

# GLX OWNER'S GUIDE

Part No. 612.8004-0 Issue 1



# GLX OWNER'S GUIDE

Issue 1, November 1985

#### NOTICE

This GLX Owner's Guide is released by INTER-TEL, INCOR-PORATED, as a guide for owners and sales personnel. It provides the information necessary to understand and operate the GLX System.

The contents of this manual reflect current INTER-TEL standards and software version 827.4008-1, which are subject to revision or change without notice. Software packages released after the publication of this manual will be documented in addendums.

If additional information is required, please contact:

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# TABLE OF CONTENTS

1	PAGE
FCC REGULATIONS	v vii
INTRODUCTION	1
KEY SERVICE UNIT (KSU)	1
Features on Both Keysets	2 2 2
OPTIONAL EQUIPMENT	5
	6 6
Point Answering)	6 7 7 7 7 8
Line Keys	9 9 10 10 12 12 12 14 14
Ring Intercom FirstPrivate Intercom Calls	16 16 16 16

# TABLE OF CONTENTS

	PAGE
OUTSIDE CALLS	18 18 19 19
SYSTEM AND STATION SPEED DIALING	20 21 22 23
LAST NUMBER REDIAL	24
PLACING CALLS ON HOLDSystem Hold	25 25 25 25
CALL TRANSFER (EXECUTIVE KEYSET ONLY)	26
CALL WAITING Intercom Call Waiting Outside Call Waiting	27 27 27
CONFERENCE CALLS	28
PAGING	29
DO-NOT-DISTURB	30
CALL BODIADDING	3.0

#### FCC REGULATIONS

# **IMPORTANT:**

- 1. Customers connecting this equipment to the telephone network shall, before such connection is made, give notice to the telephone company of the particular line(s) to which such connection is to be made, and shall provide the telephone company with the following information:
  - Complies with Part 68, FCC Rules
  - FCC Registration Number, BE287V-15678-KF-E
  - Ringer Equivalence Number, 0.2A
  - Type of jack to be ordered from the telephone company, RJ14 (C or W) or RJ21X

The telephone company should also be given notice upon final disconnection of this equipment from the particular line(s).

It is also the responsibility of the customer to provide the telephone company with registration numbers of any other devices which are configured for connection to the telephone network.

- 2. It is prohibited to make connections to party lines.
- 3. Under certain circumstances the telephone company may temporarily discontinue service and make changes in facilities and services which may affect the operation of this equipment; however, the customer shall be given adequate notice in writing to allow the customer an opportunity to maintain uninterrupted service.
- 4. Users should not make adjustments or repairs or attempt to service this equipment. In the event that a problem originates, contact the local authorized factory service representative.

In the event of trouble with the telephone line(s), this equipment must be disconnected from the telephone line(s). If trouble ceases, the equipment must be repaired by an authorized factory service representative. If the trouble continues to occur with the equipment disconnected, the telephone company should be notified that they have a problem. If this is the case, repairs or adjustments made by the telephone company will be made at their expense.

## NOTICE

THIS SYSTEM INCLUDES HEARING AID-COMPATIBLE HANDSETS THAT ARE IN COMPLIANCE WITH SECTION 68.316 OF THE FCC RULES.

# FCC REGULATIONS

#### **IMPORTANT:**

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class A computing device in accordance with the specifications in Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the KSU with respect to the receiver.
- Check that the KSU and receiver are not on the same circuit; the KSU must be powered from an isolated, dedicated,
   AC outlet.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet, prepared by the Federal Communications Commission, helpful:

"How to Identify and Resolve Radio-TV Interference Problems"

This booklet (Stock No. 004-000-00398-5) is available for approximately \$5.00 from the U.S. Government Printing Office, Washington, D.C. 20402.

#### UL REGULATIONS

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\* At the date of this publication, Inter-Tel's GLX System was

\* in the process of applying for a UL listing. If your GLX KSU

\* has a UL label, this indicates that the system was approved

\* after this publication date. If you receive a GLX System

\* prior to approval, you may call Inter-Tel at a later date to

\* inquire about the final date of approval. Contact the

\* Customer Support Department at (602) 961-9000.

\* BEFORE INSTALLATION, CHECK YOUR LOCAL ELECTRICAL CODES FOR

\* INSTALLATION OF TELEPHONE AND ELECTRONIC EQUIPMENT.

The following safety information is reprinted from the Underwriter's Laboratory specification governing telephone equipment.

# IMPORTANT SAFETY INSTRUCTIONS

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

- 1. Read and understand all instructions.
- 2. Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- 4. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
- 5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- 6. Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- 7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power to your home, consult your dealer or local power company.

#### UL REGULATIONS

- 8. This product is equipped with a three-wire grounding type plug, a plug having a third (grounding) pin. This plug will only fit into a grounding type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the safety purpose of the grounding type plug.
- 9. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- 10. Do not use an extension cord for the product's AC power cord. The AC outlet for the product should not be used for any other electrical equipment.
- 11. Never push objects of any kind into the product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- 12. To reduce the risk of electric shock, do not disassemble this appliance, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
- 13. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - A. When the power supply cord or plug is damaged or frayed.
  - B. If liquid has been spilled into the product.
  - C. If the product has been exposed to rain or water.
  - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - E. If the product has been dropped or the cabinet has been damaged.
  - F. If the product exhibits a distinct change in performance.

# SAVE THESE INSTRUCTIONS

#### INTRODUCTION

The Inter-Tel GLX System is a versatile, electronic key telephone system designed to meet the needs of small businesses. The system is easy to install and maintain, and it offers a variety of features usually found on more expensive systems. With flexible programming, you can customize system and keyset features to meet your needs.

This manual provides a brief overview of the GLX System hardware and provides detailed descriptions and instructions for the easy-to-use features. Refer to the user guide shipped with each keyset for simplified instructions on using keyset features.

# KEY SERVICE UNIT (KSU)

The KSU is a compact, wall-mounted unit that houses the system power supply, the Main Control board, and the optional Expansion board, which contain all of the circuitry and programming to operate the system. Features of the KSU are as follows:

- The Main Control board inside the KSU contains the circuitry for 3 C.O. lines and 8 keysets.
- By installing the optional Expansion board, circuitry for an additional 3 C.O. lines and 4 keysets can be added to expand the system's capacity to 6 C.O. lines and 12 keysets.
- Three C.O. line modular jacks (C.O. 1-2, 3-4, 5-6) serve as inputs for two C.O. lines each.
- The male amphenol connector (STN 1-12) serves as the input for all keysets.
- The external paging jack (E-PAGE) is the output to a paging amplifier.
- The music jack is the input for an external music source, such as a radio, tape player, etc.
- The battery back-up jack (BATT 30V) is the input for a battery charger and/or 30V battery pack.
- The AC fuse (2A, 250V, slow-blow) protects the system from excessive current draw.

