



**★AMERICOM**

**Digital Telephone  
System**

**Attendant's Guide**



This user guide is applicable for the following system and telephone models:

**System Models:**

D0408 Rev. A and later  
D0816 Rev. C and later  
D1632 Rev. A and later

**Telephone Models:**

7010S-XX  
7016S-XX  
7102X-XX  
7110S-XX  
7110X-XX  
7116S-XX  
7116X-XX

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## Using This Guide

To help you use your telephone to its fullest capacity, we have written a clear, comprehensive user guide. This guide is divided into eight sections, each of which is marked with a tab for easy access. These sections tell you how to:

- Answer calls,
- Make calls,
- Hold calls,
- Transfer outside calls,
- Make conference calls,
- Leave messages,
- Program your telephone, and
- Perform miscellaneous functions.

For your convenience, a quick reference guide, a glossary and an alphabetical index are included in the back of this user guide.

If you have an LCD speakerphone (Figure 1), Table 3 gives you a summary of what you will see in the display and when you will see it.

# Knowing Your Telephone

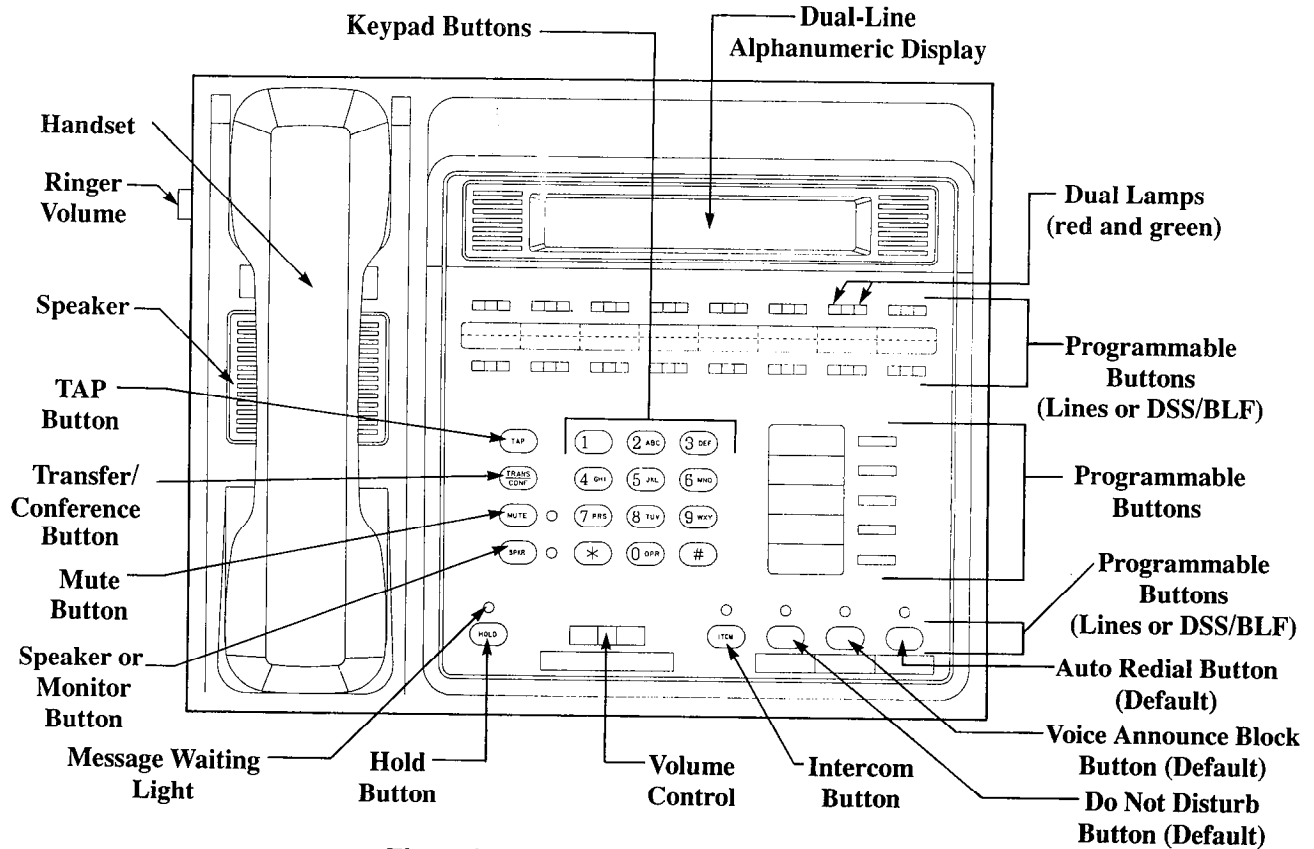
The following features on your telephone are explained in terms of what they allow you to do. The telephones in Figures 1 and 2 are the same except for the additional programmable buttons and the display shown in Figure 1.

- **Hold Button**
  - Places a line on hold
  - Stores pauses in number sequences while programming
  - Used for programming and accessing second level autodials
- **Volume Control**
  - Regulates the volume of the speaker and the handset
- **Intercom Button (ITCM)**
  - Selects an intercom line
  - Initiates many of the features of the telephone
- **Ringer Volume Control (LO, HI, OFF)**
  - Lets you vary ringer volume from low to high to off
- **TAP Button (must be preprogrammed for either function)**
  - Recalls dial tone, or
  - Activates host system features
- **Transfer/Conference Button (TRANS/CONF)**
  - Transfers calls
  - Sets up conference calls
- **Mute Button**
  - Keeps the person on the line from hearing your conversation
  - Adjusts the contrast of the display from light to dark
- **Speaker Button (SPKR)**
  - Turns your speaker on or off
  - Disconnects a call when your handset is on-hook
  - Ends or cancels programming
- **Message Waiting Light**
  - Tells you that there is a message for you

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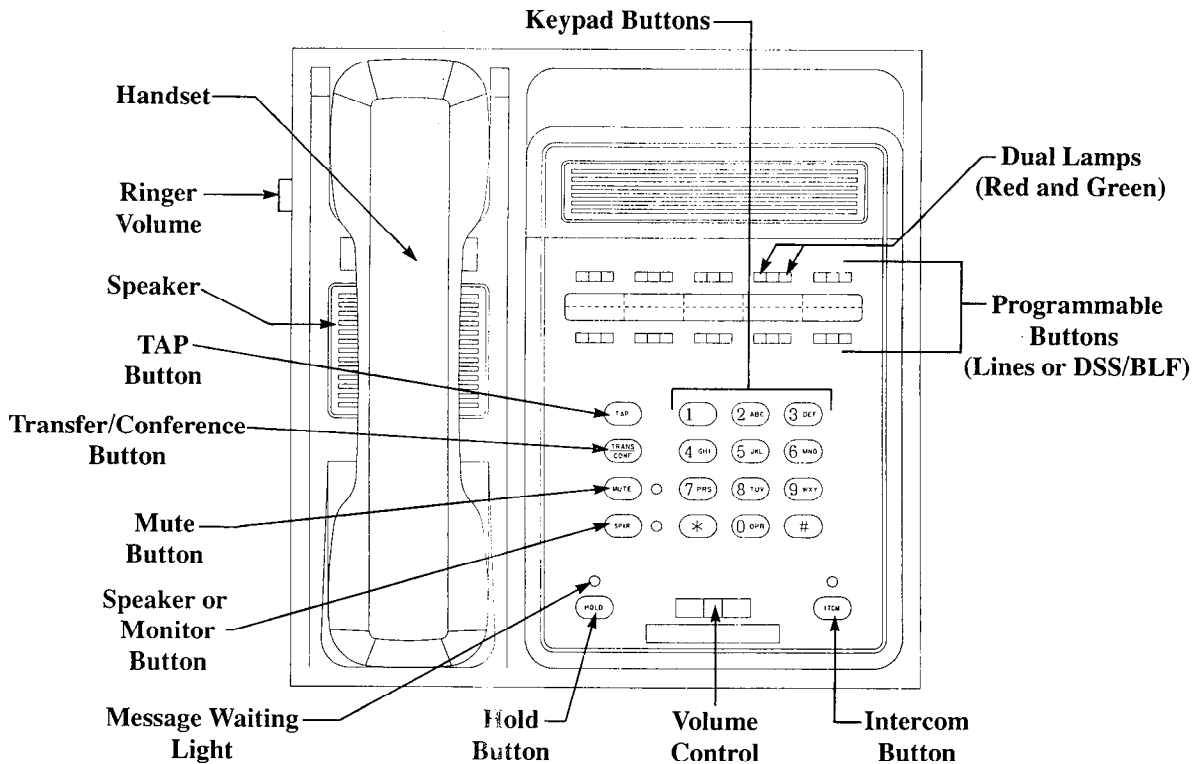
## Knowing Your Telephone (continued)

- **Programmable Buttons**
  - Allow you to program your telephone for automatic dialing functions
  - Allow you to program your telephone for Direct Station Selection (DSS)
  - Show which lines are either in use or on hold (red light)
  - Show which lines are in use by you (green light)
- **Dual-Line Alphanumeric Display**
  - Displays time, day and date
  - Keeps you apprised of the status of your telephone
  - Provides programming prompts
- **Headset Jack (used only with a 16-line speakerphone)**
  - Allows you to use your telephone privately *and* handsfree
  - Helps improve operation of high-call-volume businesses



**Figure 1. 16-Button LCD Speakerphone**






**Figure 2. 10-Button Monitor Telephone**

## Using Your Speakerphone

A speakerphone gives you the freedom to use your telephone without lifting the handset. After initial contact is made, you can carry on a telephone conversation and still be free to do other things. Whenever the instructions "Lift the handset to talk" appear in this guide, they may be ignored if you have a speakerphone.

