

## **GENERAL INFORMATION**

THE FOLLOWING SHOULD BE CONSIDERED WHEN REVIEWING THIS User Guide:

- All operational instructions assume Prime Line Pickup is assigned to intercom dial tone, Ringing Line Preference is assigned to all telephone, a Call Appearance and Call Arrival key has been assigned to all multiline telephones and only a single tenant has been assigned in the system.
- All access codes listed are standard; some may vary based on system assignment.
- Access to many features is based on system assignments. Not all features may be available from your telephone.
- Telephones equipped with displays will provide useful call processing information such as digits dialed, recall indications, feature confirmation, etc.

## **ANSWERING CALLS**

### **RINGING CALLS**

Lift Handset

Converse

**NOTE:** *If additional incoming CO calls are received, the ANSWER key LED will flash. Pressing the ANSWER key places the current call on non-exclusive hold and connects you to the next call. Press the flashing LINE KEY to return to the original call.*

### **RINGING CALLS TO A CALL ARRIVAL KEY**

Lift Handset

Converse

**NOTE 1:** *A CALL ARRIVAL key must be assigned to appear and ring at a LINE KEY/FEATURE ACCESS KEY*

**NOTE 2:** *A CALL APPEARANCE key must be available to answer incoming outside calls.*

### **VOICE ANNOUNCE CALLS**

Ensure MIC is lit

Adjust Speaker volume (up or down) as needed

Respond handsfree

**NOTE:** *The handset may be used at any time during the conversation.*

### **CAMP ON (CALL WAITING)**

Receive camp-on tone while on another call:

Replace handset to disconnect current call **OR**

Press **HOLD** and hookswitch to converse with the second party

### **CALL ALERT NOTIFICATION**

With a call in progress:

Receive call alert notification

Press **HOLD**, converse with second party

**NOTE 1:** *The second call may be placed on Hold if the CO Line appearance is assigned or if a CALL APPEARANCE key is available*

**NOTE 2:** *Press flashing LINE KEY, CALL APPEARANCE key or CONF key to return to the first call.*

## **PLACING CALLS**

### **INTERNAL CALLS**

Lift handset

Dial station number or "0" for the attendant **OR**

Press Feature access key or One Touch key programmed for Direct Station Selection  
Voice announce after tone burst or wait for ringing call to be answered

**NOTE 1:** *When calling a multiline telephone, dialing "1" after the station number will change ringing to voice or voice to ringing.*

**NOTE 2:** *To directly access a personal voice mailbox, dial 7 after dialing the station number.*

### OUTSIDE CALLS

Lift handset

Press idle Outside Line key **OR** Dial 9

Dial telephone number

Converse

### TRUNK QUEUING

After dialing trunk access code or pressing a busy LINE KEY and receiving trunk busy indication:

Dial Trunk Queue set code **78**

Replace handset

**NOTE:** *When line is available, your telephone will ring; lift handset and place call.*

### LAST CO/PBX NUMBER REDIAL

Lift Handset

Press **REDIAL**

Dial last number Redial code - \*

Converse

### STATION/SYSTEM SPEED DIAL

Lift Handset

Press **REDIAL** and dial Speed Dial Memory Location:

Station 80-99

System 00-79

**OR** Press Feature Access key or One Touch Key programmed for Station Speed Dial

Converse

### SCROLLING SPEED DIAL DIRECTORIES

Press speed dial soft key

SYS – system speed dial

STA – station speed dial

Press up/down soft keys to scroll through all entries

OR

Use the dialpad to enter the first letter of the desired entry then dial \*

Press up/down soft keys to scroll

Lift handset or press SOEAKER or press and idle line key to place call

### MICROPHONE CONTROL

Press **FEATURE**

Dial MIC on/off code **1**

**NOTE:** *Lit MIC LED indicates MIC on*

## **SPEAKERPHONE CALLS**

Press **SPEAKER**; LED lights  
Ensure **MIC** LED is lit  
Place internal or outside call  
Converse  
Press **SPEAKER** to disconnect call.