# KEY SERVICE UNIT (KSU)

- Three 1A, 250V, fast-acting fuses inside the KSU to protect the KSU and keysets from excessive current flow.
- The lithium battery inside the KSU will protect the programmed data base, system and station speed-dial numbers, redial memory, and call forward requests in the event of a power failure. Headsets, do-not-disturb, background music, and the data device interface are returned to default status if a power failure occurs. The battery can protect the data base for 10 years of normal system operation or until the accumulated system downtime exceeds one year.

## KEYSETS

Two models of keysets are available for use on the system: Executive Keyset and the Standard Keyset. Photographs of the keysets appear on pages 3 and 4.

#### FEATURES ON BOTH KEYSETS

- 12-key pushbutton keypad6 C.O. line keys
- Hearing aid-compatible (HAC) handset
- Voice volume and ring volume controls
- Reversible baseplate for wall mounting the keyset
- 6 feature keys on the Standard Keyset and 12 feature keys on the Executive Keyset
- An integrated (built-in) speakerphone is standard in all keysets. It allows users to receive and place outside calls and to receive intercom calls without lifting the handset.

#### FEATURES ON THE EXECUTIVE KEYSET ONLY

- 4-conductor modular jack for a data device equipped with a direct-connection modem.
- 12 direct station selection/busy lamp field (DSS/BLF) keys, which provide one-key access to any keyset. The lamps under the DSS/BLF keys create the busy lamp field, which indicates the status of each keyset (idle, busy, call recalling from hold, forwarding calls, in do-not-disturb, in lock-out) by different flash rates.

The keyset dimensions and weight are as follows: Height 3.5 in. (8.9 cm.); Width 7.5 in. (19 cm.); Depth 9 in. (22.9 cm.); and Weight 2.5 lbs. (1.1 kg.)

# GLX EXECUTIVE KEYSET







3 12-KEY PUSHBUTTON KEYPAD

HEARING
AID - COMPATIBLE
HANDSET







BUSY LAMP FIELD KEYS

# GLX STANDARD KEYSET





2 SPEAKER

3 12-KEY PUSHBUTTON

HEARING
AID-COMPATIBLE
HANDSET

5 6 FEATURE KEYS

6 RING VOLUME CONTROL

7 VOICE VOLUME CONTROL

# OPTIONAL EQUIPMENT

Optional equipment which can be purchased and installed with the GLX System are listed below. The complete specifications and installation instructions are included in the  $\underline{\text{GLX Installation}}$  and Field Maintenance Manual.

Headset: Modular headsets can be directly installed on the keysets, using the handset cord jack (see page 14).

<u>Handset amplifier:</u> Although GLX keysets are equipped with hearing aid-compatible handsets, hard-of-hearing users may wish to have an adjustible amplifier installed. An amplifier may also be requested when the keyset is located in a noisy area where users need to increase the receiver volume.

Modem-equipped data device: The Executive Keyset has a modular jack to connect a data device, such as a data terminal or a personal computer, that is equipped with a direct-connection modem. It is used to communicate with remote data equipment through an intercom channel or a C.O. line (see page 15).

AC voltage surge/spike protection: A protection device should be installed to suppress AC spikes and transient voltage surges. Without the device, the system is more susceptible to damage from power line surges and spikes, which could cause system malfunctions and damage the electronic components.

Battery back-up: To prevent loss of service in the event of a power failure or a brownout condition, there are three sources for battery back-up.

- A 30V battery pack can be connected to the KSU. Under normal conditions, the KSU is powered from the AC outlet. During a power outage, the system is powered by the DC voltage supplied by the batteries. After the batteries have been used several times, they must be recharged or replaced.
- A 30V battery pack and battery charger can be connected to the KSU input labeled BATT 30V. During normal operation, the charger recharges the batteries and operates the system. During a power outage, the batteries alone support the system.
- An Uninterrupted Power Source unit can be connected between the AC outlet and the KSU's AC power cord. During a power outage or brownout condition, the UPS unit supports the system.

External music source: The KSU has an input for a radio, tape player, or other music source. The music is heard by callers on hold, by intercom callers camped on to busy keysets, and by users with the background feature enabled.

Paging amplifier and speakers: The KSU has an output to a paging amplifier, which is installed along with speakers for external paging. Internal pages are heard through the keyset speakers.

#### SYSTEM FEATURES

System features include the following:

- System Attendant
- Flexible Incoming Ring Assignment (Alternate Point Answering)
- Flexible Night Ringing Arrangement (Night Ring Mode)
- Dual-Tone Multi-Frequency (DTMF) Signalling
- Music-On-Hold and Background Music
- Call Privacy
- C.O. Line Restriction
- Toll Restriction

#### SYSTEM ATTENDANT

The system has one attendant and intercom number 10 is assigned to that keyset. A quick reference user guide for attendant features is included in the center fold of this manual. The attendant has the following capabilities:

- Responds to "0" as an intercom number.
- Receives attendant recalls.
- Is used to place the system in night ring mode.
- Is used for system feature programming.
- Is used for programming system speed-dial numbers.

# FLEXIBLE INCOMING RING ASSIGNMENT (ALTERNATE POINT ANSWERING)

C.O. lines can be programmed to directly ring in on any or all keysets, including the attendant's keyset. Regardless of the programming, when an outside call rings in, the associated line key flashes on all keysets and any user may answer the call.

## FLEXIBLE NIGHT RINGING ARRANGEMENT (NIGHT RING MODE)

C.O. lines that are programmed to ring in at the attendant's keyset can also be programmed to ring in at alternate keysets while the system is in night ring mode. C.O. lines that are not programmed to ring in at the attendant's keyset are not affected by night ring mode and continue to ring in as programmed.

# To place the system in night ring mode (from attendant's keyset):

- (1) Lift the handset and press the SYS HOLD key.
- (2) Press the asterisk (\*) key and hang up. The SYS HOLD key flashes slowly.

To cancel night ring mode (from the attendant's keyset): Lift the handset, press the slow-flashing SYS HOLD key, and hang up. The SYS HOLD key is unlit.

## SYSTEM FEATURES

# DUAL-TONE MULTI-FREQUENCY (DTMF) SIGNALLING

The GLX System is compatible with DTMF central offices. It cannot be used in areas served by dial pulse central offices unless a DTMF-to-rotary converter is installed on each C.O. line.

