ____.	
3. Dial the same parking position number (PN) that you used to park the call.	You are connected with the call.

### NOTES

1. You can park the call for a predetermined time (normally three minutes) before your extension is called back. If your extension is busy at the time it is called back, the call is either routed to the attendant (day mode operation), the call remains parked until your extension is available, or the call is picked up from another extension.
2. You can park any number of calls at one time by assigning different parking position numbers.

## CALL PICK-UP

---

The Call Pick-Up feature lets you answer a call that is ringing at another station within your preprogrammed pick-up group.

### To answer a call in your pick-up group:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call pick-up</b> code ____ .	You are connected with the incoming call.

## **CALL PICK-UP DIRECTED**

---

The Call Pick-Up - Directed feature lets you answer a call for any ringing extension.

### **To answer any ringing extension:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call pick-up directed</b> code _____ .	
3. Dial the ringing extension's number.	You are connected with the incoming call.

## **CALL PICK-UP - MULTI-GROUP**

---

The Call Pick-Up - Multi-Group feature gives your designated multi-group extension the ability to answer a call in your subgroup.

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>call pick-up multi-group</b> code ____ .	
3. Dial the subgroup number (0-9).	You are connected with the incoming call.

## CALL TRANSFER (To Another Extension)

The Call Transfer (to another extension) feature lets you pass a call to another extension.

### To transfer a call to another extension:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the connected party to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the extension number where you want the call transferred.	You hear ringback tone.
4. Announce the call when the called party answers and hang up.	

### **OR**

Hang up without announcing the call.	The call transfers.
--------------------------------------	---------------------

### **NOTES**

1. Press **Flash** to reconnect to the original party if the extension where you want the call transferred does not answer or is busy.
2. You are automatically reconnected to the original party if the extension where the call is transferred answers and then hangs up before you hang up your telephone.
3. If the extension you have called is call forwarded to a voice mail system, contact your System Administrator for instructions on releasing the call to return to the original party.
4. If the called party does not answer, your extension will be recalled.

# **CALL TRANSFER (To An Outside Party)**

---

The Call Transfer (to an outside party) feature lets you pass a call from your extension to an outside party. Your system must be programmed to allow this feature.

## **To transfer a call to an outside party:**

<b>Action</b>	<b>Results</b>
1. Ask the connected party to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the code _____ for an outside line and the outside number.	

### **OR**

Dial the <b>speed calling</b> code _____ .	You hear ringback.
4. Announce the call when the outside party answers.	
5. Hang up.	The call transfers.

## **NOTES**

- |  |
|--|
| <ol style="list-style-type: none"><li>1. If the party does not answer or is busy, press <b>Flash</b> and listen for service tone. You will return to the original call in four seconds.</li><li>2. You can also provide an unannounced transfer by simply hanging up once the called number begins ringing.</li><li>3. If the extension you have called is call forwarded to a voice mail system, contact your System Administrator for instructions on releasing the call to return to the original party.</li><li>4. If the called party does not answer, your extension will be recalled.</li></ol> |
|--|



## CALL WAITING - ANSWER/ALTERNATE/TRANSFER

The Call Waiting feature lets you know that a call is waiting while you are on a call. You hear a one burst (call waiting) tone to indicate that a third party (the call waiting) has camped-on to your line. The feature lets you do one of the following:

- Complete your existing call and hang up to receive your waiting call.
- Place your existing call on hold and answer the waiting call.
- Alternate between the original and the waiting call.
- Transfer the connected party and return to the call on hold.

### **To answer the Call Waiting:**

#### ***Action***

#### ***Results***

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Complete the in-progress call and hang up when you hear the call waiting tone.</li></ul> | The waiting call automatically rings your phone. |
|--|--|

### **To answer the Call Waiting and keep the original call on hold:**

#### ***Action***

#### ***Results***

- |  |  |
|--|--|
| <ol style="list-style-type: none"><li>1. Ask the connected party to wait.</li><li>2. Press <b>Flash</b>.</li><li>3. Complete the call and hang up.</li></ol> | You are connected to the camped-on party.<br>Your original call is placed on hold automatically. |
|--|--|

## Call Waiting - Answer/Alternate/Transfer (Cont'd)

To alternate between the original and the waiting call:

### **Action**

### **Results**

1. Ask the connected party to wait.
2. Press **Flash**.

The connected party is automatically placed on hold. You are connected to the original or the waiting call.

**OR**

Press **Flash**.

You hear recall dial tone. The connected party is placed on hold automatically.

3. Dial the **call waiting return** code \_\_\_\_\_ instead of hanging up.

You are connected to the original or the waiting call.

### **NOTES**

1. You are automatically reconnected to the party on hold when you finish with the first call.
2. Pressing **Flash** to alternate between the original or waiting call is a feature set on a system-wide basis.

To transfer a connected call and return to the call on hold:

### **Action**

### **Results**

1. Ask the connected party to wait.
2. Press **Flash**.
3. Dial the extension number where you want the call transferred.

