PLACE AN INTERCOM CALL

- Lift handset.
- If you want the call to ring until answered when calling a handsfree keyset (private call), press [ ]
- Dial intercom number. If calling a handsfree keyset, speak after the double tone. If you hear repeating double tones, wait for an answer. [Number displays.]

IF BUSY, CAMP ON:
- Do not hang up. You camp on and hear music. When station is available, you hear repeating double tones until answered.

IF BUSY OR IN-DONT-DISTURB, REQUEST A CALLBACK (MAKE):
(Request a callback even if camped-on. Request one at a time.)
- Press [AUX] (OR press [ ] and enter 6) and hang up.
- Lift handset when you hear 3 tones and a long pause repeatedly.[XXX IS NOW AVAILABLE] A private call is automatically placed to the queued station.

TO CANCEL A QUEUE: While on-hook, press [ ] or [ ] (and enter 376).

IF BUSY, NO ANSWER, OR IN-DONT-DISTURB, LEAVE A MESSAGE (if calling keyset):
- Press [AUX]
- EITHER, Hang up if you want party to call you. (Do not use another key to disconnect). Called station's MSK key flashes.
- OR, if you have party attendant to pick up your message, do not hang up. After a moment, a private call is placed with attendant. Leave your message and hang up. Called station's MSG key flashes.

IF YOU HEAR DOUBLE TONE AND CALL ANNOUNCEMENT AND [ ] key is lit [INTERCOM CALL FROM XXX]:
- Respond handsfree OR lift handset.
- IF YOU HEAR REPEATING DOUBLE TONES [INTERCOM CALL FROM XXX]:
- Lift handset OR press [ ] to speak handsfree.

PLACE AN INTERCOM CALL

- Lift handset.
- If you want the call to ring until answered when calling a handsfree keyset (private call), press [ ].
- Dial intercom number. If calling a handsfree keyset, speak after the double tone. If you hear repeating double tones, wait for an answer. [Number displays.]

IF BUSY, CAMP ON:
- Do not hang up. You camp on and hear music. When station is available, you hear repeating double tones until answered.

IF BUSY OR IN-DONT-DISTURB, REQUEST A CALLBACK (MAKE):
(Request a callback even if camped-on. Request one at a time.)
- Press [AUX] (OR press [ ] and enter 6) and hang up.
- Lift handset when you hear 3 tones and a long pause repeatedly.[XXX IS NOW AVAILABLE] A private call is automatically placed to the queued station.

TO CANCEL A QUEUE: While on-hook, press [ ] or [ ] (and enter 376).

IF BUSY, NO ANSWER, OR IN-DONT-DISTURB, LEAVE A MESSAGE (if calling keyset):
- Press [AUX]
- EITHER, Hang up if you want party to call you. (Do not use another key to disconnect). Called station's MSK key flashes.
- OR, if you have party attendant to pick up your message, do not hang up. After a moment, a private call is placed with attendant. Leave your message and hang up. Called station's MSG key flashes.

RECEIVE AN INTERCOM CALL

If you hear double tone and call announcement and [ ] key is lit [INTERCOM CALL FROM XXX]:
- Respond handsfree OR lift handset.
- IF YOU HEAR REPEATING DOUBLE TONES [INTERCOM CALL FROM XXX]:
- Lift handset OR press [ ] to speak handsfree.

PLACE AN INTERCOM CALL

- Lift handset.
- If you want the call to ring until answered when calling a handsfree keyset (private call), press [ ].
- Dial intercom number. If calling a handsfree keyset, speak after the double tone. If you hear repeating double tones, wait for an answer. [Number displays.]

IF BUSY, CAMP ON:
- Do not hang up. You camp on and hear music. When station is available, you hear repeating double tones until answered.

IF BUSY OR IN-DONT-DISTURB, REQUEST A CALLBACK (MAKE):
(Request a callback even if camped-on. Request one at a time.)
- Press [AUX] (OR press [ ] and enter 6) and hang up.
- Lift handset when you hear 3 tones and a long pause repeatedly.[XXX IS NOW AVAILABLE] A private call is automatically placed to the queued station.

TO CANCEL A QUEUE: While on-hook, press [ ] or [ ] (and enter 376).

If you display a screen at the top of your keyset, it shows you numbers dialed, messages, time and date, and elapsed time of calls, and many more items. In the procedures, displayed messages are shown in brackets.

There are 10 SPD/BLF keys to the right of the keypad, numbered 1–10. They are used to speed dial 10 frequently-used intercom numbers and telephone numbers for you. These keys also serve as a busy lamp field for the 10 intercom numbers, showing the status of each station. Any time a procedure says "dial an intercom number," you can press a SPD/BLF key instead.

Intercom numbers are assigned to every station and to "special stations." Pilot intercom numbers are used to place and transfer calls to a group of stations; the system runs for an available station. Transfer-to-park numbers allow you to transfer calls to a central location where someone then retransfers it to any station. Attendee can be dialled by dialing their intercom number or zero.

There are two dial tones. When you lift the handset, you hear intercom dial tone. If you then press on an available LINE key, you hear outside dial tone.

Learn to recognize other signals. If you call a busy station or access a busy line, you hear slow "busy signals." You hear "recorder signals" if you make a mistake (faster than busy signals). If you hear a single "progress tone," you correctly performed an action or you need to try something.