#### MUSIC-ON-HOLD AND BACKGROUND MUSIC

The system can be equipped with an external music source (radio, tape player, etc.) for calls on hold and calls waiting. This feature not only makes the wait as pleasant as possible, but it assures the waiting party that the call is still connected.

There are two music-on-hold channels for outside calls on hold. When both channels are in use, a third outside call on hold will not receive music. A channel is considered in use as long as the call is in progress, even after the call is no longer on hold. This ensures that an outside caller who has received music will hear music if the call is placed on hold again.

Camped-on intercom calls will always receive music if the music source is installed. Music can also be heard through the keysets' speakers, using the background music feature code (or BGM key on the Executive Keyset). Background music is interrupted when the keyset is in use.

To turn music on or off (Standard Keyset): While on hook, dial #06.

To turn music on or off (Executive Keyset): While on hook, press the BGM key. The BGM key lights when music is on.

#### CALL PRIVACY

This feature ensures the privacy of calls in progress by preventing keyset users from accessing intercom channels or C.O. lines already in use. Users attempting to access a busy intercom channel or C.O. line hear a busy signal. A keyset user may access and gain control of an outside call if it is ringing in, has been placed on system hold, or if it is recalling from system hold or individual hold.

# C.O. LINE RESTRICTION

As a means of restricting outgoing calls, keysets can be programmed to prevent access to one or more C.O. lines for placing calls. Users attempting to place a call using a restricted C.O. line hear a busy signal; however, they can answer incoming calls, calls on system hold, or recalls on the restricted C.O. line.

## SYSTEM FEATURES

# TOLL RESTRICTION

As a means of controlling costs, the system can be programmed to restrict specific keysets from being used for dialing toll calls. The toll restrictions and exceptions include:

- Basic Toll Restrictions
- Allow System Speed-Dial Numbers to Bypass Toll Restriction
- Exclude C.O. Line(s) from Toll Restriction

Basic toll restrictions: There are three system programming options that cause the system to analyze and/or count the digits dialed at the keyset.

- System option 1 prevents a keyset user from placing a call when the number dialed has a "0" or "1" as the first digit. If the first digit is a "0" or "1", the call is dropped immediately.
- System option 2 prevents a keyset user from placing a call when the number dialed begins with a "0" or "1", or when the number exceeds eight digits. If the first digit is a "0" or a "1", the call is dropped immediately; if the call exceeds eight digits, it is dropped when the ninth digit is dialed. The eight-digit limit is in effect throughout the call. If a ninth digit is dialed while the call is in progress, the call is dropped.
- System option 3 is identical to option 2 except that a keyset user may dial directory assistance (1411, 1-555-XXXX, XXX-555-XXXX, or 1-XXX-555-XXXX), emergency (1911), and toll-free (1-800-XXX-XXXX or 800-XXX-XXXX) numbers.

Allow system speed-dial numbers to bypass toll restriction: System option 4 permits system speed-dial numbers to bypass the toll restrictions enabled by option 1, 2, or 3. Because this option is an exception to the other options, it is never used by itself.

Exclude C.O. line(s) from toll restriction: The system can be programmed to allow access to one or more C.O. lines for placing calls that would otherwise be denied by system option 1, 2, or 3. The unrestricted C.O. line can be a local line, WATS line, FX line, PBX line, etc.

Two types of keysets are available for use on the GLX System: the Executive Keyset and the Standard Keyset. The Executive Keyset differs from the Standard Keyset in that it has 6 additional feature keys, 12 Direct Station Selection/Busy Lamp Field (DSS/BLF) keys, and a jack for connecting a data device. Each keyset feature is described below.

- Line Keys
- Feature Keys on Standard and Executive Keysets
- Feature Keys on the Executive Keyset Only
- Lamp Indications
- Direct Station Selection/Busy Lamp Field (DSS/BLF) Keys (Executive Keyset only)
- Volume Controls
- Audible Signals
- Speakerphone
- Headset Connection and Operation
- Data Device Interface (Executive Keyset only)

# LINE KEYS

The six line keys provide direct access to the C.O. lines. Each line key is equipped with a lamp that indicates the status of the C.O. line (in use, holding, recalling, etc.).

# FEATURE KEYS ON STANDARD AND EXECUTIVE KEYSETS

<u>Ke y</u>	Function
ON/OFF	Controls the speakerphone or headset for handsfree operation. Disconnects a C.O. line when dialing on hook.
SPDL	Stores and dials speed-dial numbers. Inserts pauses in speed-dial numbers. When used with the asterisk (*) key, redials the last number dialed (Standard Keyset).
CNF	Places calls on conference hold, then establishes a conference.
SYS HOLD	Places an outside call on system hold. When used with the asterisk (*) key at the attendant's keyset, places the system in night ring mode.
PAGE	Initiates an internal page.
E-PAGE	Initiates an external page.

#### FEATURE KEYS ON THE EXECUTIVE KEYSET ONLY

Key Function

BGM Allows music to be heard through the keyset's inter-

nal speaker.

DATA Connects the modem-equipped data device (computer,

data terminal, etc.) while on a C.O. or intercom

call.

SPCL Reserved for future applications.

FLASH Sends a timed hookflash to access PBX or telephone

company features, or releases and reseizes a C.O.

line.

REDL Redials the last number dialed.

HOLD Places an outside call on individual hold.

#### LAMP INDICATIONS

The keyset line keys and feature keys (except PAGE and E-PAGE) are equipped with lamps. The lamp flash rates, shown in the figure on the next page, indicate the status of the C.O. lines and features. The rates are described below in interruptions per minute (IPM).

STEADY - Lamp on, no flashing.

CONSTANT FLUTTER - Flutters at 300 IPM.

MEDIUM FLASH - Single flash at 60 IPM.

DOUBLE FLASH - Double flash at 60 IPM.

SLOW FLASH - Single flash at 30 IPM.

FLUTTER WITH - Flashes at 30 IPM with a 300-IPM flutter.

A PAUSE

# LAMP INDICATIONS

	STEADY 0 IPM	CONSTANT FLUTTER 300 IPM	MEDIUM PLASH 60 IPM	DOUBLE FLASH 60 IPM	SLOW FLASH 30 IPM	FLUTTER W/PAUSE 30/300 IPM
ON/OFF	Speaker- phone or headset in use					
SPDL	Speed- dial num- ber being dialed	Speed- dial num- ber being pro- grammed				·
SYS HOLD	Your key- set is in do-not- disturb		Your key- set is in call forward mode		IC call waiting Attendant: System in night ring mode	
CNF	Keyset in con- ference		Unsuper- vised confer- ence			
BGM*	Back- ground music on					
REDL*	Number being redialed					
DATA*					Data device in use	
LINE KEYS	Line in use	Call is recalling attendant on this line		Call on individ-ual, system, or conference hold at this keyset	Call is ringing in on this line	Call is recalling from hold on this line

<sup>\*</sup>Executive Keyset only

# DIRECT STATION SELECTION/BUSY LAMP FIELD (DSS/BLF) KEYS (EXECUTIVE KEYSET ONLY)

The Executive Keyset has 12 DSS/BLF keys that provide one-key intercom access to each of the 12 keysets. The lamps under the DSS/BLF keys create a busy lamp field and flash at different rates to indicate the status of each keyset. Each flash rate has a distinct meaning, as described below. Flash rates are given in interruptions per minute (IPM) or seconds on/off.