You hear recall dial tone. The connected party is automatically placed on hold.

**OR**

## Call Waiting - Answer/Alternate/Transfer (Cont'd)

### **Action**

### **Results**

Dial the code \_\_\_\_\_ for an outside line and the outside number.

You hear ringback.

4. Announce the call when the destination answers.

5. Press **Flash**.

The call transfers and you are automatically reconnected with the party on hold.

### **NOTES**

1. Press **Flash** to return to the previous call if the extension to which you are transferring the call does not answer or is busy.
2. The Call Waiting - Transfer feature cannot be provided if the system has been programmed to use the **Flash** button to alternate between calls.

## CAMP-ON

---

The Camp-On feature lets the F9600/F9600c system perform an automatic callback to your extension when the busy extension or outside line is available. The system sends a call waiting tone to the busy extension if you wait on the line. You can continue to use your extension for additional calls while you are in the camp-on mode.

### To camp-on to a busy extension or outside line:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Remain on the line.	You hear distinctive busy tone.
2. Press <b>Flash</b> .	You hear recall dial tone.
3. Dial the <b>camp-on registration</b> code ____ .	You hear service tone.
4. Hang up and continue to use your extension as needed.	You hear the camp-on callback ring when the busy extension is available.

### **OR**

Wait on the line until service tone ends and the call is answered.

The busy extension hears a call waiting tone. This cannot be used on outside lines.

5. Answer the call.

### To register camp-on to an AAR/ARS route:

<i><b>Action</b></i>	<i><b>Results</b></i>
• Wait on the line.	You are automatically camped on to the AAR/ARS route.

### **OR**

Press **Flash** and dial the **camp-on registration** code \_\_\_\_ .

You are camped on the AAR/ARS route.

### To cancel a registered camp-on:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>camp-on cancellation</b> code _____ .	You hear service tone.
3. Hang up.	

### NOTES

1. When you are camped-on to an extension, your extension receives the camp-on callback ring once the called extension is available. When you lift the handset, the extension you are camped-on to rings.
2. The outside number you camp-on to is automatically redialed through your system's Automatic Route Selection (ARS) when an outside line becomes available.
3. You get dial tone if you camp-on to an outside number and your system does not have ARS. Dial the desired number.
4. You can register only one camp-on at a time.
5. If you do not answer the camp-on callback ring within a specified interval, the ringing stops and camp-on is canceled.

## CODE CALL

---

The Code Call feature lets you notify a party of a call using a bell or chime. The signal repeats as long as you remain on the line or until the paged person answers. This feature also lets the paged person answer the code call from any extension.

### To place a Code Call:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>code call registration</b> code _____ and the zone number.	
3. Dial the code for the party you are paging.	
4. Remain on the line.	You hear the code call equipment (typically a chime or a bell).

### NOTE

You must remain on the line to let the called party answer. When the code call is answered, you are connected with the party.
---

### To answer a Code Call (when you hear the code call tone):

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset at any extension after you hear the chime or bell.	You hear dial tone.
2. Dial the <b>code call answer</b> code _____ and the zone number.	You are connected with the paging party.

## DATA SECURE - SELECTIVE

---

The Data Secure - Selective feature prevents interruptions by call processing tones, busy overrides, and break-ins during a telephone connection. This feature can be used during a conversation but has more use in the data transmission mode where it is used to prevent the corruption of transmitted data. This feature is in effect for one call only. The procedure must be repeated for each successive call.

### To register the Data Secure - Selective feature:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>data secure selective</b> code ____ .	You hear dial tone.
3. Dial the code ____ for an outside line and the outside number.	

### NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. Data security automatically cancels when your call ends.</li><li>2. You hear reorder tone if an incorrect code is entered.</li><li>3. Data security remains in effect until you receive the callback from a busy line (if you register the code and camp-on to a busy outside line or extension). You cannot use this feature on another call before you receive the callback.</li></ol> |
|---|

## DAY/NIGHT CHANGE

---

The Day/Night Change feature is used to change the Day/Night mode access from an extension. This feature can be used only when there is no Attendant Console in the system tenant.

### To change the mode to Night mode:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>night mode</b> code _____.	You hear service tone.
3. Hang up.	

### To change the mode to Day mode:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>day mode</b> code _____.	You hear service tone.
3. Hang up.	

### NOTE

Changing to the Night Mode while in Night Mode or changing to the Day Mode while in Day Mode is acceptable.
---



## Dictation Machine Access

---

The Dictation Machine Access feature lets you access dictation equipment. Your dialpad is used to:

- Activate recording.
- Playback.
- Rewind.
- Use other dictation machine features after you connect with the machine.

### To access a Dictation Machine:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>specific dictation machine</b> code ____ .	
<b>OR</b>	
Dial the dictation machine's extension number.	You hear ringback or dial tone.
3. Hang up after you finish recording or listening to the message.	