**NOTE:** *The handset may be used at any time during the conversation. To resume handsfree operation or to monitor a call, press **SPEAKER** (LED lights) and replace handset.*

## **GROUP LISTENING**

With call in progress via the handset/headset:  
Press **SPEAKER**; LED lights  
Converse. Conversation is heard over the speaker and handset/headset.  
Only the handset/headset may be used to respond.

## **HOLDING CALLS**

### **NON-EXCLUSIVE HOLD**

With a call in progress:  
Press **HOLD**

### **EXCLUSIVE HOLD**

With a call in progress:  
Press **FEATURE**  
Press **HOLD**

**NOTE:** *To retrieve a held call, press the flashing line key or CONF key (internal calls).*

## **TRANSFERRING CALLS**

### **USING MANUAL DIAL**

With an outside call in progress:  
Press **TRANSFER**  
Dial station number  
Announce Call (optional)  
Replace handset

### **USING DIRECT STATION SELECTION (DSS)**

With an outside call in progress:  
Press **TRANSFER**  
Press preprogrammed DSS key  
Announce call (optional)  
Replace handset

## **CONFERENCE**

With a call in progress:  
Press **CONF**  
Place second call (internal or external)  
Announce conference  
Press **CONF** to establish conference

**NOTE:** *An unsupervised conference may be established by pressing the CONF key again, after the conference has been established. The parties may continue to converse in private. Press the flashing CONF key to return to the conversation.*

## **CALL PARK SYSTEM**

SET  
Lift handset  
Dial Call Park Set code **4\***  
Dial Call Park location **0-9**  
Replace handset.

RETRIEVE  
From any station:  
Lift handset.  
Dial Call Park Retrieval code **4#**  
Dial Call Park Location **0-9**  
Converse.

## **STATION BUSY/NO ANSWER OPTIONS**

### **AUTOMATIC CALLBACK**

TO SET:  
When calling a busy multiline telephone:  
Dial automatic callback code **0**  
Replace handset

TO ANSWER:  
When both telephones are idle originating telephone rings:  
Lift handset  
Call is place automatically

### **CALLBACK REQUEST**

TO SET:  
When calling a busy or unanswered multiline telephone:  
Dial callback request code **#**  
Replace handset

TO ANSWER:  
Receive display and/or **Feature** LED indication:  
Lift handset  
Dial **#**; request originator is automatically called  
Repeat above procedure to respond to additional messages

### TONE OVERRIDE

#### TO SET:

When calling a busy multiline telephone:  
Dial Tone override code \* to send tone  
Wait for signalled party to answer

#### TO ANSWER:

With call in progress:  
Receive tone override signal  
Press **HOLD**  
Converse with second party

### VOICE OVER

#### ORIGINATOR:

When calling a busy multiline telephone:  
Dial Voice Over code **6**  
Voice Announce

#### ANSWER:

Receive voice over signal  
Press **HOLD**  
Converse with second party  
Press **ANSWER** to switch between parties.

## CO/PBX DIALING OPTIONS

### SAVE AND REPEAT

#### SAVE:

With an originating outside call in progress:  
Press **FEATURE**  
Dial **9**; called number is stored  
Replace handset

#### REPEAT:

Lift handset  
Press **REDIAL**  
Dial **#**; call is placed.

### AUTOMATIC REDIAL

After originating a busy or unanswered outside call on the handset:

Press **SPEAKER**

Replace handset

Press **FEATURE**

Press **REDIAL**

Call is repeatedly dialed until answered, canceled or the maximum number of redial attempts is reached.

Lift handset when the called party answers

NOTE: Press **SPEAKER** to cancel

## CALLER ID

### ANSWER

Receive incoming ringing or transferred outside call:  
Review telephone display for calling party's name or number.  
Answer call accordingly.

### PLACING CALLER ID CALLS

Press scroll repeatedly until desired number is displayed.  
Lift Handset to automatically dial displayed number.  
Converse.