Flash Rate	Indication
STEADY (constantly lit)	The keyset is busy.
LOCK-OUT FLASH (0.5 sec. on/3.5 sec. off)	The keyset is in lock-out (off hook with no activity or unplugged).
SLOW FLASH (30 IPM) (1.0 sec. on/1.0 sec. off)	An outside call is recalling.
DND FLASH (3.5 sec. on/0.5 sec. off)	The keyset is in do-not-disturb.
MEDIUM FLASH (60 IPM)	The keyset is in call forward mode.

# **VOLUME CONTROLS**

The ringer volume and speaker volume are controlled by separate thumbwheels on the side of the keyset.

# AUDIBLE SIGNALS

Off-Hook ringing: When the keyset is busy, it will ring every 6 seconds to notify the user that an intercom or transferred call is waiting. A short ring tone and a slow-flashing line key indicate an outside call waiting; a double ring tone and a slow-flashing SYS HOLD key indicate an intercom call waiting.

<u>Confirmation tones</u>: The system produces a confirmation tone to acknowledge that a key has been pressed on the keyset. These tones are heard through the handset or internal speaker for as long as the key is depressed. DTMF tones are heard while dialing or when a speed-dial number is dialed.

Ring Tones and Busy Signals: Ring tones and busy signals are heard through the handset or the keyset's internal speaker. When the speakerphone is in use (keyset is on hook), ring tones and busy signals normally heard through the handset are heard through the keyset's internal speaker.

Tone/Signal	Indication
Long ring tone every 6 seconds ()	<pre>Incoming or transferred outside   call is ringing in. Outside call is recalling from   hold.</pre>
One double ring tone ()	Incoming intercom call can be answered handsfree.
Double ring tone every 2 seconds ()	Private intercom call ringing in.
One triple ring tone ()	You have accessed the paging equipment.
Busy signal ()	<ul><li>C.O. line is busy.</li><li>Your keyset is restricted from accessing the selected C.O. line.</li><li>All conference circuits are busy when you attempt to establish a conference with an outside call.</li></ul>
Five busy signals $()$ , then music, if available	You are camped on to a busy keyset.
Triple ring tone every 15 seconds ()	Unsupervised conference (initi- ated by you) still in pro- gress.
Four fast ring tones every 2 seconds ()	The called keyset is in do-not-disturb.
Fast busy signal ()	You dialed an invalid or unequipped intercom number. Your keyset is toll restricted. The inactivity timer expired. Another keyset is camped on to the busy keyset you are calling. All intercom channels are busy. All conference circuits are busy when you attempt to establish a conference with an intercom call. Call forward cannot be completed.

#### SPEAKERPHONE

Every keyset has an integrated (built-in) speakerphone that allows handsfree operation on outside calls and handsfree answering of intercom calls. The speakerphone is automatically activated by incoming intercom calls or when a line key is pressed while the keyset is on hook. The ON/OFF key is used to transfer the voice path between the handset and the speakerphone and to hang up from handsfree calls.

There are two keyset programming options that can affect the speakerphone. Option 2 disables the handsfree feature on incoming intercom calls. Option 4 disables the feature that automatically activates the speakerphone when a line key is pressed. With either option enabled, the ON/OFF key is used to control the speakerphone.

# HEADSET CONNECTION AND OPERATION

Two types of 4-conductor, modular headsets can be attached to the keysets: headsets that have dynamic microphones or headsets with carbon microphones that have an external AC power source. When the headset is attached, the headset feature code (#04) must be entered to enable it. The headset is activated when the keyset user receives a handsfree intercom call, presses the ON/OFF key, or presses a line key. The ON/OFF key is also used to disconnect calls. The speakerphone cannot be used when a headset is enabled (headset code #04 has been entered).

# To connect a headset:

- (1) Disconnect the handset by unplugging the handset cord from the base of the keyset. Leave the handset in the cradle.
- (2) Insert the headset plug into the vacant handset jack.
- (3) While on hook, dial #04 to enable the headset feature.

# To disconnect the headset:

- (1) Reattach the handset.
- (2) While on hook, dial #04 to disable the headset feature.

# DATA DEVICE INTERFACE (EXECUTIVE KEYSET ONLY)

The Executive Keyset has a modular jack (labeled DATA) that can be used for connecting a data device (such as a data terminal or personal computer) that has a direct-connection modem with an RJ11 C.O. line interface. It is used to communicate with remote data equipment through an intercom channel or outside line.

While the data device is in use, the keyset user cannot place or receive calls. An outside call ringing in or an intercom call camping on will not interfere with the data transmission.

To connect the data device to the Executive Keyset: Insert the connector end of the data device interface cable into the keyset DATA jack.

# To access a remote computer using a C.O. line:

- (1) Lift the handset and press an unlit line key.
- (2) Dial the telephone number or intercom number at the remote computer site.
- (3) When you hear the modem tone, press the DATA key and hang up. The DATA key flashes slowly.

# To access a remote computer using an intercom channel:

- (1) Lift the handset and press the desired DSS/BLF key.
- (2) Notify the called party that you wish to connect the device.
- (3) When the called party activates the remote computer by pressing the DATA key, you hear modem tone. Press your DATA key and hang up. Both DATA keys flash slowly.

# To terminate the connection with the computer:

**EITHER,** press the DATA key. The C.O. line or intercom channel is disconnected and the DATA key is unlit.

**OR,** if you wish to speak to the party at the computer site after the data transmission, lift the handset and press the DATA key. This can only be done if the modem at the computer site can be turned off without dropping the C.O. line.

# INTERCOM CALLS

The GLX System has two intercom channels that allow keyset users to place calls to one another. Intercom calls can be placed by dialing a two-digit intercom number (10-21), pressing a DSS/BLF key on an Executive Keyset, or dialing "0" to call the attendant.

Intercom calls ring in handsfree unless keyset option 2 is enabled or unless the call was placed as a private intercom call. If desired, a keyset user can camp on to a busy keyset and wait until the keyset is available.