During the course of a conversation you can always switch from the speakerphone to the handset for privacy. To do this, just lift the handset and talk. To return to speakerphone use, press the SPKR button and hang up the handset.


To manually place a call using your speakerphone:

1. Press the line button or the  button.
2. Dial the number.
3. When party answers, talk.

To autodial using your speakerphone, just press the programmed button and talk when your party answers.

To answer a call with your speakerphone:

1. Press the line button with flashing red light.
2. When party answers, talk.

To end a call with your speakerphone, just press .

## What the Lights Mean

The lights on your telephone let you know the status of lines, features and the intercom.

### Next to a DSS/BLF button:

Steady red = station is in use.

Flashing red = station is receiving a call.

Fast flashing red = station-to-station messaging has been set.

### Next to a line button:

Steady green = this is your line, either on-hook or off-hook, when the line is active.

Flashing green = your line is on hold.

Faster flashing green = your line has been recalled from hold.

Steady red = another station is using this line.

Flashing red = a call is coming in on this line.

Faster flashing red = the call has been placed on hold by another station.

### Next to a feature button:

Steady red = the feature is on.

Light off = the feature is off.

### Next to an intercom button:

Steady red with a quick flash = you are using your intercom.

Fast flashing red = auto-redial is in use.

Fast flashing red with repeated off periods = night mode is on.

Steady flashing red = an LCD message is set on your telephone.

## What the Rings Mean

Two short rings = intercom call.

Single longer ring = outside call.

One short tone burst = voice announce.

Three short tone bursts = ring back from a held call, callback from a queued call.

You can vary the ringing tone of your telephone, choosing from one of four different rings. This way, you can identify your ring even though you may not be close to your telephone.

Additionally, so you won't be disturbed when you're busy on a call and another call rings at your station, the ring volume is subdued automatically.

# Using Your Telephone

## Answering Calls

### *Outside Calls*

To answer,

- Press button of ringing line (flashing red light).
- Lift handset to talk.

*NOTE: Pressing a button is not necessary if:*

- *Your ringing line is your prime line, or*
- *Your telephone has ringing line preference.*

### *Intercom Calls*

To answer a voice call,

- Speak toward the telephone.
- Lift handset if privacy is desired.

*NOTE: Voice calls can be blocked. See the discussion titled Voice Announce Blocking for details.*

To answer a tone call,

- Lift handset to talk.

### *Call Pickup*

To answer a call that is ringing within your group,

- Lift handset.
- Press **ITCM**.
- Dial **#** **4<sup>GH</sup>**.
- Talk.

*Continued on next page . . .*

## *Call Pickup (continued)*

You can answer a call that is ringing at any telephone if you know the extension of the ringing telephone,

- Lift handset.
- Press **ITCM**.
- Dial **\*** **4<sup>GH</sup>**.
- Dial extension number of ringing telephone.

## *Night Transfer*

After the attendant sets up the night transfer feature, an outside call can be answered from any station within the system.

- Press **ITCM** when you hear ringing.
- Dial **8<sup>TUV</sup>** **0<sup>OPR</sup>**.
- Answer call.

## *Secure Off-Hook Voice Announce*

Your telephone can be set up for Secure Off-Hook Voice Announce (SOHVA).

This feature allows an intercom caller to break into your outside call with an announcement through your handset receiver.

A Secure Off-Hook Voice Announce consists of both several short tone bursts and an announcement in the handset receiver. The distant party cannot hear the announcement. To respond


- **Verbally:** Press and hold MUTE button down and reply by speaking into handset. Distant party cannot hear response.
- **Non-verbally:** If the announcing station has an LCD speakerphone, pressing a preprogrammed message response button causes a message to appear in their display and disconnects the announcing station.

*Continued on next page...*

## *Station Monitoring*

If your station is set up for station monitoring, when a BLF light flashes (indicating station ringing), you can pick up the call by pressing the DSS button.

However, after you answer the call and either put it on HOLD or begin to transfer it, the DSS light will go out.

Press  if you have to retrieve the call.



# Making Calls

## Outside Calls

To dial outside calls manually,

- Press button to select line.
- Listen for dial tone.
- Dial number.

When party answers,

- Lift handset to talk.

*NOTE: Selecting a line is not necessary if a prime line has been assigned to a telephone, i.e., when you lift your handset a line is automatically selected.*

For automatic dialing, just press the programmed button and lift handset to talk.

If your system has line groups,

- Press **ITCM**.
- Dial line group access code
  - 9 = line group 1
- OR-**
  - 81 = line group 2
  - 82 = line group 3
  - 83 = line group 4
- Listen for dial tone.
- Dial number.

Continued on next page . . .

## *Outside Calls (continued)*

If all the lines in the group are busy, you can place your station in a queue to await an idle line.

- Press **ITCM**.
- Dial the line group access code (**9, 81, 82, 83**).
- Hear busy tone.
- Dial **\*** **8<sup>TUV</sup>** and hang up. When line group is free, your telephone ringer will sound five short tone bursts..
- Lift handset, hear dial tone, and place call.

To cancel queuing,

- Press **ITCM**.
- Dial **#** **8<sup>TUV</sup>** and hang up.

## *Intercom Calls*

Intercom calls may be dialed manually or, using a programmed button (DSS), automatically.

To *voice call* manually,

- Lift handset.
- Press **ITCM**.
- Dial extension number.
- Talk.

To *voice call* automatically (DSS),

- Lift handset.
- Press DSS button.
- Talk.

*Continued on next page . . .*



## ***Intercom Calls (continued)***

To *tone call* manually,

- Lift handset.
- Press **ITCM**.
- Dial extension number.
- Press **ITCM** again. Called telephone will ring.

*NOTE: Some systems may be set up to tone signal as the first option.  
Pressing ITCM a second time is not necessary in this case.*

To *tone call* automatically (DSS),

- Lift handset.
- Press DSS button.
- Press **ITCM**. When intercom party answers, two-way conversation can take place.

MAKING  
CALLS

## ***Secure Off-Hook Voice Announce***

To make a voice announcement to another station that is off-hook or busy on a call,

- Make intercom call.
- Hear several quick tone bursts for a SOHVA.
- Make announcement. When you hear a busy tone, this means the station is on the speakerphone and you cannot make an announcement. The person you are calling will, however, hear a ring from his telephone.
- Wait on line for reply. If announcing from an LCD speakerphone, called station may send non-verbal reply for display. As response is displayed, the announcing station is disconnected.

*NOTE: The caller cannot control how the announcement is received.  
This depends upon the equipment used and class of service programming.*

## *Automatic Callback*

If the intercom station you have called is busy, you can queue to the busy telephone.

1. Dial **\*** **6<sup>MNO</sup>** when you hear a busy signal.
2. Hang up. Your telephone will ring with five short tone bursts when the one you called becomes idle.
3. After you lift the handset, the telephone you called will ring. If you don't lift the handset, the callback is cancelled.

To cancel automatic callback before it rings:

1. Press **ITCM** **#** **6<sup>MNO</sup>**.
2. Hang up.

## *Automatic Dialing (Autodial)*

This is one- or two-button dialing using programmable buttons other than keypad buttons.

To automatically dial numbers,

- Press button programmed for desired number.

If button is programmed on second level (under DSS button),

- Press **HOLD** and then press DSS button.

## *Speed Dialing*

Speed dialing is autodialing using the keypad buttons. **Station** numbers are personal numbers, i.e., business associates, travel agencies, etc., that are used only by you. **System** numbers are public numbers, i.e., the corporate office, the company lawyer, etc., that are accessed from every station.

Make sure everyone in your group has a list of the system speed dial numbers.

*Continued on next page . . .*

## *Speed Dialing (continued)*

To speed dial **station** numbers if on-hook,

- Dial the keypad number (**0 through 9**) you have programmed into your telephone.