**NOTE 1:** *Caller ID will be displayed even when station is busy or in DND mode, allowing the user to identify the incoming call.*

**NOTE 2:** *On a system wide basis, the last 10 calls received with Caller ID information are stored and are accessible with the SCROLL key.*

**NOTE 3:** *Press lit LINE key to review calling party's name or number while the call is in progress..*

## CALL PICK-UP SYSTEM

Upon hearing ringing at another telephone:

Lift Handset

Dial Call Pickup code:

All Calls	68
CO.PBX Line	6*
Night call pickup	69
Direct	67 + station number

Converse

## PAGING

### USING ACCESS CODE

Lift handset

Dial paging code:

Internal – **51**  
External – 59

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Wait for Meet-Me answer or replace handset

### MEET ME ANSWER

Lift handset

Dial Meet-Me answer code:

Internal – **5\***  
External – **5#**

Converse

## BACKGROUND MUSIC

Press **Feature**

Dial BGM On/Off code **26**

**NOTE:** *A BGM key may be assigned in system programming to set/cancel the Background Music feature.*

## **CALL FORWARD ALL CALLS (CF/A)**

TO SET:

Press **FEATURE**

Dial Call Forward All call code **60**

Dial destination station number

Press **FEATURE**

TO CANCEL:

Press **FEATURE**

Dial Call Forward All code **69**

Press **FEATURE**

**NOTE 1:** *The FEATURE (FNC) LED will flash intermittently when your telephone is in Call forward/DND.*

**NOTE 2:** *While set, Call Forward All will override call forward Busy/No Answer setting.*

**NOTE 3:** *If Call Forward All and Do Not Disturb are both set, the feature set last is activated.*

**NOTE 4:** *A CFA/DND key may be assigned in system programming to set/cancel this feature. When setting Call Forward All, a destination station must be entered. A lit LED indicates that Call Forward All/DND is set.*

## **CALL FORWARD BUSY/NO ANSWER (CFB/NA)**

TO SET:

Press **SPEAKER**

Dial CFBNA code **43**

Dial destination station number

Press **SPEAKER**

TO CANCEL:

Press **SPEAKER**

Dial CFBNA code **44**

Press **SPEAKER**

**NOTE 1:** *The FEATURE (FNC) LED will flash intermittently when your telephone is in Call forward/DND.*

**NOTE 2:** *While set, Call Forward All will override call forward Busy/No Answer setting.*

**NOTE 3:** *A CFBNA key may be assigned in system programming to set/cancel this feature. When setting Call Forward Busy/No Answer, a destination station must be entered. A lit LED indicates that CFBNA is set.*

## **CUSTOMIZED MESSAGE**

From a display telephone:

Press **FEATURE**

Dial Customized Message code **70**

Dial \* to scroll through messages

Dial # to select message

Dial return date and time if required (Month/Day, Hour/Minute, using 4-digit 24 hour clock)

Press **FEATURE**

**NOTE:** *When your telephone is set for DND, other display telephones will receive your message upon calling your station.*

## **VOLUME CONTROL**

### **OFF HOOK RINGING VOLUME**

Lift handset

Dial **60**

Dial off-hook ringing volume code **1**

Press up or down arrow to set level

Replace handset

### **RINGING VOLUME**

Press **SPEAKER**

Dial **60**

Dial ringing volume code **1**

Press up or down arrow to set level

Press **SPEAKER**

## **PROGRAMMING**

### **RESETTING FEATURE (FNC) LED**

Press **FEATURE**

Dial reset code **99**

Press **FEATURE**

**NOTE:** *Resetting the FEATURE (FNC) LED will cancel Call Forward, Do Not Disturb and Callback Request settings.*

### **STATION SPEED DIAL – DIAL ACCESS**

Press **FEATURE**

Press **REDIAL**

Dial speed dial memory location **80-99**

Dial trunk access code **9**

Dial telephone number to be stored

Press **FEATURE**

### **FEATURE ACCESS KEYS/ONE TOUCH KEYS**

**SPEED DIAL – OUTSIDE NUMBERS**

Press **FEATURE**

Press **REDIAL**

Press button to be programmed

Dial **0**

Dial trunk access code **9**

Dial telephone number to be stored

Press **FEATURE**

**SPEED DIAL – INTERNAL NUMBERS AND CODES**

Press **FEATURE**

Press **REDIAL**

Press button to be programmed

Dial **1**

Dial extension number to be stored **or** feature access code to be stored  
Press **FEATURE**