The following intercom features are described in this section:

- Ring Intercom First
- Private Intercom Calls
- Receiving and Placing Intercom Calls
- DSS/BLF Key Skipping (Executive Keyset Only)

#### RING INTERCOM FIRST

Incoming intercom calls activate the keyset's speaker and microphone to allow the user to answer handsfree. The handsfree intercom feature can be disabled for a specific keyset by enabling keyset option 2. This causes all incoming calls to ring in as private intercom calls. The keyset user hears a double ring tone every 2 seconds and must lift the handset or press the ON/OFF key to answer.

## PRIVATE INTERCOM CALLS

When desired, a keyset user can place a private (non-handsfree) call to another keyset by dialing "8" before dialing the intercom number or before pressing a DSS/BLF key on the Executive Keyset. This causes the call to ring in as a private intercom call instead of ringing in handsfree. The called party hears a double ring tone every 2 seconds and must lift the handset or press the ON/OFF key to answer.

## RECEIVING AND PLACING INTERCOM CALLS

Procedures apply to both Standard or Executive Keysets unless otherwise specified.

To receive an intercom call: If you hear one double ring tone and a call announcement and the ON/OFF key is lit:

EITHER, respond handsfree.

OR, lift the handset for privacy. The ON/OFF key is unlit.

#### INTERCOM CALLS

To receive a private intercom call: If you hear a double ring tone every 2 seconds:

EITHER, lift the handset.

OR, press the ON/OFF key to speak handsfree. The ON/OFF key lights. You hear a confirmation tone and a double ring tone.

# To place an intercom call:

**Note:** When placing an intercom call, begin dialing before the inactivity timer expires. If the timer expires, the system locks out the keyset; if the handset is off hook, the system also sends a fast busy signal until you hang up.

- (1) Lift the handset.
- (2) If you want to place a private intercom call, dial "8".
- (3) Dial the desired intercom number or press the desired DSS/BLF key (Executive Keyset only). The DSS/BLF key lights.
  - a. If you called a handsfree keyset, speak after you hear the double ring tone.
  - b. If you placed a private intercom call or called a keyset with the handsfree feature disabled, you hear a double ring tone every 2 seconds until answered.
  - c. If you dialed an invalid intercom number or if both intercom channels are busy, you hear a fast busy signal.

If the desired keyset is busy, you can press the lit DSS/BLF key or dial the intercom number and camp on until the party is available. If the keyset has a previous intercom call waiting, you hear a continuous fast busy signal.

To initiate intercom camp-on: When you hear a busy signal, do not hang up. After the fifth busy signal, you camp on and hear music, if available. (If you hear a continuous fast busy signal, another keyset is camped on to the keyset. Hang up and try later.) When the keyset is available, your call rings in as usual.

#### INTERCOM CALLS

# DSS/BLF KEY SKIPPING (EXECUTIVE KEYSET ONLY)

Executive Keysets have DSS/BLF keys that can be used to place intercom calls. If an Executive Keyset user presses a DSS/BLF key while on an intercom call, the current call is dropped and a call is placed to the keyset associated with the pressed DSS/BLF key. This is faster than pressing and releasing the hookswitch and then pressing the desired DSS/BLF key.

To use DSS/BLF key skipping: When you are finished with an intercom call and wish to place another intercom call, do not hang up. Press the DSS/BLF key of the party you wish to call. You are disconnected from the first call and hear the second call ring as usual.

**Note:** Pressing a DSS/BLF key and hanging up while on an outside call transfers the outside call to the called keyset.

#### OUTSIDE CALLS

The following outside call features are described in this section:

- Receiving and Placing Outside Calls
- Outside Dial Tone Restore and Timed Hookflash
- Line Key Skipping
- On-Hook Dialing of Outside Calls

# RECEIVING AND PLACING OUTSIDE CALLS

To receive an outside call: When you see a slow-flashing line key and hear a ring tone every 6 seconds (at your keyset or another keyset), lift the handset and press the slow-flashing line key. The call is connected and the line key is steadily lit.

# To place an outside call:

- (1) Lift the handset and press an unlit line key. If you hear a busy signal, you tried to access a busy C.O. line or the C.O. line you selected is restricted. Line key is lit when the line has been accessed.
- (2) Dial the desired telephone number. You may manually dial the number or use the speed-dial or redial features. If you hear a fast busy signal after dialing, your keyset is toll restricted.

# OUTSIDE CALLS

# OUTSIDE DIAL TONE RESTORE AND TIMED HOOKFLASH

The GLX System is designed to send a timed hookflash when the keyset user presses the line key (or the FLASH key on the Executive Keyset) while on an outside call. This allows the user to disconnect from one call and restore dial tone on the same C.O. line to place a second call. This is faster than pressing and releasing the hookswitch and then pressing the line key to make a call.

A timed hookflash may be required when the system is used behind a PBX system or to access telephone company features. If so, the keyset user simply presses the line key (or FLASH key) instead of the hookswitch when a hookflash is needed. If the system is used behind a PBX, this feature will re-access PBX features instead of restoring C.O. dial tone.

To restore outside dial tone: After you are finished with the call, do not hang up. Press the same line key (or FLASH key on an Executive Keyset). You hear dial tone and can place an outgoing call.

#### LINE KEY SKIPPING

Line key skipping allows keyset users to disconnect from one outside call and access another C.O. line by pressing another line key. This is faster than pressing and releasing the hookswitch and pressing a line key. If the system is used behind a PBX, this feature will re-access PBX dial tone instead of accessing C.O. dial tone.

To use line key skipping: After you are finished with an outside call, do not hang up. Press an unlit line key to place a call or press a flashing or fluttering line key to answer a ringing, recalling, or holding outside call. The selected line key lights.

## OUTSIDE CALLS

#### ON-HOOK DIALING OF OUTSIDE CALLS

A keyset user can place an outside call without lifting the handset, using the integrated speakerphone. This method allows the user to speak handsfree once the call is connected.

# To dial while on hook:

Note: If your keyset speakerphone has been disabled by keyset option 4, you must press the ON/OFF key to turn on the speakerphone before you press the unlit line key.

- (1) While on hook, press an unlit line key. The line key and ON/OFF key light. You hear outside dial tone.
- (2) Dial the desired telephone number.
- (3) When the called party answers,

EITHER, respond handsfree.

OR, lift the handset for privacy. The ON/OFF key is unlit.

Note: At any time during a handsfree call, you may lift the handset for a private conversation. To return to the speakerphone, press the ON/OFF key and replace the handset.

(4) To disconnect, press the ON/OFF key (if on hook) or hang up (if off hook).