**-OR-**

If off-hook and on a line,

- Press **HOLD**.
- Press the keypad digit (**0 through 9**).

To speed dial **system** numbers if on-hook,

- Press **\***.
- Dial the memory location numbers (**01 through 99**) you have programmed into the system.

**-OR-**

If off-hook and on a line,

- Press **HOLD**.
- Dial **\*** plus the memory location digits (**01 through 99**).

## *Last Number Redialing*

The last number dialed can be automatically redialed with a one- or two-button action.

- Press **#**. (If on line listening to dial tone, press **HOLD**, then press **#**.)
- Listen for ringing or busy tone.
  - Ringing tone: When party answers, pick up handset.
  - Busy tone: Press **SPKR** or **MNTR** to disconnect.

*Continued on next page . . .*

## *Saved Number Redialing*

The first 16 digits of the last manually dialed number can be saved for later redial.

To **save** the number,

- Press button preprogrammed for this purpose.

To **dial** a saved number,

- Lift handset.
- Press **HOLD**, then press preprogrammed button.

*NOTE: You can store only one 16-digit number at a time.*

# Holding Calls

## *Manual Hold*

To place a call on hold,

- Press **HOLD**.

To retrieve a held call,

- Press line button with flashing light,

**OR -**

- Press TAP if station does not have line appearance.

## *Exclusive Hold*

This means that only you can retrieve the held call on your telephone.

To place on exclusive hold,

- Press **HOLD** twice.

To retrieve exclusive hold,

- Press line button with flashing light.

**-OR-**

- Press **TAP** if station does not have line appearance.

## *Direct Station Hold (parking a call to a station)*

To place a call on direct hold,

- While on line, press **ITCM**. This places the outside call on hold.
- Dial **\*** **9** **WXYZ** **0** **OPR** plus the extension number of the station receiving park

*Continued on next page....*

## ***Direct Station Hold (continued)***

To **retrieve** a direct hold call,

- From the hold receiving extension, dial **#** **9<sub>WKY</sub>** **0<sub>OPR</sub>** .

To **cancel** a direct hold call from station that placed call on hold,

- Dial **\*** **4<sub>GH</sub>** plus extension number of the station holding the call. Doing this reconnects you to the outside line.

## ***Call Park (parking a call to an orbit)***

To **park** a call in one of nine orbits,

- While on line, press **ITCM** **\*** .
- Dial a park zone access code (**91 through 99**).

To **retrieve** a parked call,

- From any station, press **ITCM** **#** .
- Dial the park zone access code (**91 through 99**).

## ***Hold Recall Feature***

After a preprogrammed length of time, a call placed on hold will automatically ring back to the telephone that placed it on hold.


If the call is on exclusive hold, it will revert to manual hold after the hold recall time period. The call can then be retrieved by anyone with that line appearance.

# Transferring Calls

When transferring a call you can either identify the caller before you transfer (screened) or you can transfer the call without identifying the caller (unscreened).

## *Screened Transfer*

To screen and transfer a call to another station in the system,

- Answer call.
- Press . Call is placed on hold automatically.
- Dial extension number of party to be transferred to.

**-OR-**

Press DSS button for one-button intercom calling.


- When intercom party answers, announce call.
- Hang up handset.

If the called party is busy or does not answer,

- Press  to retrieve call.

## *Unscreened Transfer*

To transfer an unscreened call to another station in the system,

- Answer call.
- Press . Call is placed on hold automatically.
- Dial extension number of party to be transferred to.

**-OR-**

Press DSS button for one-button intercom calling.

*Continued on next page . . .*

## ***Unscreened Transfer (continued)***

- Hang up handset.

*NOTE: If the station to which unscreened transfers are made is busy, the transferred calls will camp-on at the station. Each call will automatically ring the station when it becomes idle.*

- If a transferred call is not answered after a preprogrammed time, it will ring back to your station.
- Answer by pressing flashing line key.

## ***Transfer Recall to Tandem Attendants***

If your system is programmed for this feature, unanswered transferred calls will recall to both attendants at stations 10 and 12.





# Making Conference Calls

## Five-Party Conference Calls

You can make conference calls that encompass up to five parties, including you as the originating station, in any combination of outside lines and inside stations. For example, you can conference three outside lines and two inside stations or four outside lines and one inside station or five inside stations - the combinations are up to you.

To **set up** a conference call that includes either outside lines and inside stations, or just inside stations,

1. Make first call
2. Press . (Call is placed on hold automatically.)
3. Make next call.
4. Press  to establish conference.
5. Repeat steps 2 - 4 to add up to two more parties.

*NOTE: When setting up a conference call with outside lines and inside stations, you must call the outside lines first.*

To **continue** the conference with the last conferee after three outside lines have dropped out of the conference,

- Press the line button of the remaining party.

To **drop** outside lines from the conference,

- Press HOLD to put all lines on HOLD before the caller hangs up. Not doing this will result in a tone sounding in the handset receiver, interrupting the remaining conferees.
- To retrieve lines from HOLD and bring them back into the conference, repeat steps 1 - 5 above.

*NOTE: If all the conference circuits are busy, you will not be able to add a party to the conference. The message "Conference Full" will appear in your display.*

## *Unsupervised Conference Call*

Dropping out of a conference call and leaving outside lines in the conference is known as an unsupervised conference call.

You can do this only when you are involved in a three-party conference call.

To drop out of a conference call, dial **#** and hang up.

*NOTE: Conference volume levels are dependent upon the quality of the external lines.*

# Messaging

## *Message Waiting Light*

If your station has been designated as a central message desk, you can turn on the message waiting light (above HOLD) of any telephone from your station to let the user know that a message awaits pickup.

To receive a message at an alerted station,

- Observe flashing light.
- Lift handset.
- Press **ITCM** **HOLD**.
- Connection to station that left message is automatic.

To turn on the message waiting light,

- Press **ITCM** **\*** **3<sup>DEF</sup>**.
- Dial extension number of station to be alerted. The message waiting light of called station will flash.

To turn off the message waiting light,

- Press **ITCM** **#** **3<sup>DEF</sup>**.
- Dial extension number of station that was alerted. The message waiting light of called station will turn off.

To turn off the message waiting light during message-delivering conversation.

- Press **ITCM**.

*NOTE: Any station, if programmed with "Message Wait Originate," can have this messaging capability.*

## LCD Messaging

System-supplied messages can be set at a station to be received or displayed by a calling LCD speakerphone. These messages give information on the status of the telephone user.

In the back of this guide there is a list entitled "LCD Messages." Fill it in with the messages you have created and then make sure you distribute the list of messages to everyone in your group.

To turn on message,

- Press **ITCM** **\*** **0**<sub>OPR</sub> **2**<sub>ABC</sub> .
- Dial the desired code number from your message list. The default messages of "Back At" and "Call" may be used:
  - For default message 1, which is "Back At," dial time in twelve-hour format using the # as a colon.
  - For default message 2 which is "Call," dial telephone number of where you will be.
- Press **SPKR** or **MNTR** . Intercom light flashes steadily.

To turn off message and your intercom light,

- Press **ITCM** **#** **0**<sub>OPR</sub> **2**<sub>ABC</sub> .

## Response Messaging

When you receive a secure off-hook voice announce or an intercom call, this feature lets you send a message back to the calling station.



The response messages are preprogrammed by you, stored at individual stations and sent by pressing a programmable button designated for sending response messages.

*NOTE: When you send a response message, the calling party will be disconnected.*




## ***Station-To-Station Messaging***

When a station-to-station call is made and no one answers, the caller may leave a message by activating the BLF light at the called station if the calling station is stored as a DSS /BLF at the called station.

To turn on message light,

- Make intercom call. If there is no answer:
- Dial   . BLF light at called station turns on.

To turn off message light,

- Press    .
- Dial extension number of station to turn off message light.

To answer messaging,

- Press DSS associated with lighted BLF light.

If the calling station is not stored as a DSS at the called station, then the call will transfer to the central message desk, if programmed. Then the central message desk (usually the attendant's station) can light the message waiting light of the originally called station.

## ***Assist Button Messaging***

By using a programmed assist button on your telephone, you can send a message to your supervisor, asking for assistance.

To send a message for assistance,

- Press ASSIST button.
- If you have not programmed the extension number of the station you need help from, press the DSS button that is assigned to that station after pressing the ASSIST button
- If assisting station is idle, tone burst sounds and message appears in display. If it is busy, message appears when it becomes idle.

# Programming Your Telephone

## *Autodial Programming*

Autodial is a feature that lets you:

- Dial lengthy numbers using one or two buttons.
- Store frequently used feature codes.

Autodial can be stored:

- At a blank programmable button, or
- On a secondary level under a DSS button.