### NOTES

- |  |
|--|
| <ol style="list-style-type: none"><li>1. A touch tone phone is needed to control the dictation machine (for an extension-ended call).</li><li>2. If the dictation machine is assigned an extension number, you will hear ringing until the call is answered by the dictation machine.</li><li>3. If the dictation machine is assigned an outside line, the call cannot connect without hearing a tone.</li></ol> |
|--|

## **DO NOT DISTURB (DND)**

---

The Do Not Disturb (DND) feature denies a caller access to your extension. A caller from an extension hears DND tone. Outside callers will hear reorder (fast busy) tone.

### **To register Do No Disturb to your extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>do not disturb registration</b> code _____ .	You hear service tone.
3. Hang up.	

### **To cancel a registered Do Not Disturb:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>do not disturb cancellation</b> code _____ .	You hear service tone.
3. Hang up.	

## DO NOT DISTURB (DND) - ADVISORY MESSAGE

The Do Not Disturb - Advisory Message feature registers an advisory message to a caller's display telephone. The default message is **00 DO NOT DISTURB** if no other message selection is made. Callers without a display telephone hear DND tone only.

### To register Do Not Disturb - Advisory Message:

#### **Action**

#### **Results**

1. Lift handset. You hear dial tone.
2. Dial the **DND - advisory message registration** code  
\_\_\_\_\_ .
3. Dial one of the following preprogrammed advisory message numbers (**00-99**):

00	DO NOT DISTURB
01	PLEASE CALL BACK LATER
02	OUT OF THE OFFICE
03	GONE FOR THE DAY
04	BACK IN TOMORROW
05	ON VACATION
06	BE BACK SOON
07	IN A MEETING
08	OUT TO LUNCH
09	OUT OF TOWN

#### **OR**

Dial a predetermined customized message using numbers (**10-29**). You hear service tone.

4. Hang up.

#### **NOTE**

Customized messages (**10-29**) are set up by the System Administrator.

## **Do Not Disturb (DND) - Advisory Message (Cont'd)**

### **To change an advisory message:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>DND registration</b> code _____ .	You hear recall dial tone.
3. Dial the new advisory message number.	You hear service dial tone.
4. Hang up.	

### **To cancel a registered advisory message:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>DND cancellation</b> code _____ .	You hear service tone.
3. Hang up.	

## **DO NOT DISTURB (DND) - FROM ANOTHER EXTENSION**

---

The Do Not Disturb from Another Extension feature registers DND to a specific extension number from another extension.

### **To register Do Not Disturb from another extension:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>DND from another extension registration</b> code _____ .	
3. Dial the extension number to which you want to register do not disturb.	You hear service tone.
4. Hang up.	

### **To cancel DND from another extension:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>DND from another extension cancellation</b> code _____ .	
3. Dial the extension number from which you want to cancel do not disturb.	You hear service tone.
4. Hang up.	

## **DO NOT DISTURB (DND) OVERRIDE**

---

The Do Not Disturb Override feature allows you to ring through to an extension which has registered DND. You hear reorder tone if this feature is not available to your extension's class of service.

### **To register a DND Override:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Dial a registered DND extension.	You hear DND tone.
2. Press <b>Flash</b> .	You hear recall dial tone.
3. Dial the <b>DND override</b> code ____ .	You hear ringback.
4. Wait for the extension to answer.	

## **DO NOT DISTURB (DND) SELECTIVE EXEMPTION**

The Do Not Disturb - Selective Exemption feature lets you exempt selected extensions from your extension's registered DND. These extensions can call you if you register Do Not Disturb. You can register as many as ten exempted stations, even before registering the Do Not Disturb feature.

### **To register the exempted extension's directory number:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>DND - selective exemption registration</b> code ____ .	You hear recall dial tone.
3. Dial the exempted extension's number.	You hear service tone.

### **NOTE**

Repeat Step 3 for each extension you want exempted from your registered DND.
--

4. Hang up.

### **To cancel the selective exemption:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset.	You hear dial tone.
2. Dial the <b>DND - selective exemption cancellation</b> code ____ .	You hear service tone.
3. Hang up.	

## **EIGHT-WAY CONFERENCE**

---

The Eight-Way Conference feature lets up to eight persons speak together in a conference call. The people can be extension and outside callers. If several of the parties are outside calls, it may be harder to hear the outside parties.

### **To initiate an eight-way conference call and add a third member:**

<b>Action</b>	<b>Results</b>
1. Ask the first party to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone. The first party is placed on hold automatically.
3. Dial the <b>eight-way conference</b> code _____ .	
4. Dial the third party's extension number.	The party answers.
5. Announce the call and press <b>Flash</b> . (Press once for an internal call, twice for an external call.)	You are in a three-way conference call.

### **To add the fourth through eighth parties to the conference call:**

<b>Action</b>	<b>Results</b>
1. Ask the connected parties to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone.
3. Dial the next party's extension number.	You hear ringback until the extension answers.
4. Announce the call and press <b>Flash</b> . (Press once for an internal call, twice for an external call.)	The next party connects to the conference call.