# SYSTEM AND STATION SPEED DIALING

Speed dialing allows keyset users to store frequently dialed numbers. There are two types of speed dialing available on the GLX System: station speed dialing and system speed dialing. Both station and system speed-dial numbers are stored in the data base, which is protected by the data base back-up battery. In the event of a power failure, they will not be erased.

Speed-dial numbers can contain up to 32 digits, including pauses. For example, the number can contain an SCC local telephone number, a pause, the access code, a pause, and the desired telephone number.

# SYSTEM AND STATION SPEED DIALING

# STATION SPEED DIALING

Up to nine station speed-dial numbers can be stored by keyset users for their personal use. They are identified by a one-digit memory location code (1-9). Location code 1 is also used for the call forwarding feature.

# To store or change station speed-dial numbers:

**Note:** If you make a mistake while dialing the number, press any line key. If you press an invalid key or dial an invalid location code, you hear four fast tones and the keyset is returned to the idle state. In either case, the original number is retained.

- (1) While on hook, press the SPDL key. The SPDL key flutters.
- (2) Dial the one-digit memory location code (1-9).
- (3) Dial the telephone number (up to 32 digits, including the pauses). To include pauses in the number, press the SPDL key once for each pause. If more than 32 digits are dialed, only the last 32 digits are retained.
- (4) Lift and replace the handset. You hear a confirmation tone and the SPDL key is unlit.

# To dial station speed-dial numbers:

- (1) Lift the handset and press an unlit line key.
- (2) Press the SPDL key. The SPDL key lights.
- (3) Dial the one-digit memory location code (1-9). The number is dialed and the SPDL key is unlit. If you dial an invalid location code, you hear a busy signal and the C.O. line is placed on hold.

# To erase a station speed-dial number without entering a new number:

- (1) While on hook, press the SPDL key. The SPDL key flutters.
- (2) Dial the memory location code (1-9) to be erased.
- (3) Press the SPDL key again.
- (4) Lift and replace the handset. You hear a confirmation tone and the SPDL key is unlit.

## SYSTEM AND STATION SPEED DIALING

#### SYSTEM SPEED DIALING

Up to 30 system speed-dial numbers can be stored from the attendant's keyset for use by any keyset user. They are identified by a three-digit memory location code (001-030).

# To store or change system speed-dial numbers:

Note: System speed-dial numbers can only be stored or changed from the attendant's keyset. If you make a mistake while dialing the number, press any line key. If you press an invalid key or dial an invalid location code, you hear four fast tones and the keyset is returned to the idle state. In either case, the original number is retained.

- (1) While on hook, press the SPDL key. The SPDL key flutters.
- (2) Dial the three-digit memory location code (001-030).
- (3) Dial the telephone number (up to 32 digits, including the pauses). To include pauses in the number, press the SPDL key once for each pause. If more than 32 digits are dialed, only the last 32 digits are retained.
- (4) Lift and replace the handset. You hear a confirmation tone and the SPDL key is unlit.

# To dial system speed-dial numbers:

- (1) Lift the handset and press an unlit line key.
- (2) Press the SPDL key. The SPDL key lights.
- (3) Dial the three-digit memory location code (001-030). The number is dialed and the SPDL key is unlit. If you dial an invalid location code, you hear a busy signal and the C.O. line is placed on hold.

# To erase a system speed-dial number without entering a number:

Note: System speed-dial numbers can only be erased at the attendant's keyset (intercom number 10).

- (1) While on hook, press the SPDL key. The SPDL key flutters.
- (2) Dial the three-digit memory location code (001-030).
- (3) Press the SPDL key again.
- (4) Lift and replace the handset. You hear a confirmation tone and the SPDL key is unlit.

#### SYSTEM AND STATION SPEED DIALING

# SPEED DIALING SPECIAL COMMON CARRIER (SCC) NUMBERS STORED IN SEPARATE LOCATIONS

A keyset user may chain speed-dial numbers together for dialing SCC services. SCC dialing requires the SCC local telephone number, your access code, and the long distance telephone number you want to dial. If desired, these numbers can be stored separately as station or system speed-dial numbers and can be dialed in the order needed.

# To speed dial SCC numbers:

- (1) Lift the handset and press an unlit line key.
- (2) Press the SPDL key. The SPDL key lights.
- (3) Dial the memory location code (1-9 or 001-030) for the SCC local telephone number. The number is dialed and the SPDL key is unlit.
- (4) After the special dial tone, press the SPDL key. The SPDL key lights.
- (5) Dial the memory location code (1-9 or 001-030) for the SCC access code. The number is dialed and the SPDL key is unlit.
- (6) EITHER, press the SPDL key (the SPDL key lights) and dial the memory location code (1-9 or 001-030) of the long distance number. The number is dialed and the SPDL key is unlit.

**OR,** manually dial the long distance number if it is not stored in speed-dial memory.

#### LAST NUMBER REDIAL

This feature stores the last phone number dialed (up to 32 digits) in the battery-protected data base memory. When a keyset user is unable to complete a call and wants to dial the number again, the last number redial feature can be used.

# To redial the last number dialed while still on the line (Standard Keyset):

- (1) When you reach an outside number that is busy or there is no answer, do not hang up.
- (2) Press the SPDL key. The SPDL key lights.
- (3) Press the asterisk (\*) key on the keypad. The C.O. line is dropped and reseized and the number is redialed. The SPDL key is unlit.

# To redial the last number dialed after disconnecting (Standard Keyset):

- (1) Lift the handset and press an unlit line key.
- (2) Press the SPDL key. The SPDL key lights.
- (3) Press the asterisk (\*) key on the keypad. The number is redialed and the SPDL key is unlit.

# To redial the last number dialed while still on the line (Executive Keyset):

- When you reach an outside number that is busy or there is no answer, do not hang up.
- (2) Press the REDL key. The REDL key lights. The C.O. line is dropped and reseized and the number is redialed. The REDL key is unlit.

# To redial the last number dialed after disconnecting (Executive Keyset):

- (1) Lift the handset and press an unlit line key.
- (2) Press the REDL key. The REDL key lights while the number is dialed.

#### PLACING CALLS ON HOLD

There are two ways to place outside calls on hold: system hold and individual hold. While on hold, callers hear music, if available. The automatic recall timers limit the amount of time a call can remain on hold.

## SYSTEM HOLD

System hold is available to both Standard and Executive Keyset users. The keyset user who put the call on hold sees a double-flashing line key; other keyset users see a medium-flashing line key. Any keyset user can access a call placed on system hold.

To place a call on system hold: While on an outside call, press the SYS HOLD key. You hear intercom dial tone and see a double-flashing line key.

To access a call on system hold: Lift the handset and press the double-flashing or medium-flashing line key.