Before you begin programming, write down:

- The line(s) you will use to access the number.
- The number or feature code you are storing.

As you program numbers, fill in the identification strips on your telephone. Write first level numbers on the ID strips and secondary numbers on the index pullout directory in the front of your telephone.

Because the programming steps for **outside numbers**, **intercom numbers** and **feature codes** vary slightly, they appear here as separate steps.

## Programming Outside Numbers

1. Press    .
2. Press programmable button you want for storage.
3. Press your line button or 0 (for last line used or prime line, if assigned).
4. Dial the numbers to be stored:
  - You can enter up to 16 digits.
  - All digits on the keypad are valid.
  - You may need a pause between numbers to compensate for differences in response time between your system and the host system. If you do, press the HOLD button to insert a pause. Then, continue dialing.

*Continued on next page . . .*

# Autodial Programming (continued)

## Programming Outside Numbers (continued)

- If your system is behind a host system that needs a hookflash to access a feature, press the TAP button. Then, continue dialing.
- 5. To continue storing, press the TRANS/CONF button and repeat steps 2-4.
- 6. Press **SPKR** or **MNTR** to end.

You can store an autodial number under a DSS button. Just repeat steps 1-6, using the programmable button mentioned in step 2.

## Programming Outside Numbers Using Line Groups

Line groups are represented as 1, 2, 3, and 4 on the keypad. The table below shows the line group and its corresponding keypad number.

Line Group	Keypad
9	1
81	2
82	3
83	4

To store a number using a line group:

1. Press **ITCM** **\*** **\*** **1**.
2. Press programmable button you want for storage.
3. Press either 1 (9), 2 (81), 3 (82), or 4 (83) on the keypad.
4. Dial the number you are storing.
5. To store another number, press the TRANS/CONF button and repeat steps 2-4.
6. Press **SPKR** or **MNTR** to end.

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## Autodial Programming (continued)

### Programming Intercom Numbers (DSS/BLF)

1. Press **ITCM** **\*** **\*** **3<sub>DEF</sub>**.
2. Press the DSS button you want for storage.
3. Dial the intercom number to be stored.
4. To store another number, repeat steps 2 and 3.
5. Press **SPKR** or **MNTR** to end.

### Programming Feature Codes

For convenience and quick access, you might want to store feature codes. Some examples of these are:

- Call Forwarding (on and off)
- Call Pickup
- Automatic Redialing

To program feature codes,

1. Press **ITCM** **\*** **\*** **1**.
2. Press programmable button you are using for storage.
3. Enter the codes for the feature.

**Example:** For Call Forwarding to a specific extension, press **ITCM** **\*** **0<sub>OPR</sub>** **5<sub>JKL</sub>** and extension of telephone you want calls forwarded to.

4. To store another code, press the TRANS/CONF button and repeat steps 2 and 3.
5. Press **SPKR** or **MNTR** to end.

*NOTE: See Quick Reference Guide in back of this guide for complete feature code listing.*



## *Speed Dial Programming*










### **System Speed Dial Programming**

Using the keypad digits, you may store frequently used numbers that are accessible by all the system's users from their stations. Since these numbers can only be stored at your station (attendant), distribute a list of the numbers to the users.

Before you program, make a list of:

- The storage location you are using (01 through 99 on the keypad).
- The line that the call will be stored on, i.e., your line, the intercom line, or a line group.
- The telephone numbers or feature codes you are storing.

To program system speed dial numbers:

1. Press     .
2. Dial 01 through 99 for storage location.
3. Press  to clear the current entry.
4. Choose the line to be used:
  - 90 = last line used or prime line (if assigned)
  - 01 - 32 = lines
  - ITCM = intercom
  - 91 through 94 = line groups
5. Dial the number to be stored (up to 32 digits); if you need a pause between numbers, press the HOLD button and continue entering the remaining digits. If you need a hookflash, press the TAP button and continue entering the remaining digits.
6. Press  to continue entering numbers.
7. Press  or  to end.

## Speed Dial Programming (continued)

### Station Speed Dial Programming

Using the keypad digits, you may store frequently used telephone numbers that only you will access. Before you begin, make a list of:

- The storage location you are using (0 through 9 on the keypad).
- The line the call will go over.
- The telephone numbers or feature codes you are storing.

Use the directory in the pullout index tray in front of your telephone to store the list.

To program station speed dial numbers,

1. Press **ITCM** **\*** **\*** **2<sup>ABC</sup>**.
2. Press a keypad button (0 through 9) that you are using for storage.
3. Choose the line to be used:
  - 0 = last line used or prime line (if assigned)
  - line key
  - ITCM = intercom
  - 1 through 4 = line groups
4. Dial the number to be stored (up to 16 digits); if you need a pause between numbers, press the HOLD button.
5. Press **TRANS CONF** to continue entering numbers.
6. Press **SPKR** or **MNTR** to end.

### Response Messaging Programming

This program lets you set up a button to be used for making a non-verbal response to a SOHVA or an intercom call. The response appears in the display of the calling station.

To assign a button for non-verbal response:

1. Dial **ITCM** **\*** **\*** **1**.
2. Press the programmable button you want to use for message access.

*Continued on next page . . .*

## ***Response Messaging Programming (continued)***

3. Dial **5<sub>JKL</sub>**.
4. Dial a message number (0 through 9).

*NOTE: The preprogrammed messages are created by you, the attendant.*

5. Press **SPKR** or **MNTR** to end.

## ***System Clock Programming***

To program the system clock in the display for the current date and time:

1. Press **ITCM** **\*** **#** **0<sub>OPR</sub>** **1**.
2. Dial two digits (00-99) for year.
3. Dial two digits (01-12) for month.
4. Dial two digits (01-31) for day.
5. Dial two digits (00-23) for hour.
6. Dial two digits (00-59) for minute.
7. Press **SPKR** or **MNTR** to end.

## ***LCD Message Programming***

Your system gives you two default messages: "Back At . . ." and "Call . . ." In addition, you can add eight customized messages, or you can create up to ten messages if you decide not to use the two default messages.

If you intend to create a response message to a voice announce, remember that this is also a message and that it uses one of your message locations.

When you are done creating and programming messages, fill in the list in the back of this guide. Make a list of the stored messages and their location numbers and give each station user a copy.

## LCD Message Programming (continued)

1. Press **ITCM** **\*** **#** **0<sub>OPR</sub>** **5<sub>JKL</sub>**.
2. Dial a message location number (0 through 9).
3. Dial **#** to clear current message.
4. Using Table 1, compose your messages by dialing the two-digit codes that relate to letters.
5. If you inadvertently wrote over the default messages, you can retrieve them by dialing 10 for "Back At" and 20 for "Call."
6. To continue, dial **\*** and repeat steps 2 through 4.
7. Press **SPKR** or **MNTR** to end.

**Example:** Create a response message that will read as "TAKE MESSAGE" and program it into message location number 3.

1. **ITCM**
2. **\*** **#** **0<sub>OPR</sub>** **5<sub>JKL</sub>**
3. **3<sub>DEF</sub>**
4. **#**
5. 81, 21, 52, 32      12      61, 32, 73, 73, 21, 41, 32  
T A K E      space      M E S S A G E
6. **\***
7. **SPKR** or **MNTR**

Table 1. Character Codes

CHARACTER	CODE	CHARACTER	CODE	CHARACTER	CODE
A	21	a	24	SPACE	12
B	22	b	25	;	17
C	23	c	26	/	18
D	31	d	34	"	19
E	32	e	35	.	27
F	33	f	36	'	28
G	41	g	44	:	29
H	42	h	45	1	01
I	43	i	46	2	02
J	51	j	54	3	03
K	52	k	55	4	04
L	53	l	56	5	05
M	61	m	64	6	06
N	62	n	65	7	07
O	63	o	66	8	08
P	71	p	74	9	09
Q	11	q	14	0	00
R	72	r	75		
S	73	s	76	Back At	10
T	81	t	84	Call	20
U	82	u	85		
V	83	v	86		
W	91	w	94		
X	92	x	95		
Y	93	y	96		
Z	13	z	16		

## Station Name Programming

If you have an LCD speakerphone, this feature lets you know who is calling you and lets the caller know that you are calling them.

You can assign, to a station, either a personal or a group name that will show up in the user's display or in the called party's display or both. Typical names could be SRVC, MKTG 1, K SMITH.

1. Press **ITCM** **\*** **#** **0**<sub>CPR</sub> **6**<sub>MNO</sub> .
2. Select station to be programmed by dialing station number 10 through 57.
3. Dial **#** to clear current name.
4. Using Table 1, compose your station name (up to 7 digits) by dialing the two-digit codes that relate to letters.
5. Dial **\*** to continue entering station names and repeat steps 2 through 4.
6. Press **SPKR** or **MNTR** to end.

