

THE MPK/I AND MPK/II TELEPHONE OPERATING PROCEDURES

LAST NUMBER SPEED DIAL

To Speed Dial the Last Number Dialed (Used to re-dial the last number dialed before hanging up)

- When reaching a busy outside number,
- Depress the **RE-DIAL** key.
- The system will automatically re-seizodial tone and re-dial your number.

To Speed Dial the Last Number Dialed (Used to re-dial the last number dialed after hanging up).

- Lift the handset.
- Depress any available **LINE KEY**.
- Depress the **RE-DIAL** key.
- Depress the **ASTERISK (*)** key.
- The system will automatically re-dial the last telephone number you dialed.
- Hang up when the call is completed.

CALL FORWARDING

To Forward Your Calls to Another Telephone

- Lift the handset.
- Depress the **HOLD/FORWARD** key.
- Dial the extension to which your calls are to be forwarded.
- The lamp in the **HOLD/FORWARD** key will flash at a medium rate.

To Release Your Telephone from Call Forward

- Lift the handset.
- Depress the **HOLD/FORWARD** key.
- Hang up.

DO NOT DISTURB

To Place Your Telephone in the Do Not Disturb Mode

- Lift the handset.
- Depress the **HOLD/FORWARD** key.
- Depress the **ASTERISK (*)** key.
- Hang up when completed.
- The lamp in the **HOLD/FORWARD** KEY will flash at a medium rate.

To Release the Do Not Disturb Mode

- Lift the handset.
- Depress the **HOLD/FORWARD** key.

NOTE: When the operator (Ext. 10) is in DO NOT DISTURB, the system will be in the NIGHT RING mode of operation.

DIRECTED CALL PICKUP

To Execute the Directed Call Pickup

- Dial the extension where the call is on I-Hold or ringing.
- Depress the **I-HOLD/CONFERENCE** key.
- The call will appear at your telephone on hold.
- To reestablish the connection, depress the **LINE KEY** which is flashing at a medium rate.

CALL TRANSFER

To Transfer an outside call to an extension within your system

- While on an outside call, depress the **I-HOLD/CONFERENCE** key.
- The Lamp in the **LINE KEY** will flash at a medium (60 IPM) rate.
- Dial extension to which the call is to be transferred.
- If desired, voice announce the call.
- Replace the handset in the cradle; this will complete the transfer.
- The transferred call will appear on the called telephone at the fast (120 IPM flash rate)

NOTE: Call will be transferred even if the dialed extension is busy. The transfer sequence may be cancelled by re-depressing the LINE KEY prior to hanging up.

FUNCTION KEY USE

Hold/Forward

- Used to place an outside call on Hold.
- Used to place your telephone in the Call Forward and Do Not Disturb mode.
- Used to indicate a call waiting signal.

Re-Dial

- Used to re-dial the last number dialed.
- Used to store frequently dialed numbers.
- Used to dial a stored number automatically.
- Used to notify you of a message waiting.
- Used to set another station message waiting lamp flashing.

On/Off*

- Used to turn your optional External Speaker ON or OFF.

I Hold/Conference

- Used to place an outside call on Exclusive or "I-HOLD."
- Used to set up conference calls when the conference feature is installed.

Line

- Used to gain access to an outside line.

Special (MPK/II only)

- Used to All Page.

**When equipped with optional speaker.*

OUTSIDE CALLS

To Place an Outside Call

- Lift the Handset.
- Press any line key that is available to your telephone.
- The lamp in the line key will flash at a continuous double flash rate.
- Dial the desired telephone number.

To Receive an Outside Call

- You will hear continuous long bursts of tone.
- Lift the Handset.
- Press the **LINE KEY** that is flashing at the slow (30 IPM) rate.

CALL HOLDING

To Place an Outside Call On System Hold

- While on an outside call, press the **HOLD/FORWARD** key.
- The lamp in the line key you are on will begin to flash at a medium (60 IPM) rate.
- Replace the handset in the cradle.

To Place an Outside Call on I Hold

- While on an outside call, press the **I HOLD/CONFERENCE** key.
- The lamp in the line key you are on will begin to flash at a medium rate.
- Replace the handset in the cradle.

To Take an Outside Call Off Hold

- Press the medium flashing **LINE KEY**.

CAUTION: Pressing the line key twice when taking a call off hold will disconnect the outside party and recall the outside dial tone.

OUTSIDE CALL WAITING SIGNAL

To Acknowledge An Outside Call Waiting Signal

- While on an outside call, if you hear a single beep tone every 15 seconds and the lamp in one of the line keys begin to flash at a fast (120 IPM) rate, proceed as follows:
 - To split to the other outside call, depress the **HOLD/FORWARD** key.
 - The lamp in the line key you were on will flash at a medium (60 IPM) rate.
 - Now press the **LINE KEY** that is flashing at a fast rate.