## Eight-Way Conference (Cont'd)

To transfer the conference control privilege to another extension:

<i>Action</i>	<i>Results</i>
1. Ask the connected parties to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone.
3. Dial the extension number that you want to become the controlling party.	You hear ringback.
4. Hang up after the extension answers.	

### NOTES

1. If you receive no answer, a busy tone, a recorded announcement, or if you dialed a wrong number, press **Flash** to return to your conference or original call connection and to drop the wrong call.
2. A conference call can be placed on Hold.
3. Press **FLASH** twice to add the party to the conference if the called party is using an outside line. You may press **FLASH** once to add the party to the conference if the system is programmed to do so. You may also press **FLASH** twice to add the party to the conference if the called party is an extension in the system. The second **FLASH** must be entered within four seconds of the first.
4. You cannot transfer conference control to a station that is already involved in the conference.
5. You can enter an account code for each party being added to a conference if the account code is entered after the dialed number as specified by the system programming.

## **EMERGENCY CALL TO ATTENDANT**

---

The Emergency Call to Attendant feature allows the user to make an emergency call, which is treated with a higher priority than most other types of calls.

### **To place an emergency call to the attendant:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>emergency call to attendant</b> code ____ .	
3. Remain on the line until the attendant answers.	You hear ringback.

## PLACING A CALL

The Placing a Call feature lets you call an attendant console, an inside extension, or an outside number.

### To place a call to an attendant console:

<b>Action</b>	<b>Results</b>
1. Lift handset.	You hear dial tone.
2. Press <b>0</b> .	
<b>OR</b>	
Dial the specific attendant access code and attendant number.	
3. Remain on the line until the attendant answers.	You hear ringback.

### NOTE

The attendant must release the call before the extension can be used again.

### To place an inside call:

<b>Action</b>	<b>Results</b>
1. Lift handset.	You hear dial tone.
2. Dial the extension number.	You hear ringback.
3. Remain on the line until the called party answers.	

### To place an outside call:

<b>Action</b>	<b>Results</b>
1. Lift handset.	You hear dial tone.
2. Dial the code _____ for an outside line.	You hear dial tone.
3. Dial the outside number.	

### NOTES

1. See the AAR and ARS features for further information.
2. You hear distinctive busy tone if the outside line is busy.

## EXECUTIVE BUSY OVERRIDE

---

The Executive Busy Override feature lets a preprogrammed extension interrupt a busy line in order to speak to both parties.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Listen for distinctive busy tone and remain on the line.	
2. Press <b>Flash</b> .	You hear recall dial tone.
3. Dial the <b>executive busy override</b> code _____ .	You hear override tone.
4. Make your announcement when the override tone ends.	
5. Hang up.	

### **NOTE**

The interrupted parties hear two seconds of distinctive busy tone. The interrupting party hears two seconds of service tone. After two seconds, a three-way conversation is established with a continuous low volume override tone.

## EXECUTIVE CAMP-ON

---

The Executive Camp-On feature gives you increased transfer capability. If you try to transfer a call to a busy extension, you can camp the call onto the busy extension and hang up. When the extension is available, the camped-on call automatically rings the extension.

### To register the Executive Camp-On:

<i>Action</i>	<i>Results</i>
1. Ask the caller to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone.
3. Dial the <b>executive camp-on</b> code _____ and the extension number.	You hear service tone.
4. Hang up.	When the busy extension becomes available, your extension rings.

### NOTES

1. This feature may be used whether or not you know the called extension is busy. If the called extension is not busy, your call will be processed like a transferred call.
2. The executive camp-on automatically cancels if the call on hold hangs up.
3. The registering extension receives an automatic callback if the busy extension does not answer within a predetermined time.

## **GROUP PAGING THROUGH DT SPEAKERS**

---

The Group Paging Through DT Speakers feature enables a single line telephone user to page another user within a paging group through the speaker on a DT.

**To page a party:**

### **FEATURE CODE**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift the handset.	You hear dial tone.
2. Dial the <b>group paging</b> code ____ .	
3. Dial the group number where you want to page.	You hear service tone.
4. When service tone ends, announce your page.	
5. End the page by gently replacing the handset.	

### **NOTE**

The <b>SPEAKER</b> lamp will flash on the DT throughout the page.
---

## **HOOKFLASH SIGNAL TO TRUNK**

---

The Hookflash Signal to Trunk feature allows the user to send a hookflash signal to an outside CO line during a conversation.

### **To register a hookflash signal:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Ask the caller to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone.
3. Dial the <b>hookflash signal</b> code _____ .	You hear dial tone from another PBX or central office (CO). Follow the instructions given to you by the outside source to activate features or place outgoing calls.

## ISDN CALLING NUMBER PRIVACY

---

The ISDN Calling Number Privacy feature allows you to select whether sending your DID number (CLID) to the destination user via PRI CO is allowed or restricted.