## Assist Button Programming

With this feature you can program an "assist" button on your telephone that will let you send a message to an LCD speakerphone. By pushing this button you can let your supervisor know, with a tone and a station message display, that you need assistance with a problem caller.

Then, after receiving the tone and the display message, your supervisor can join the call or monitor it through executive override or service observing.

To program an assist button,

1. Press **ITCM** **\*** **\*** **1** .
2. Press programmable button you want as assist button.
3. Dial **7**<sub>PRS</sub> .

*Continued on next page...*

## *Assist Button Programming (continued)*

4. Dial **0-9** to choose preprogrammed message. (See attendant for list of messages.)

**-OR-**

Dial **\*** to choose the system-provided message. (System message = "ASSIST" plus name or extension number of station sending message. Name or extension is automatically added by system.)

5. If one particular station must always receive message, dial extension number of that station; otherwise, skip to step 6.
6. Label button.
7. Press **SPKR** or **MNTR** to end.

## Using Miscellaneous Features

### *Account Code Entry*

If you need to enter an account code for the SMDA report while calling a number, you can do so using this feature. However, code entry is voluntary, i.e. if you do not enter a code, the call will continue to go through.

To enter account code:

1. Select line. The display on the LCD speakerphones will prompt for "Account Code" if programmed to do so.
2. Press **ITCM** **\*** **0**<sub>OPR</sub> **4**<sub>GH</sub> .
3. Dial account code. Listen for dial tone.
4. Dial number you are calling.

*NOTE: If you hear an error tone after step 3, check the account code for validity.*

### *Automatic Set Relocation*

With this feature, if you move your telephone to another location, you will be given a choice via the display prompt as to whether you want to keep the previous programming or use the programming in the new location.

### *Background Music*

If supplied by your system, music can be set to play through your telephone speaker.

To turn music ON:

1. Press **ITCM** **\*** **1** . Speaker light will turn on.
2. Adjust loudness of music with speaker volume control.

To turn music OFF:

- Press **ITCM** **#** **1** . Speaker light will turn off.

*NOTE: Background music automatically turns off during calls.*



## Call Forwarding

You can forward your calls to ring at another station.

To forward intercom and prime line calls to another telephone:

1. Press **ITCM** **\*** **0<sub>OPR</sub>** **5<sub>JKL</sub>**.
2. Dial extension number of telephone to which calls are to be forwarded.
3. Hang up.

To cancel intercom and prime line call forwarding:

- Press **ITCM** **#** **0<sub>OPR</sub>** **5<sub>JKL</sub>** and hang up.

To forward all calls to another telephone:

1. Press **ITCM** **\*** **5<sub>JKL</sub>**.
2. Dial extension number of telephone to which calls are to be forwarded.
3. Hang up.

To cancel all call forwarding:

- Press **ITCM** **#** **5<sub>JKL</sub>** and hang up.

*NOTE: Your station will ring with a short ring burst each time a call is forwarded to remind you that your calls are being forwarded.*

## Call Override Features

### Executive Override

If your telephone has this feature, you can break into a conversation at another station. When you make an intercom call and hear a busy signal:

1. Dial **\*** **0<sub>OPR</sub>** **3<sub>DEF</sub>**. Five short tone bursts will sound at the called station.
2. Join in-progress call.

*Continued on next page . . .*

## Call Override Features (continued)

### Service Observing

For training purposes, this feature allows you, undetected, to monitor a conversation at another station.

To monitor an in-progress call:

1. While on-hook, press **ITCM** **#** **0<sub>OPR</sub>** **3<sub>DEF</sub>** .
2. Dial extension number of station you are going to monitor.
3. Press **SPKR** to end.

### Call Waiting

You can send a call waiting tone to a busy station and wait for an answer.

To **activate** call waiting:

1. Make intercom call and hear busy signal.
2. Dial **\*** **0<sub>OPR</sub>** **1** . Called party will hear tone.
3. Remain on line, waiting for called party response.

To **cancel** call waiting, hang up handset.

To **answer** call waiting if you receive a call waiting tone while on a call:

1. Hear short tone burst in receiver.
2. Either place call on hold or complete present call and hang up. Waiting call will begin ringing.
3. Lift handset to answer.

## ***Departmental Station Operation***

Your station may be a terminating station for departmental calling. That is, if all stations in the department are busy or ring-no-answer (RNA), the call will be routed to your station. You may either service the call or transfer the call back to the department extension number.

Then, the call will camp-on at the department and will not return to your station if the department stations are still not available to handle the call. After a preprogrammed length of time, the camped-on call will come back to you - the transferring station.

An intercom call will not camp-on at a department - it will ring to your station

## ***Direct Inward Station Dialing (DISD)***

This feature allows an outside party to call an intercom station directly without your assistance. DISD works in the following manner:

- When the outside party calls a DISD line, initially the caller will hear ringing.
- If the call is not answered by a station with the line appearance, the system will answer the call with a DISD dial tone. This dial tone is distinctly different from a standard dial tone.
- The caller can then dial an extension number. One of four things will happen:
  1. The caller will hear ringing until the station answers.
  2. If the called station does not answer, the caller will hear the DISD dial tone again. The caller can then try another extension.
  3. If the called station has Call Forward set, the forwarded station will ring.
  4. If the called station is busy, the caller will be placed on HOLD and will hear background music. After a certain time period, the caller will hear the DISD dial tone again. The caller can then try another extension.

*NOTE: A maximum of three attempts are allowed.*

## *Display Contrast Adjustment*

If your telephone has an LCD, you can adjust the contrast of the display by holding down the MUTE button on your telephone. After five seconds, "Contrast Level" and a number shows up in the display. Continue to depress the MUTE button - the display contrast changes.

The numbers 0 through 7 represent the contrast from light (0) to dark (7).

When you have adjusted the display contrast to suit you, release the MUTE button

## *Do Not Disturb*

This feature keeps calls from ringing at your station and makes your station appear to be busy to intercom calls.






If your telephone has this feature, press the button arranged by class of service programming for this purpose. The light associated with this feature will turn on when you are using "Do Not Disturb."

To cancel this feature, press the button again.

*NOTE: Generally, this feature cannot be overridden by the caller; the caller will hear two quick tone bursts every three seconds. Some stations, however, have the ability to override "Do Not Disturb."*

## *Music on Hold*

If you want to turn off the music that plays while people are on HOLD:

1. Press     .
2. Press the first button in the top row (upper left-hand corner) of buttons to turn feature on and off. The button light will be on when the hold music is on; the light will be off when the music is off.

**-OR-**

*Continued on next page . . .*

## *Music on Hold (continued)*

Instead of using a button to activate this feature, you can use 1 on the keypad to turn this feature on and 2 on the keypad to turn this feature off. Follow step 1 above and then press 1 and 2 on the keypad in the place of step 2.

3. Press **SPKR** or **MNTR** to end.

## *Mute Button*

By using the MUTE button, you can block transmission of your voice to the distant party. For example, if someone comes into your office to talk to you and you do not want to interrupt the distant party, just press the MUTE button.

The MUTE button turns on and locks when you press and release it and turns off when you press it again.

## *Night Transfer*

Before you leave work for the day, you can set up the system to automatically transfer incoming calls to another station or stations for off-hour answering.

To turn this feature on or off:

1. Press **ITCM** **\*** **#** **0**<sub>OPR</sub> **3**<sub>DEF</sub>.
2. Press the first button in the top row (upper left-hand corner) of buttons to turn feature on and off. The button light will be on when night transfer is on; the light will be off when the feature is off.

**-OR-**

Instead of using a programmable button to activate this feature, you can use 1 on the keypad to turn the feature on and 2 on the keypad to turn this feature off.

## Paging

If you have an external paging unit set up by the installer, you can page over it:

1. Lift handset.
2. Dial paging access number, push line button (if external paging is on a line) or, off hooked up to auxiliary paging port, press **ITCM** **8<sup>TUV</sup>** **9<sup>WXYZ</sup>**.
3. Make announcement.
4. Hang up.

You can also page all stations through their intercoms (all-call paging) or just some stations (zone paging). To do this:

1. Lift handset.
2. Press **ITCM**.
3. Dial **87** for all-call paging. Dial **84**, **85**, or **86** for zone paging.
4. Make announcement and stay on line if waiting for an answer.

**-OR-**

5. Hang up handset.

You can answer an all-call or zone page from any station in the system.

To answer this page known as "Meet-Me Page":

1. Lift handset of nearest station.
2. Press **ITCM** **8<sup>TUV</sup>** **8<sup>TUV</sup>**.

## *Personal Ringing Tones*

You can choose one of four different ring tones to easily identify your station when it rings. To select one of these rings:

1. Press **ITCM**, **\***, **\***, **4GH**.
2. Dial **1**, **2<sup>ABC</sup>**, **3<sup>DEF</sup>** or **4<sup>GH</sup>**. One of four ringing tones will be selected and the next time your telephone rings, you will hear the difference.