# INDIVIDUAL HOLD (EXECUTIVE KEYSET ONLY)

Individual hold is available to Executive Keyset users only. It differs from system hold in that calls placed on individual hold are accessible only from the keyset where the call was placed on hold. Other keysets show a steadily lit line key, which indicates a busy C.O. line that cannot be accessed.

To place a call on individual hold: While on an outside call, press the HOLD key. You hear intercom dial tone and the line key double flashes.

To return to the call on individual hold: Lift the handset and press the double-flashing line key.

## AUTOMATIC RECALL TIMERS

Three timers ensure that calls placed on system hold or individual hold are not forgotten. They are the hold recall timer, the attendant recall timer, and the attendant's abandoned call timer.

If an outside call remains on system or individual hold until the hold recall timer expires, it recalls the keyset. If a hold recall is not answered before the attendant recall timer expires, the call then recalls the attendant and rings for up to 10 minutes before the call is dropped.

Attendant recalls continue to signal the attendant's station when the system is placed in night ring mode. During a recall, the party on hold continues to hear music, if available, and does not hear the call ringing.

# PLACING CALLS ON HOLD

Hold recall: You hear a ring tone every 6 seconds (and your DSS/BLF key flashes slowly on your keyset if you are using an Executive Keyset). The associated line key flutters (with a pause) on every keyset. Any keyset user can access the call by pressing the fluttering line key; you can press either the fluttering line key or the flashing DSS/BLF key.

Attendant recall: The attendant hears a ring tone every 6 seconds (and the associated DSS/BLF key flashes slowly at the attendant's keyset if it is an Executive Keyset). The associated line key flutters constantly (no pause) on all keysets. Any keyset user can access the call by pressing the fluttering line key; the attendant can press either the fluttering line key or the flashing DSS/BLF key.

# CALL TRANSFER (EXECUTIVE KEYSET ONLY)

Executive Keyset users can transfer outside calls to other keysets. The transferred party hears music, if available. The receiving party hears a ring tone every 6 seconds and sees a double-flashing line key. All other keyset users see a medium-flashing line key.

If the call remains unanswered at the receiving keyset until the hold recall timer expires, it recalls that keyset. If the recall is unanswered when the attendant recall timer expires, it recalls the attendant.

# To transfer an outside call to another keyset:

- (1) While on an outside call, press the DSS/BLF key of the party that is to receive the transfer. The outside call is placed on system hold.
- (2) If the receiving keyset is idle, announce the call and hang up. The receiving party sees a double-flashing line key and hears a long ring tone every 6 seconds.
  - If the receiving keyset is busy, hang up. The receiving party sees a double-flashing line key and hears a short ring tone every 6 seconds. When the busy party hangs up, the transferred call rings in.

To answer a call transferred to your keyset: When you see a double-flashing line key and hear a long ring tone (if idle) or a short ring tone (if busy) every 6 seconds, press the double-flashing line key.

## CALL WAITING

There are two types of call waiting: intercom call waiting and outside call waiting. An incoming intercom call or transferred outside call camps on and the caller hears music (if available) until the busy party hangs up; a direct outside call rings in and the caller hears ringing.

# INTERCOM CALL WAITING

The busy keyset user is alerted to the call waiting by a double ring tone every 6 seconds and a slow-flashing SYS HOLD key.

To respond to an intercom call waiting while on an intercom call: Press the slow-flashing SYS HOLD key. You are disconnected from the current call and connected to the waiting call.

# To respond to an intercom call waiting while on an outside call:

EITHER, hang up; the waiting intercom call rings in.

OR, place the outside call on hold by pressing the slow-flashing SYS HOLD key (Executive Keyset users can press the HOLD key). The waiting intercom call is connected and the line key double flashes. To disconnect from the intercom call and reconnect to the outside call on hold, press the double-flashing line key.

# OUTSIDE CALL WAITING

The busy keyset user hears a short ring tone every 6 seconds. If the waiting call is a direct ring-in call, the keyset user sees a slow-flashing line key. If it is a transferred outside call, the user sees a double-flashing line key.

To answer an outside call waiting while on an intercom call: Press the flashing line key. You are disconnected from the intercom call and connected to the waiting call.

# To answer an outside call waiting while on another outside call:

EITHER, press the flashing line key; you are disconnected from the current call and connected to the waiting call.

OR, press the SYS HOLD or HOLD key to place the current call on hold. The line key for that call double flashes. Press the flashing line key to answer the waiting call. To return to the holding call, press the double-flashing line key.

# CONFERENCE CALLS

Keyset users can establish a three- to five-party conference without operator assistance, using one of the two conference channels. The conference can consist of up to four inside or outside parties in addition to the initiating inside party. When a conference consists solely of inside parties, an intercom channel is required to establish the conference. During a five-party conference, some reduction in voice volume may be noticed.

There can be two conference calls in progress at a time. If a conference is attempted when both conference circuits are busy, the initiating party hears a busy signal, inside parties are disconnected, and outside parties are put on individual hold. If an intercom call is attempted when all intercom channels are busy, the initiating party hears a busy signal and must hang up and wait for an available intercom channel before adding an intercom call to the conference.

# To place a conference call:

- (1) While on an intercom or outside call, press the CNF key. The party is placed on individual hold. If the call is to an outside party, the associated line key double flashes.
- (2) Place intercom or outside calls to the other parties. For each call, press the CNF key to place the party on hold. If the call is to an outside party, the associated line key double flashes.

Note: If the conference consists of five parties, the conference is connected automatically when the last party is placed on hold. If the conference consists of less than five parties, proceed to the next step.

(3) When all parties are on hold, press the CNF key to connect the conference. The CNF, DSS/BLF, and line keys light.

# To end the conference and place outside parties on hold:

Note: Executive Keyset users cannot use the HOLD key for this procedure.

- (1) During the conference, press the SYS HOLD key. The conference circuit and any inside parties are dropped, the outside parties are put on individual hold, and the line keys double flash.
- (2) To return to each party on hold, press the corresponding double-flashing line key.
- (3) To re-establish the conference, refer to To place a conference call above.

#### CONFERENCE CALLS

To exit the conference and leave other parties connected in an unsupervised conference: Hang up. You hear a triple ring tone every 15 seconds and see the medium-flashing CNF key. To reenter the conference, lift the handset and press the medium-flashing CNF key.

Note: If the conferenced parties hang up, the conference circuit remains busy until it is released by the initiating party. If the circuit is not released when the unsupervised conference timer expires (90 minutes), the circuit is dropped and any conferenced parties are disconnected.

To end the conference and release the conference circuit (initiating keyset only): During the conference, press the asterisk (\*) key. All parties are disconnected and the conference circuit is dropped.