### To allow your DID number to be sent to the destination:

<i>Action</i>	<i>Results</i>
1. Lift the handset.	You hear dial tone.
2. Dial the <b>calling number presentation</b> code _____.	You hear dial tone.
3. Dial the code _____ for a PRI CO line.	You hear dial tone.
4. Dial the outside number.	

### NOTE

Whether or not your DID number is sent to the destination is determined by your telephone system's programming. Even if you operate the above procedure, your DID number will not be sent unless your system data base has activated this feature.



## ISDN Calling Number Privacy (Cont'd)

---

To restrict your DID number from being sent to the destination:

<i>Action</i>	<i>Results</i>
1. Lift the handset.	You hear dial tone.
2. Dial the <b>calling number restriction</b> code _____.	You hear dial tone.
3. Dial the code _____ for a PRI CO line.	You hear dial tone.
4. Dial the outside number.	

### NOTE

Whether or not your DID number is sent to the destination is determined by your telephone system's programming. Even if you operate the above procedure, your DID number will not be sent unless your system data base has activated this feature.

## LAST NUMBER REDIAL

---

The Last Number Redial feature lets your extension automatically redial the last number you called. For example, if you get a busy tone or no answer when you place a call (extension or outside line), this feature allows you to keep trying the call until you get an answer.

### To automatically redial the last number called:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>last number redial</b> code ____ .	Your extension automatically redials the last number called.

### NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. Calls placed using other forms of automatic dialing (such as Speed Call) cannot be automatically redialed.</li><li>2. As you dial each number, it is automatically saved until the new number is dialed.</li></ol> |
|---|

## MEET-ME CONFERENCE

---

The Meet-Me Conference feature lets you schedule in advance up to eight extensions for a dial-up conference call. The parties must be notified of the intended date, time, and specific conference code.

### To establish the conference call at the agreed date and time:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>meet-me conference</b> code _____ .	
3. Dial the code <b>(0-9)</b> for your specific conference.	The first party to enter the conference hears service tone for a short time.  Subsequent parties hear the meet-me conference tone before being connected to the conference call.

### NOTE

You hear reorder tone if all conference lines are busy.
---

## **MESSAGE WAITING (MW) - OVERVIEW**

---

Your extension is capable of sending and receiving messages. Fifteen messages can be left at one time. After your extension reaches the message limit, the next message will be saved and the oldest message will be deleted.

Extensions without message waiting lamps have an audible message waiting tone as a message waiting indicator.

There are three types of text messages:

- Time Stamped Callback (TSCB) Message.
- Canned Message.
- Semi-Free Text Message.

### **NOTE**

<p>Canned messages and semi-free text messages can be sent to DTs only. Single line telephones cannot receive these types of messages.</p>
--

## MESSAGE WAITING - TIME STAMPED CALLBACK (TSCB)

---

The Time Stamped Callback Message Waiting feature registers the time, date, and extension number of the caller. It is called Blind Callback on a single line telephone (SLT) because the time, date, and extension number cannot display. You hear an audible message waiting tone or see that the message waiting lamp is on. SLTs can send and receive a TSCB message.

To register a Message Waiting - Time Stamped Callback at an extension that is busy, does not answer, or has registered DND:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press <b>Flash</b> .	
2. Dial the <b>message waiting</b> code ____ .	You hear service tone.
3. Hang up.	

### **To answer a waiting message:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear audible message waiting tone if your extension does not have a message waiting lamp.  If you have a message waiting lamp, it will be lit and you will hear dial tone.
2. Dial the <b>message waiting answer</b> (retrieval) code ____ .	You hear ringback tone.
3. Wait for the party to answer.	

## Message Waiting - Time Stamped Callback (TSCB) (Cont'd)

---

To cancel a registered TSCB waiting message:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>message waiting cancellation</b> code _____ .	You hear service tone.
3. Dial the registered extension number.	You hear service tone.
4. Hang up.	

### NOTE

If your registration/cancellation is denied, you hear reorder tone.

## MESSAGE WAITING - CANNED/ SEMI-FREE TEXT

---

The Message Waiting - Canned/Semi-Free Text feature is used to send this type of message to a display telephone. These types of messages cannot be received on your SLT.

Canned messages are preprogrammed by the system. Your extension cannot modify this type of message.

Semi-Free text is a canned message with areas within the text for inserting the desired values (time, etc.).

### To register Canned/Semi-Free Message Waiting to a display telephone:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>canned/semi-free message registration</b> code _____ .	
3. Dial the extension number where you want the message left.	
4. Dial the two-digit message number.	You hear service tone.
5. Hang up.	

## Message Waiting - Canned/ Semi-Free Text (Cont'd)

---

### To cancel a registered Canned/Semi-Free Text Message Waiting:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>message waiting cancellation</b> code _____ and the registered extension number.	You hear service tone.
3. Hang up.	