## *Privacy*

By pressing a button designated a "privacy button," you can allow another person to join you in a call. This feature is preprogrammed by the installer.

## *Pulse/Tone Switching*

If your local telephone service is pulse (rotary), but you have to convert to tone while dialing, press **#** at the point in the dialing sequence where conversion to tone is required. The system will switch back to pulse dialing when you end your call.

You can program pulse-to-tone switching by pressing **#** during autodial or speed dial number storage.

## ***Station Message Detail Accounting (SMDA) Printout***

If your system has a data printer, you can command the system to print several different types of reports and to delete all stored SMDA records:

1. Press **ITCM** **\*** **#** **0<sub>OPR</sub>** **7<sub>PRS</sub>** .
2. Choose report to be printed:

Dial	Item
1 #	Station report
2 #	Line report
3 #	Department report
4 #	Account code report
5 #	Automatic reports
6 #	Print all records
7 #	Delete SMDA records
0 #	Departmental Calling Distribution (DCD) report
8	Obtain the number of free records in the system
9	Abort printing

3. Press **SPKR** or **MNTR** to end.

### ***Voice Announce Blocking***

You can prevent voice-signalled intercom calls from sounding through your station speaker.

To block voice calls:

- Press **ITCM** **\*** **2<sub>ABC</sub>** .

To un-block voice calls:

- Press **ITCM** **#** **2<sub>ABC</sub>** .

This feature also blocks SOHVA calls.



**Table 1. Quick Reference Guide**

MULTILINE TELEPHONES			
All-Call Page		ITCM # 87	
Attendant Calling		ITCM 0	
Automatic Callback	Activate	ITCM, Ext., * 6	
	Cancel	ITCM # 6	
Automatic Redialling		Programmed Button	
Background Music	On	ITCM # 1	
	Off	ITCM # 1	
Call Forward	Personal	ITCM * 05, Ext.	
	Cancel	ITCM # 05	
	All Calls	ITCM * 5, Ext.	
Call	Park	ITCM * (91 - 99)	
	Pick Up	ITCM # (91 - 99)	
Call Pickup	Directed	ITCM, * 4, Ext.	
	Group	ITCM # 4	
Call Waiting Tone	Send	ITCM, Ext., * 01	
	Cancel	Hang up	
Do Not Disturb	Set	Programmed Button	
	Cancel	Programmed Button	
Executive Override	Manual	ITCM, Ext., * 03	
	Hold	HOLD	
	Exclusive	HOLD, HOLD	
	Direct	ITCM * 90, Ext.	
Line answer From Any Station (Night Transfer)	Direct Hold Pickup	ITCM # 90	
		ITCM # 80	
Line Group Access	Group 1	ITCM 9	
	Group 2	ITCM 81	
	Group 3	ITCM 82	
	Group 4	ITCM 83	
LCD Messaging	Set	ITCM * 02 (0 - 9)	
	Cancel	ITCM # 02	

Line Queuing	Enable	ITCM (Group code) * 8
	Cancel	ITCM # 8
Meet-Me Answer (Paging)		ITCM 88
Message Waiting	Set	ITCM, * 3, Ext.
	Cancel From Idle	ITCM, # 3, Ext.
	Cancel On Line	ITCM
	Retrieves Message	ITCM, HOLD
Night Transfer (Attendant Station Only)	On	ITCM * # 03 (1)
	Off	ITCM * # 03 (2)
Personal Ringing Tones	Set Tone 1 - 4	ITCM * * 4 (1 - 4)
Pulse/Tone Switching		#
	Redial (Last number dialed)	#
Saved Number Redial	Use	HOLD, Progr. Button
	Store	Programmed Button
Service Observing (On-hook)		ITCM # 03, Ext.
	Speed Dial	1-0
		* 01-99
Station-to-Station Messaging	Activate	ITCM, Ext., * 7
	Cancel	ITCM, # 7, Ext.
Voice Announce Block	On	ITCM * 2
	Off	ITCM # 2
Zone Page	Zone 1	ITCM 84
	Zone 2	ITCM 85
	Zone 3	ITCM 86

Table 3. Display Summary

Display Type	When Displayed
<b>Assist</b> <div data-bbox="142 277 436 354" style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1</b>                    <b>3:05</b>  <b>Assist</b>                    <b>S15</b> </div>	This preprogrammed message appears in display that it is sent to. Either a name or a station number can be entered.
<b>Automatic Callback</b> <div data-bbox="142 488 436 565" style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1</b>                    <b>3:05</b>  <b>Camp-On S118</b> </div>	When waiting for a busy telephone to signal that it has become idle, the display shows that the feature is active.
<b>Automatic Redial</b> <div data-bbox="142 737 436 813" style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1</b>                    <b>3:05</b>  <b>Auto-Redial</b> </div>	Display shows that feature is active.
<b>Call Costing</b> <div data-bbox="142 915 436 992" style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1</b>                    <b>3:05</b>  <b>Call Cost</b>                <b>1.27</b> </div>	When you push <b>HOLD</b> button after making a call, if programmed, call cost appears in display.
<b>Call Forward</b> <div data-bbox="142 1127 436 1203" style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1</b>                    <b>3:05</b>  <b>Fwd To S122</b> </div>	Display shows extension number of telephone to which call is forwarded.
<b>Call Messaging</b> <div data-bbox="142 1305 436 1382" style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1</b>                    <b>3:05</b>  <b>Message</b> </div>	Display prompts for message. Entering a keypad digit (0-9) causes a message to be displayed.
Example: <div data-bbox="236 1425 526 1500" style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1</b>                    <b>3:05</b>  <b>Back At</b> </div>	

Table 3. Display Summary (continued)

Display Type	When Displayed								
<p><b>Call Timer</b></p> <table border="1" data-bbox="150 300 440 381"> <tr> <td><b>Tue 1</b></td> <td><b>3:05</b></td> </tr> <tr> <td><b>Call Time</b></td> <td><b>1:57</b></td> </tr> </table>	<b>Tue 1</b>	<b>3:05</b>	<b>Call Time</b>	<b>1:57</b>	<p>Begins during dialing and displays for 10 seconds after hang-up.</p> <p>To recall display for last completed call, press <b>HOLD</b> key.</p>				
<b>Tue 1</b>	<b>3:05</b>								
<b>Call Time</b>	<b>1:57</b>								
<p><b>Calling Station</b></p> <table border="1" data-bbox="150 544 440 625"> <tr> <td><b>Tue 1</b></td> <td><b>3:05</b></td> </tr> <tr> <td><b>122</b></td> <td></td> </tr> </table>	<b>Tue 1</b>	<b>3:05</b>	<b>122</b>		<p>The display shows extension number or name of calling telephone.</p>				
<b>Tue 1</b>	<b>3:05</b>								
<b>122</b>									
<p><b>Conference Calls</b></p> <table border="1" data-bbox="150 755 440 836"> <tr> <td><b>Line 2</b></td> <td><b>Line 1</b></td> </tr> <tr> <td><b>Call Time</b></td> <td><b>1:27</b></td> </tr> </table> <table border="1" data-bbox="150 844 440 925"> <tr> <td><b>S11</b></td> <td><b>S13</b></td> </tr> <tr> <td><b>S12</b></td> <td><b>S14</b></td> </tr> </table>	<b>Line 2</b>	<b>Line 1</b>	<b>Call Time</b>	<b>1:27</b>	<b>S11</b>	<b>S13</b>	<b>S12</b>	<b>S14</b>	<p>When conferencing with lines, this shows up in display.</p> <p>When conferencing with other stations, the display shows the numbers of the stations.</p>
<b>Line 2</b>	<b>Line 1</b>								
<b>Call Time</b>	<b>1:27</b>								
<b>S11</b>	<b>S13</b>								
<b>S12</b>	<b>S14</b>								
<p><b>Dialed Numbers</b></p> <table border="1" data-bbox="150 1023 440 1104"> <tr> <td><b>Tue 1</b></td> <td><b>3:05</b></td> </tr> <tr> <td><b>200</b></td> <td></td> </tr> </table>	<b>Tue 1</b>	<b>3:05</b>	<b>200</b>		<p>The display will show all dialed numbers or names along with any dialed codes.</p>				
<b>Tue 1</b>	<b>3:05</b>								
<b>200</b>									
<p><b>Station:</b></p> <table border="1" data-bbox="248 1144 538 1226"> <tr> <td><b>Tue 1</b></td> <td><b>3:05</b></td> </tr> <tr> <td><b>200</b></td> <td></td> </tr> </table>	<b>Tue 1</b>	<b>3:05</b>	<b>200</b>		<p>Initially, the display shows the line number and the number you dialed.</p> <p>Then, after approximately 20 seconds, the call time will show up in the bottom line.</p>				
<b>Tue 1</b>	<b>3:05</b>								
<b>200</b>									
<p><b>Line:</b></p> <table border="1" data-bbox="248 1250 538 1331"> <tr> <td><b>Line 4</b></td> <td><b>9782200</b></td> </tr> </table> <table border="1" data-bbox="248 1356 538 1437"> <tr> <td><b>Line 4</b></td> <td><b>Call Time</b></td> </tr> <tr> <td></td> <td><b>1:57</b></td> </tr> </table>	<b>Line 4</b>	<b>9782200</b>	<b>Line 4</b>	<b>Call Time</b>		<b>1:57</b>			
<b>Line 4</b>	<b>9782200</b>								
<b>Line 4</b>	<b>Call Time</b>								
	<b>1:57</b>								
<p><b>Access Codes:</b></p> <table border="1" data-bbox="248 1469 538 1550"> <tr> <td><b>Tue 1</b></td> <td><b>3:05</b></td> </tr> <tr> <td><b>9p18049782200</b></td> <td></td> </tr> </table>	<b>Tue 1</b>	<b>3:05</b>	<b>9p18049782200</b>						
<b>Tue 1</b>	<b>3:05</b>								
<b>9p18049782200</b>									