To Return to Your Original Call

- Press the **LINE KEY** that is flashing at a medium (60 IPM) rate. (This will automatically terminate the other call.)

OUTSIDE CALL QUEUING

- To initiate the Call Queuing Feature on a Busy Outside Line**
- Lift the handset.
 - Press the **LINE KEY** that is desired and available to your telephone.
 - A busy tone will be heard.
 - Press the **POUND (#)** key.
 - Replace the handset in the cradle.
 - Your telephone will notify you with continuous long bursts of tone and the line key you desire will begin to flash at a slow (30 IPM) rate when the line becomes available.
 - Lift the handset.
 - Press the **LINE KEY** flashing at the slow (30 IPM) rate.
 - Dial the desired telephone number.

INTERCOM CALLS

- To Place an intercom Call**
- Lift the handset.
 - Dial the desired extension number.
 - Hang up when the call is completed.
- NOTE: If it is desired to speak to the called party private/y, press the POUND (#) key after the extension has been dialed. This will signal the called party that there is a private intercom call on his telephone.*

- To Receive a Handsfree intercom Call**
- You will hear a double beep tone and the lamp in the ON/OFF key will light.
 - If you want to accept the call, respond by saying "yes."
 - The calling party will terminate the call when it is completed.
- NOTE: You may terminate the call by pressing any key on your telephone.*

- To Receive a Private intercom Call**
- You will hear continuous double beep tones.
 - Lift the handset.
 - Hang up when the call is completed.

INTERCOM CALL WAITING SIGNAL

- To Acknowledge An intercom Call Waiting Signal While on an intercom Call**
- When you hear a single beep during an intercom conversation and the lamp in your HOLD/FORWARD key begins to flash at a fast rate (120 IPM) there is a call waiting for you.
 - When you hang up, the call which is waiting will automatically be connected to your telephone.

- To Acknowledge An intercom Call Waiting Signal While on an Outside Call**
- While on an outside call, if you hear a single beep tone and the lamp in the HOLD/FORWARD key flashes at a fast rate, there is an intercom call waiting for you.
 - To split the intercom call, press the HOLD/FORWARD key.
 - The lamp in the line key will flash at a slow (30 IPM) rate.
 - You will now be connected to the intercom call.
 - When the intercom call is completed, press the slow flashing line key.
 - You will now be connected to the outside line.

INTERCOM CALLING QUEUING

- To initiate the Call Queuing Feature on a Busy Extension**
- Lift the handset.
 - Dial the desired extension.
 - A busy tone will be heard.
 - Press the **POUND (#)** key immediately.
 - Replace the handset in the cradle.
 - You will hear continuous double beep tones when the extension you called becomes available.
 - Lift the handset.
 - The system will automatically dial the extension you called.

PAGING

- To Place an individual Zone Page or Ail Page**
- Lift the handset.
 - Press the **ASTERISK (*)** key.
 - Press the code (1 through 5) assigned to the area in which you wish to page.
 - Wait for the double tone.
 - Make your announcement in a normal voice.

- Ail Page MPK ii Only**
- Lift the handset.
 - Press the special key.
 - Wait for the double tone.
 - Make your announcement in a normal voice.

CONFERENCE CALLS (Used to establish a three-way conversation).

- To Place a Conference Call With One inside and Two Outside Parties**
- With both outside parties on hold on your telephone.
 - Press the **CONFERENCE** key.

- To Place a Conference Call With One Outside and Two inside Parties**
- While on an outside call,
 - Press the **CONFERENCE** key,
 - Dial the extension number of the inside party.
 - Instruct the party to lift the handset.
 - Press the **CONFERENCE** key.

- To End the Conference Call**
- Press the **ASTERISK (*)** key.
 - Replace the handset in the cradle.
- NOTE: To eliminate only yourself from the conference call, hang up. The outside party will be sent to the remaining inside telephone.*

NUMBER STORAGE

- To Store a Telephone Number in Memory**
- While on -hook,
 - Press the **RE-DIAL** key.
 - Press an available memory position number on the dial pad, digit 1, 2, 3, 4, 5, 6, 7, 8, 9 or 0.
 - Enter the desired telephone number.
 - To enter any remaining telephone numbers, press the **RE-DIAL** key and a memory position number that has not been assigned before entering the telephone number.
 - When all the desired telephone numbers have been placed in storage, press the **ON/OFF** key.

SPEED DIALING (Used to dial stored telephone numbers).

- To Speed Dial a Frequently Called Number Stored in Your Telephone**
- Lift the handset.
 - Depress any available line key.
 - Depress the **RE-DIAL** key.
 - Depress the key pad memory position number that corresponds to the desired telephone number.
 - The system will automatically dial the number for you.
 - Hang up when the call is completed.
- NOTE: If you do not depress an available line key, the stored number will be erased.*