### NOTES

- |  |
|--|
| <ol style="list-style-type: none"><li>1. If the party receiving the message does not have a display Digital Telephone, the message cannot be seen. In this case, you hear reorder tone on the receiver.</li><li>2. If your registration/cancellation is denied, you hear reorder tone.</li></ol> |
|--|



The Paging feature lets you page a party within the paging system range and wait on the line for the person to answer the page (meet-me paging).

Your class of service determines your extension's paging zone capabilities. You can have the following:

- All system zones.
- All tenant zones.
- Individual zones.

### To page over all system zones:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>paging system - all zones</b> code ____ .	You hear service tone.
3. Announce your page after service tone ends.	
4. Hang up gently.	

### To page over all tenant zones:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>paging - tenant all zones</b> code ____ .	You hear service tone.
3. Announce your page after service tone ends.	
4. Hang up gently.	

## Paging (Cont'd)

---

### To page using an individual zone:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>paging - individual zone</b> code _____ and a zone number.	You hear service tone.
3. Announce your message after service tone ends.	
4. Hang up gently.	

### To page using paging meet-me:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>paging - meet-me</b> code _____ and a zone number.	You hear service tone.
3. Page the party you want to meet after service tone ends.	
4. Ask the party to dial the paging answer code.	
5. Remain on the line until the paged party answers.	

### NOTE

If you prefer to have the attendant announce your call, press **0** or the appropriate number and tell the operator you want to page.

### To answer a page:

#### *Action*

1. Lift handset at any extension.
2. Dial the **paging answer** code \_\_\_\_\_ and the zone number.

#### *Results*

You hear dial tone.

You are connected to the paging party.

## REMOTE SYSTEM ACCESS (RSA)

---

The Remote System Access feature provides direct access to certain F9600/F9600c features from a remote location. This lets you make a call from outside of the system using cost-saving, long distance calling and other conveniences provided by the F9600/F9600c. The features you can access are determined by your security code call privileges or authorization code.

This feature is also known as Direct Inward System Access (DISA).

### To use RSA from an outside telephone:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial your office's RSA directory number.	You hear dial tone.
3. Dial the security code if necessary.	You hear dial tone.
4. Place a call using your normal extension privileges.	

### NOTES

1. A Touchtone telephone must be used to make an RSA call from an outside line.
2. You hear reorder tone if the RSA directory number or the security code you enter is denied.
3. Your system System Administrator can tell you whether a security code is necessary.

## SILENT MONITOR

---

The Silent Monitor feature allows you to monitor other extensions during conversations. This feature, however, is restricted to all users except those stations that are permitted by Class of Service.

### To monitor other calls:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>silent monitor registration</b> code ____ .	You hear dial tone.
3. Dial the extension number that you want to monitor.	You hear service tone. Monitoring begins.

### To cancel monitoring and return to normal status:

<i><b>Action</b></i>	<i><b>Results</b></i>
• Hang up.	

# SILENT MONITOR BY ACD GROUP

---

The Silent Monitor by ACD Group feature allows you to monitor other agents in an ACD group during conversations.

## To monitor other calls in an ACD group:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>silent monitor by ACD group registration</b> code _____.	You hear dial tone.
3. Dial the ACD group number (fixed 3 digits) that you want to monitor.	You hear service tone. Monitoring begins.

## To cancel monitoring and return to normal status:

<i><b>Action</b></i>	<i><b>Results</b></i>
• Hang up.	

## **SPEED CALLING**

---

The Speed Calling feature lets you call a person without entering the whole number. There are three types:

- **System:** Preprogrammed into the system's data base; cannot be registered from an individual extension.
- **Group:** Registered by members of a preprogrammed speed calling group.
- **Extension:** Registered by the user at the individual extension; can set up as many as 100 different numbers (**00-99**).

An extension can have all three types of speed calling.

### **To place a speed call:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the appropriate <b>speed calling</b> code _____ and an entry code.	You hear ringback.

### **To register or change an extension level number for Speed Calling:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>speed calling registration</b> code _____ and an entry code.	
3. Dial the number that you want to register and remain on the line.	You hear service tone.
4. Hang up.	

## Speed Calling (Cont'd)

---

### To register or change a group-level (#A or #B) number for Speed Calling:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the group level (#A or #B) speed calling registration code _____ and an entry code ( <b>00-99</b> ).	
3. Dial the number that you want to register and remain on the line.	You hear service tone.
4. Hang up.	

### NOTES

1. System speed calling codes must be entered by a qualified maintenance person.
2. Your extension's class of service determines your access to system speed calling and/or group and extension speed calling.
3. When programming an outside number, first dial the code for an outside line.
4. An entry code is the 2-5 digit number that is used identify the individual number that was programmed.
5. You can be a member of up to two speed calling groups.



## THREE-WAY CONFERENCE - EXTENSION

---

The Three-Way Conference - Extension feature lets you add a third extension to an existing two-way conversation.