Table 3. Display Summary (continued)

Display Type	When Displayed
<b>Display Contrast Adjustment</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Contrast Level X</b> </div>	Display after holding down Mute button for five seconds. X = 0 through 7
<b>Do Not Disturb</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Do Not Disturb</b> </div>	Display shows "Do Not Disturb" when feature is active.
<b>Hold Recall Feature</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Recall S118 L 2</b> </div>	When a timed hold recall occurs, display shows line being held and holding telephone.
<b>Last Number Redial</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Line 2</b>  <b>5552222</b> </div>	When last number dialed is redialed, display shows selected line, and dialed number.
<b>Line Queuing</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Camp-On L1</b> </div>	When queuing for a line or line group, the display will show the queuing arrangement.
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Camp-On G1</b> </div>	

Table 3. Display Summary (continued)

Display Type	When Displayed
<p><b>Line Selection</b></p> <div data-bbox="163 315 463 391" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Line 2</p> </div>	<p>When line is selected for calling or when ringing line is answered. Lines can be programmed to display numbers or names, i.e. WATS.</p>
<p><b>Mute</b></p> <div data-bbox="163 526 460 602" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Tue 1                      3:05 Mute</p> </div>	<p>Display shows when feature is active.</p>
<p><b>Paging</b></p> <div data-bbox="160 704 458 781" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Tue 1                      3:05 Zone Page X</p> </div> <div data-bbox="160 802 458 878" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Tue 1                      3:05 All Call</p> </div> <div data-bbox="160 899 458 967" style="border: 1px solid black; padding: 5px;"> <p>Tue 1                      3:05 "Station Name"</p> </div>	<p>Display for zone paging (paging some stations).</p> <p>Display for all-call page (paging all stations).</p> <p>Display when answering page. (Station Name = station originating page.)</p>
<p><b>Programming for Autodialing and Station Speed Dialing</b></p> <div data-bbox="160 1110 453 1179" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Tue 1                      3:05 Location</p> </div> <div data-bbox="160 1200 453 1268" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Tue 1                      3:05 Line</p> </div> <div data-bbox="160 1289 453 1357" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Tue 1                      3:05 Number</p> </div> <div data-bbox="160 1378 453 1455" style="border: 1px solid black; padding: 5px;"> <p>Tue 1                      3:05 9pp18049782200</p> </div>	<p>After you press ITCM * * 1, this appears in the display.</p> <p>After you enter location, this appears in display.</p> <p>After you enter line, this appears in display.</p> <p>Display after you dial the number.</p>

Table 3. Display Summary (continued)

Display Type	When Displayed
<p><b>Saved Number Redial</b></p> <div data-bbox="146 321 436 394" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Tue 1                    3:05 Last No Saved</p> </div>	<p>When a number is saved, display shows that feature is active. When saved number is dialed, display shows selected line, then shows dialed number.</p>
<p><b>Service Observing</b></p> <div data-bbox="146 561 436 634" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Service Observe S12                    S14</p> </div>	<p>When using service observing, the names or extension numbers of two stations show up in display.</p>
<p><b>Station Identification</b></p> <div data-bbox="146 740 436 813" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Tue 1                    3:05 XXXX PYY ZZZZZ</p> </div>	<p>Pressing <b>SPKR</b> or <b>MNTR</b> when your station is idle causes your extension number, port number and station name to show up in the display.</p> <p>X = extension number Y = port number Z = station name</p>
<p><b>System Clock And Calendar</b></p> <div data-bbox="146 1105 436 1179" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Tue 1                    3:05</p> </div>	<p>Always displayed as top line of display.</p> <p><i>NOTE: Date and time are set by attendant as part of system programming.</i></p>

Table 3. Display Summary (continued)

Display Type	When Displayed				
<i>NOTE: The following are exclusive attendant functions.</i>					
<b>System Clock Setting</b>					
<table border="1"> <tr> <td data-bbox="156 380 232 412">Tue 1</td> <td data-bbox="363 380 425 412">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 412 329 444"><b>SET CLOCK</b></td> </tr> </table>	Tue 1	3:05	<b>SET CLOCK</b>		Displayed when setting date and time.
Tue 1	3:05				
<b>SET CLOCK</b>					
<b>System Speed Dial</b>					
<table border="1"> <tr> <td data-bbox="156 558 232 591">Tue 1</td> <td data-bbox="363 558 425 591">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 591 401 623"><b>SYS SPEED DIAL</b></td> </tr> </table>	Tue 1	3:05	<b>SYS SPEED DIAL</b>		After you dial ITCM * # 0 2, this appears in display.
Tue 1	3:05				
<b>SYS SPEED DIAL</b>					
<table border="1"> <tr> <td data-bbox="156 651 232 683">Tue 1</td> <td data-bbox="363 651 425 683">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 683 425 716"><b>PRIME/LAST USED</b></td> </tr> </table>	Tue 1	3:05	<b>PRIME/LAST USED</b>		After entering storage location, one of these messages appears.
Tue 1	3:05				
<b>PRIME/LAST USED</b>					
<table border="1"> <tr> <td data-bbox="156 743 232 776">Tue 1</td> <td data-bbox="363 743 425 776">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 776 273 808"><b>LINE XX</b></td> </tr> </table>	Tue 1	3:05	<b>LINE XX</b>		
Tue 1	3:05				
<b>LINE XX</b>					
<table border="1"> <tr> <td data-bbox="156 836 232 868">Tue 1</td> <td data-bbox="363 836 425 868">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 868 360 901"><b>LINE GROUP 1</b></td> </tr> </table>	Tue 1	3:05	<b>LINE GROUP 1</b>		
Tue 1	3:05				
<b>LINE GROUP 1</b>					
<table border="1"> <tr> <td data-bbox="156 928 232 961">Tue 1</td> <td data-bbox="363 928 425 961">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 961 314 993"><b>INTERCOM</b></td> </tr> </table>	Tue 1	3:05	<b>INTERCOM</b>		
Tue 1	3:05				
<b>INTERCOM</b>					
<table border="1"> <tr> <td data-bbox="156 1021 232 1053">Tue 1</td> <td data-bbox="363 1021 425 1053">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 1053 232 1086"><b>LINE:</b></td> </tr> </table>	Tue 1	3:05	<b>LINE:</b>		After pressing # to clear current entry.
Tue 1	3:05				
<b>LINE:</b>					
<table border="1"> <tr> <td data-bbox="156 1114 232 1146">Tue 1</td> <td data-bbox="363 1114 425 1146">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 1146 263 1179"><b>DIGITS:</b></td> </tr> </table>	Tue 1	3:05	<b>DIGITS:</b>		After choosing line.
Tue 1	3:05				
<b>DIGITS:</b>					
<b>Night Transfer</b>					
<table border="1"> <tr> <td data-bbox="156 1281 232 1313">Tue 1</td> <td data-bbox="363 1281 425 1313">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 1313 397 1346"><b>NIGHT XFER XXX</b></td> </tr> </table>	Tue 1	3:05	<b>NIGHT XFER XXX</b>		After you dial ITCM *# 0 3, this appears in the display.
Tue 1	3:05				
<b>NIGHT XFER XXX</b>					
<table border="1"> <tr> <td data-bbox="156 1373 232 1406">Tue 1</td> <td data-bbox="363 1373 425 1406">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 1406 381 1438"><b>NIGHT XFER ON</b></td> </tr> </table>	Tue 1	3:05	<b>NIGHT XFER ON</b>		Appears in display if you dial 1 to enable.
Tue 1	3:05				
<b>NIGHT XFER ON</b>					
<table border="1"> <tr> <td data-bbox="156 1466 232 1498">Tue 1</td> <td data-bbox="363 1466 425 1498">3:05</td> </tr> <tr> <td colspan="2" data-bbox="156 1498 394 1531"><b>NIGHT XFER OFF</b></td> </tr> </table>	Tue 1	3:05	<b>NIGHT XFER OFF</b>		Appears in display if you dial 2 to disable.
Tue 1	3:05				
<b>NIGHT XFER OFF</b>					