#### PAGING

Keyset users can make pages to one internal zone or one external zone. Internal zone pages are heard through the speaker of every idle keyset. External pages are heard through the external paging network. If desired, individual keysets can be removed from the internal paging zone by enabling keyset option I during keyset features programming.

# To make a page:

- (1) Lift the handset.
- (2) EITHER, press the PAGE key for an internal page.
  - OR, press the E-PAGE key for an external page.
- (3) After the triple ring tone, make your announcement.

# DO-NOT-DISTURB

Placing a keyset in do-not-disturb halts all pages and all incoming intercom and transferred calls to that keyset. (Calls recalling from hold and direct ring-in calls are not blocked by do-not-disturb.) The keyset's DSS/BLF key flashes at the do-not-disturb rate on all Executive Keysets. A user who calls a keyset while it is in do-not-disturb hears four fast ring tones and a pause repeatedly.

To enable or disable do-not-disturb: While on hook, dial #03. The SYS HOLD key lights while the keyset is in do-not-disturb.

# CALL FORWARDING

A keyset user can forward all incoming intercom and transferred calls to another keyset. In addition, if the system has a programmed C.O. line for call forwarding, calls can be forwarded to an outside telephone number (public network).

The call forward number is stored in a station speed-dial memory location on the caller's keyset. Call forward mode remains in effect if the keyset is unplugged or there is a power failure. Call forward requests are stored in the battery-backed data base.

Transferred calls automatically forward to keyset intercom numbers, but they will not automatically forward to the public network. Instead, the transferring keyset user must initiate a conference with the outside call and the forwarded keyset, and then allow the call to continue as an unsupervised conference.

If the C.O. line is busy when the forward is attempted, the caller hears a fast busy signal. Call forward requests can be chained, but if the forwards form a loop (for example keyset 10 forwards to 11, and 11 to 10), the caller hears a fast busy signal.

The C.O. line ring-in assignment for the receiving station does not change with call forwarding. If the keyset does not audibly ring when receiving a direct ring-in call on a C.O. line, it will not ring when receiving a forwarded call on that line.

Toll restriction affects calls forwarded to the public network only if the C.O. line is subject to toll restriction and both keysets involved are toll restricted. C.O. line restriction is also in effect if both keysets are restricted from the line. If either keyset is unrestricted, the call is allowed. If the call is restricted, the caller hears a fast busy signal.

#### CALL FORWARDING

To enter your call forward number: The receiving keyset or telephone number must be stored in station speed-dial location 1. If it is a telephone number, the speed-dial location code can be used for speed dialing and call forwarding.

- (1) While on hook, press the SPDL key. The SPDL key flutters.
- (2) Dial 1 for the speed-dial location.
- (3) Dial a two-digit intercom number or a telephone number with at least three digits. This is where forwarded calls will be sent. Use intercom number 10 for the attendant.

**Note:** If you make a mistake, press a line key. The original number is retained. An invalid number is not detected until a forward is attempted. Then, the caller hears a fast busy signal.

(4) Lift and replace the handset. You hear a confirmation tone and the SPDL key is unlit.

To turn call forwarding on or off: While on hook, dial #02. When call forwarding is enabled (on), you see a medium-flashing SYS HOLD key. Executive Keyset user's see a medium-flashing DSS/BLF key for your keyset.

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## INDEX

Alternate point answering, 6 Attendant recall, 25 Attendant, 6 Audible signals, 12 Automatic recall timers, 25

Background music, 7
Battery back-up
data base, 2
system, 5
BGM key, 10, 11
Busy signals, 12

Call fowarding, 30
Call privacy, 7
Call transfer, 26, 30
Call waiting,
intercom, 27
outside, 27
Camp on (intercom), 17
CNF key, 9, 11, 28, 29
C.O. line restriction, 7
Conference calls, 28
Confirmation tones, 12

Data base battery back-up, 2
Data device interface, 15
DATA key, 10,11,15
Dial tone restore and timed hookflash, 19
Direct station selection/busy lamp field (DSS/BLF) keys, 2, 12, 17, 18, 26, 31
Do-not-disturb, 30
DSS/BLF key skipping, 18
Dual-tone multi-frequency (DTMF) signalling, 7

E-PAGE key, 9, 29 Expansion board, 1 External music source, 5, 7 External paging, 5, 29

FCC registration number/regulations, v Feature keys, 9, 11 FLASH key, 10, 19 Flexible incoming ring assignment, 6
Flexible night ringing arrangement, 6
Fuses, 1, 2

Handset amplifier, 5
Headset, 5, 14
Hearing-aid compatible
handsets, v
Hold
individual, 25
recall, 25
system, 25
HOLD key, 10, 25

Individual hold, 25
Intercom
calls, 16
camp on, 17
features, 16
numbers, 6, 16
placing, 17
private, 16, 17
receiving, 16, 17
Internal paging, 29

Key service unit (KSU), 1
Keysets, 2, 9

Lamp indications, 9-12 Last number redial, 24 Line key skipping, 19 Line keys, 9, 11, 19 Lithium battery, 2 Lock-out, 17

Main control board, 1
Modem-equipped data
 device, 5, 15
Music-on-hold, 7

Night ring mode, 6

#### INDEX

Off-hook ringing, 12
On-hook dialing, 21
ON/OFF key, 9, 11, 14, 16, 17, 20
Optional equipment, 5
Outside calls,
dialing on hook, 20
dial tone restore, 19
line key skipping, 19
line restriction, 7
placing, 18
placing calls on hold, 25
receiving, 18
ring in, 6
toll restriction, 8

PAGE key, 9, 29
Paging (internal/external), 29
Paging amplifier and
speakers, 5
Private intercom calls, 16, 17
Public network, 30

Recall (attendant and hold), 25
Redial (last number), 24
REDL key, 10, 11, 24
Ringer equivalence number, v
Ring intercom first, 16
Ring tones, 12
Ring-in assignment (C.O. line), 6

SPCL key, 10
SPDL key, 9, 11, 21-24, 31
Speakerphone, 2, 14
Speed dialing,
 SCC speed dialing, 23
 station, 20, 21
 system, 20, 22
Surge/spike protector, 5
SYS HOLD key, 9, 11, 25, 27, 31
System attendant, 6
System battery back-up, 5
System capacities, 1
System hold, 25

Timed hookflash, 19
Timers,
 attendant recall, 25, 26
 hold recall, 26
 inactivity, 17
 unsupervised conference
 release, 29
Toll restrictions and
 exceptions, 8
Transferring calls, 26

UL regulations, vii Uninterrupted power source (UPS) unit, 5

Volume controls, 12

# NOTES

# NOTES