### To add another extension for a Three-Way Conference call:

<i>Action</i>	<i>Results</i>
1. Ask the connected party to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the extension number.	
4. Tell the called party that you are forming a three-way conference.	
5. Press <b>Flash</b> .	The conference is established.

### NOTES

1. Press **Flash** to return to the first person if the third party's line is busy or unanswered, or to drop an unwanted third party (e.g., an answering machine).
2. If your F9600/F9600c system has been set up to activate the "Third Party Release" in conference mode, you can establish the conference by pressing **Flash** once. You can release the third party by pressing **Flash** once again.
3. When you hang up, the other two parties stay connected.

## THREE-WAY CONFERENCE - OUTSIDE PARTY

---

The Three-Way Conference - Outside Party feature is used to add an outside party to an existing two-way conversation.

### To add an outside party for a Three-Way Conference call:

<i>Action</i>	<i>Results</i>
1. Ask the connected party to wait.	
2. Press <b>Flash</b> .	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the code _____ for an outside line.	
4. Dial the outside number.	You hear ringback. The called party answers.
5. Tell the connected party that you are forming a three-way conference.	
6. Press <b>Flash</b> .	The conference is established.

### NOTES

1. Press **Flash** a second time if you dial a wrong number, receive no answer, receive a recorded announcement, or some other undesired result.
2. If your F9600/F9600c system has been set up to activate the "Third Party Release" in conference mode, you can establish the conference by pressing **Flash** once. You can release the third party by pressing **Flash** once again.
3. Unless your system has been programmed for trunk-to-trunk connection, hanging up on a conference call with two outside parties will disconnect all connected parties.

## UNIVERSAL NIGHT ANSWER

---

The Universal Night Answer feature is used to answer calls when the system is without an attendant and is in the night mode. A night bell or some other type of audible device sounds when a call comes in on an outside line.

### To answer a call when the night answer alarm sounds:

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>night answer</b> code _____ and the zone number.	You are connected with the incoming call.

### NOTE

Once you answer the call, your extension can operate in the same way that it does in the day operating mode.

## UNIVERSAL REGISTRATION/CANCELLATION

---

The Universal Registration/Cancellation feature lets an extension register and cancel certain features for other extensions. The following chart lists the affected features and their service identification codes:

FEATURE	SERVICE IDENTIFICATION CODE
Do Not Disturb	1
Call Forward - All Calls	2
Call Forward - Busy/No Answer	3
Call Forward - No Answer	4
Message Waiting	5

### To assign Universal Registration to a specific extension:

#### *Action*

#### *Results*

1. Lift handset. You hear dial tone.
2. Dial the **universal registration** code \_\_\_\_.
3. Dial an appropriate service identification code from the chart above.
4. Dial the extension number where you want to register DND. You hear service tone.

#### **OR**

Dial the extension that is forwarding the calls or dial the extension number that will receive the message.

## Universal Registration/Cancellation (Cont'd)

---

### NOTE

DND requires no further action.

5. Dial the extension number of the location where calls will be forwarded.

### OR

Dial the extension number of the party leaving the message.

You hear service tone.

### To cancel Universal Registration from a specific extension:

#### *Action*

#### *Results*

1. Lift handset.
2. Dial the **universal cancellation** code \_\_\_\_\_.
3. Dial the appropriate service identification code from the chart.
4. Dial the extension number where you want to cancel DND.

You hear dial tone.

### OR

Dial the extension number where call forwarding was registered.

### OR

## Universal Registration/Cancellation (Cont'd)

---

### ***Action***

Dial the extension number where you left a message followed the extension number of the party that left the message.

### ***Results***

You hear service tone.

## VOICE MESSAGE

---

The Voice Message feature integrates with voice mail systems. This feature lets you leave or listen to a recorded voice message. Your extension's message waiting lamp (if available) or the audible message waiting tone indicates that your extension has a voice message registered.

### To leave a voice message:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the extension of the Voice Messaging System (VMS).	You hear ringback tone.  You are guided through the voice messaging process by the system.

### To listen to a voice message registered to your extension:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear message waiting tone.
2. Dial the <b>message waiting return code</b> ____ .	You are guided through the voice messaging process by the system.  You hear the voice message.

### NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. Repeat Step 2 to answer other messages also registered to the extension.</li><li>2. Voice messaging operations can be performed by calling the VMS extension and following the procedures specified by the system.</li></ol> |
|---|

## **WHISPER CALL ANNOUNCE**

---

The Whisper Call Announce feature allows an agent to hear the announcement when an ACD call is terminated to the agent.

### **To receive a Whisper Call Announcement:**

#### ***Action***

1. Lift the handset to answer the call.

#### ***Results***

You hear the announcement. Then, you connect to the calling party.