Table 3. Display Summary (continued)

Display Type	When Displayed				
<b>Music On Hold</b>					
<table border="1"> <tr> <td>Tue 1</td> <td>3:05</td> </tr> <tr> <td>MOH XXXXX</td> <td></td> </tr> </table>	Tue 1	3:05	MOH XXXXX		After you dial ITCM * # 0 4, this appears in display.
Tue 1	3:05				
MOH XXXXX					
<table border="1"> <tr> <td>Tue 1</td> <td>3:05</td> </tr> <tr> <td>MOH ENABLED</td> <td></td> </tr> </table>	Tue 1	3:05	MOH ENABLED		Appears in display if you dial 1 to enable.
Tue 1	3:05				
MOH ENABLED					
<table border="1"> <tr> <td>Tue 1</td> <td>3:05</td> </tr> <tr> <td>MOH DISABLED</td> <td></td> </tr> </table>	Tue 1	3:05	MOH DISABLED		Appears in display if you dial 2 to disable.
Tue 1	3:05				
MOH DISABLED					
<b>LCD Messaging</b>					
<table border="1"> <tr> <td>Tue 1</td> <td>3:05</td> </tr> <tr> <td>LCD MESSAGES</td> <td></td> </tr> </table>	Tue 1	3:05	LCD MESSAGES		After you dial ITCM * # 0 5, this appears in display.
Tue 1	3:05				
LCD MESSAGES					
<table border="1"> <tr> <td>Tue 1</td> <td>3:05</td> </tr> <tr> <td>XX</td> <td></td> </tr> </table>	Tue 1	3:05	XX		After you dial the message number.
Tue 1	3:05				
XX					
<table border="1"> <tr> <td>Tue 1</td> <td>3:05</td> </tr> <tr> <td>YYYYYYY</td> <td></td> </tr> </table>	Tue 1	3:05	YYYYYYY		The message shows up in the display when you enter it.
Tue 1	3:05				
YYYYYYY					
<b>-OR-</b>					
<table border="1"> <tr> <td>Tue 1</td> <td>3:05</td> </tr> <tr> <td>Back At</td> <td></td> </tr> </table>	Tue 1	3:05	Back At		When you dial 10 and 20, these preprogrammed messages show up in the display.
Tue 1	3:05				
Back At					
<table border="1"> <tr> <td>Tue 1</td> <td>3:05</td> </tr> <tr> <td>Call</td> <td></td> </tr> </table>	Tue 1	3:05	Call		
Tue 1	3:05				
Call					



**Table 3. Display Summary (continued)**

Display Type	When Displayed
<b>Station Names</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>STATION NAME</b> </div>	After you dial ITCM * # 0 6, this appears in display.
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>XXXXXX</b> </div>	After you select station port to be programmed, current entry shows up in display.
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>XXXXXX    YYYYY</b> </div>	New station name appears in display after you enter it.
<b>Station Message Detail Accounting (SMDA) Printout</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>SMDA REPORTS</b> </div>	After you dial ITCM * # 0 7, this appears in display. Then these report names appear in display as you enter the number corresponding to each one. <ul style="list-style-type: none"> <li>1# = Station Report</li> <li>2# = Line Report</li> <li>3# = Dept Report</li> <li>4# = Account Report</li> <li>5# = Auto Report</li> <li>6# = Print Records</li> <li>7# = Delete Records</li> <li>0# = DCD Report</li> <li>8 = Free Recs XXXXX</li> <li>9 = Abort Print</li> </ul>

# Glossary

## A

**All-call paging:** Paging through the intercoms of all stations in the system.

**Assist button:** A button that you can program that will let you send a message requesting assistance to the LCD of another telephone.

**Automatic callback:** System will ring a calling telephone when a busy called telephone becomes idle.

**Automatic dialing (or Autodialing):** Using programmable buttons to store numbers for one- or two-button dialing.

**Automatic redialing:** Turning on a program that automatically redials the last number dialed once a minute for 10 minutes.

## C

**Call forward:** Designating another telephone to receive intercom calls normally directed to the user's telephone.

**Call park:** Placing an active call at a particular telephone in system hold (park orbit) and retrieving it by any telephone.

**Call pickup:** Answering a call at one telephone when it is ringing at another telephone.

**Call transfer:** Transferring a call from one station to another. The transfer can be screened, i.e., you find out who is calling and announce them to the party being called; or unscreened, i.e., you transfer the call without identifying the calling party to the called party.

**Central message desk:** A station that has been assigned to control message waiting lights and deliver messages to other stations in the system.

**Class of Service programming:** Customized programming of your system by the installer that establishes the basic operating parameters of the system and individual stations.

## D

**Departmental Station Operation:** The operation of stations that are organized into departments.

**Direct Inward Station Dialing (DISD):** This feature allows an outside party to call an intercom station directly without an attendant's assistance.

**Direct Station Selection/Busy Lamp Field (DSS/BLF):** Using one button to place intercom calls; the button is sometimes referred to as a DSS button. Busy lamp field or BLF is a term for a light that identifies current call status of DSS station.

**Do not disturb:** A mode that disables incoming call ringing and intercom calling.

**Dual Tone Multiple Frequency (DTMF):** The tones made by your telephone when you dial.

**Dynamic line key:** System temporarily assigns a normally unassigned line to an idle line button for certain call handling operations.

## E

**Exclusive hold:** Only the telephone placing the call on hold can retrieve it.

**Executive override:** Breaking into a conversation at a busy called telephone. This intrusion is announced by several quick tone bursts over the conversation.

## H

**Handsfree answer inhibit:** A telephone can be set to block voice calls sent to it over the speaker.

**Hookflash:** Action that occurs when the TAP button is pressed. Needed for activating host system features.

**Hookswitch:** The switch on a telephone which, when depressed manually or by the handset, disconnects a call.

## K

**Keypad:** Buttons 0 through 9, \* and # used for dialing numbers.

## L

**Last number redialing:** Automatically dialing the last number dialed.

## M

**Messaging:** Turning on a telephone lamp to let the user know that a message awaits pickup and leaving a message on the display of a telephone that gives information on your status.

**Mute:** A fixed feature button that keeps a distant party from hearing your conversation. This button also lets you adjust the telephone display contrast from light to dark.

## N

**Night transfer:** Transferring incoming calls to a particular station(s) for off-hour answering.

## P

**Personal ringing tones:** A telephone can be arranged to ring in one of four distinctive tones.

**Prime line:** A line designated to a particular telephone and automatically selected when the handset is lifted.

**Programmable buttons:** Each telephone or station has buttons that can be user-programmed for autodialing numbers or feature codes, or other special purpose dialing requirements.

**Pulse/Tone switching:** Changing from pulse/rotary dial signals to tone/DTMF signals.

## R

**Response messaging:** Responding non-verbally to a calling station by pressing a programmed button that sends a message to the calling station's display.

**Ringing line preference:** An automatic connection to any outside line ringing at the station when the station handset is taken off-hook.

## S

**Saved number redialing:** Saving a last manually dialed number for later autodialing.

**Secure off-hook voice announce:** A private announcement that can be made to a busy party which they hear through the receiver of their handset.

**Speed dialing:** Autodialing using the keypad buttons. Speed dialing can be station calls (personal and accessed by only one specific user) or system calls (numbers used and accessed by anyone in the system).

## T

**TAP:** Depending on your system's programming, this button gives you a fresh dial tone or activates a hookflash.

**Tone call:** A ringing intercom call.

**Trans/Conf:** A fixed feature button that allows you to transfer outside calls and set up conference calls.

## **V**

**Voice call:** A verbal intercom call.

**Voice announce blocking:** A telephone can be set to block voice calls sent to it over the speaker.

## **Z**

**Zone paging:** Paging through the intercoms of some stations or departments in the system.

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# LCD Message Index

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<b>0</b>	
<b>1</b>	<b>Back At</b>
<b>2</b>	<b>Call</b>
<b>3</b>	
<b>4</b>	
<b>5</b>	
<b>6</b>	
<b>7</b>	
<b>8</b>	
<b>9</b>	