**Table 1. Feature Codes**

FEATURE	FEATURE CODE
<i>Record your system's customized feature codes in the spaces provided on this table.</i>	
Account Code Registration	FLASH +
Attendant Access	
Attendant Recall	FLASH +
Automatic Alternate Routing (AAR)	
Automatic Route Selection (ARS)	
Automatic Route Selection - Manual Advance	FLASH +
Bad Line Reporting	FLASH +
Call Forward - All Calls	+ EXT
Call Forward - All Calls (cancellation)	
Call Forward - Busy/No Answer	+ EXT
Call Forward - No Answer	+ EXT
Call Forward - Busy/No Answer or No Answer (cancellation)	
Call Forward - Follow Me	+ EXT
Call Forward - Follow Me (cancellation)	+ EXT
Call Hold	FLASH + + PN
Call Hold - Local Retrieve	
Call Hold - Remote Retrieve	+ PN
Call Park	FLASH + + PN
Call Park - Retrieve	+ PN
Call Pick-Up	
Call Pick-Up - Directed	+ EXT
Call Pick-Up - Multi-Groups	+ EXT
Call Waiting - Return	FLASH +

**LEGEND:**

DN: Directory Number

IDC: ID Code

EC: Entry Code

PN: Position Number

EXT: Extension Number

ZN: Zone Number

**Table 1. Feature Codes (Cont'd)**

<b>FEATURE</b>	<b>FEATURE CODE</b>
Camp-On	FLASH +
Camp-On (cancellation)	
Code Call	+ZN+IDC
Code Call - Meet-Me	+ZN
Data Secure - Selective	
Day Mode	
Dictation Machine Access	
Do Not Disturb	
Do Not Disturb (cancellation)	
Do Not Disturb Override	FLASH +
Do Not Disturb - Selective Exemption	+ EXT
Do Not Disturb - Selective Exemption (cancellation)	
Do Not Disturb - from Other Extension	+ EXT
Do Not Disturb - from Other Extension (cancellation)	+ EXT
Eight-Way Conference	FLASH +
Emergency Call to Attendant	
Executive Busy Override	FLASH +
Executive Camp-On	FLASH + + EXT
Group Paging Through DT Speaker	+ SGN
ISDN Calling Number Privacy (presentation)	
ISDN Calling Number Privacy (restriction)	
Last Number Redial	
Meet-Me Conference	
Message Waiting Canned	
Message Waiting (TSCB)	FLASH +

**LEGEND:**

DN: Directory Number

IDC: ID Code

EC: Entry Code

PN: Position Number

EXT: Extension Number

SGN: Subgroup Number

ZN: Zone Number

**Table 1. Feature Codes (Cont'd)**

FEATURE	FEATURE CODE
Message Waiting (cancellation)	
Message Waiting Retrieval	
Night Answer	
Night Mode	
Paging (System - All Zones)	
Paging (Tenant - All Zones)	+ ZN
Paging (Individual Zone)	+ ZN
Paging (Meet-Me - Individual Zone)	
Silent Monitor by ACD Group	
Speed Calling (System Level)	+ EC
Speed Calling (Extension - access)	+ EC
Speed Calling (Extension - registration)	+ EC
Speed Calling (Group #A access)	+ EC
Speed Calling (Group #A registration)	+ EC + DN
Speed Calling (Group #B access)	+ EC
Speed Calling (Group #B registration)	+ EC + DN
Three-Way Conference	FLASH +
Transfer	FLASH +
Voice Message	

**LEGEND:**

DN: Directory Number

IDC: ID Code

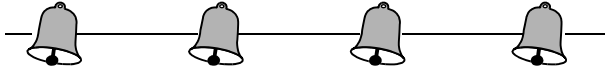
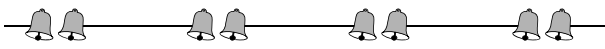
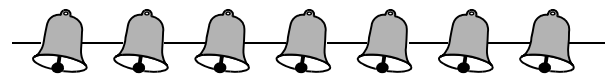

EC: Entry Code

PN: Position Number

EXT: Extension Number

ZN: Zone Number

**Table 2. Ringing Patterns**

TONE TYPE	ON/OFF INTERVAL (IN SECONDS)													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
STATION TO STATION CALL	 1 SECOND ON, 3 SECONDS OFF													
INCOMING CALL	 2/5 SECOND ON, 1/5 SECOND OFF, 2/5 SECOND ON, 3 SECONDS OFF													
CAMP ON CALLBACK AND FORWARDED CALL	 1 SECOND ON, 1 SECOND OFF													
DATA CALL	 1/4 SECOND ON, 1/4 SECOND OFF													

**NOTE:** Intercom Call ringing patterns are determined by software command.

# CUSTOMIZED LISTINGS

**Paging Zone List**

<b>ZONE</b>	<b>PAGING AREA</b>

**Code Call Zone List**

<b>ZONE</b>	<b>CODE CALL AREA</b>

# CUSTOMIZED LISTINGS (Cont'd)

**Code Call Paging Zones**

<b>ZONE</b>	<b>PERSON PAGED</b>

**Group Paging List**

<b>GROUP</b>	<b>PAGING AREA</b>



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