If you hear a double tone, you have an intercom calling:

- Lift handset and press [ ] OR while on-hook, press [ ] to speak handsfree.

DIALING AND MONITORING ON-HOOK

DIAL INTERCOM ON-HOOK:
- While on-hook, press [ ] or [ ] to disconnect. 
- Dial intercom number: MUTE key lights.
- If no answer or busy, press [ ] to disconnect. Both keys go off.
- If called party answers, lift handset. Both keys go off.

DIAL OUTSIDE CALLS ON-HOOK:
- While on-hook, press [ ] or [ ] to disconnect. 
- Dial telephone number number dialed, cost, elapsed time.
- EITHER, Monitor on-hook for recorded message.
- OR, Lift handset when party answers. Both keys go off.
- OR, on-hook, press [ ] to disconnect. Both keys go off.

MONITOR ON-HOOK:
- While on hold, press [ ] and [ ] and hang up while waiting for party to return. SPD/BLF and MUTE keys light.
- To continue conversation, lift handset. Both keys go off.

ENTER OPTIONAL ACCOUNT CODE

Enter code during outside call to identify calls with customers for billing purposes. Code must have correct number of digits as programmed for your system.

- During outside call, press [ ] and enter 390. [ACCT#]
- Enter account code. [Number displays.] You hear a progress tone when accepted. Outside party does not hear dialing.

VIEW MESSAGES RECEIVED:
- While on-hook, press [ ] to view messages.

EXECUTE MESSAGE RECEIVED:
- Press [ ] to receive message.

DIALING AND MONITORING ON-HOOK

DIAL INTERCOM ON-HOOK:
- While on-hook, press [ ] or [ ] to disconnect. 
- Dial intercom number: MUTE key lights.
- If no answer or busy, press [ ] to disconnect. Both keys go off.
- If called party answers, lift handset. Both keys go off.

DIAL OUTSIDE CALLS ON-HOOK:
- While on-hook, press [ ] or [ ] to disconnect. 
- Dial telephone number number dialed, cost, elapsed time.
- EITHER, Monitor on-hook for recorded message.
- OR, Lift handset when party answers. Both keys go off.
- OR, on-hook, press [ ] to disconnect. Both keys go off.

MONITOR ON-HOOK:
- While on hold, press [ ] and [ ] and hang up while waiting for party to return. SPD/BLF and MUTE keys light.
- To continue conversation, lift handset. Both keys go off.

ENTER OPTIONAL ACCOUNT CODE

Enter code during outside call to identify calls with customers for billing purposes. Code must have correct number of digits as programmed for your system.

- During outside call, press [ ] and enter 390. [ACCT#]
- Enter account code. [Number displays.] You hear a progress tone when accepted. Outside party does not hear dialing.

VIEW MESSAGES RECEIVED:
- While on-hook, press [ ] to view messages.

EXECUTE MESSAGE RECEIVED:
- Press [ ] to receive message.
ANSWER AN OUTSIDE CALL

If you hear long single tones and see fast-flashing [CALL RINGING ON LINE XX] or LINE XX TRANSFER FROM XXX:
  - Lift handset and press flash [ ] (or press [ ] . LINE key flashes slowly.
If you hear long single tones at another station or over an external line and you have answered aloud [ ] (is flashing fast):
  - Lift handset and press flash [ ] .
If you see flashing [ ], you have a call on hold:
  - Lift handset and press flashing [ ] .

PLACE A CALL USING LEAST-COST ROUTING

- Lift handset and press [ ]. You hear a progress tone.
  - If required, enter forced account code. [ACCT#] You hear another progress tone.
- Dial telephone number. Include "1" and area code, if needed. When you hear a progress tone followed by dial tone and digits being dialed, your call is being placed. LINE key flashes slowly.
- If you hear a progress tone and music, the lines are busy:
  - EITHER, Continue to wait off-hook. When line is answered, hear dial tone and digits being dialed. LINE key flashes slowly.
  - OR, Request callback (queue), as described earlier. When you hear 3 tones and pause repeatedly, lift handset and press flash [ ] .
  - Key number is dialed.

PLACING CALLS ON HOLD

PLACE AN INTERCOM OR OUTSIDE CALL ON HOLD:

- While on a call, press [ ] (OR press [ ] and enter 336). You hear intercom dial tone IC LINE key fllutters. You can place another call.
- To return to party on hold, lift handset and press flashing [ ] or [ ]

PLACE AN OUTSIDE CALL ON SYSTEM HOLD:

(Pool lines and intercom calls cannot be placed on system hold.)

- While on a call, press [ ] and enter 335. You hear intercom dial tone LINE key fllutters.
- To access a call on system hold, from any keypad with access to the line, lift handset and press flashing [ ]

ANSWER A CALL RECALLING FROM HOLD OR TRANSFER:

If you hear 4 tones and pause repeatedly [HOLD RECALL FROM XXX or LINE XX or LINE XX RECALL FROM XXX]:
  - EITHER, Lift handset to connect to intercom call.
  - OR, Lift handset and press medium-flashing [ ] to connect to outside call.

KEYSET MICROPHONE MUTE ON OR OFF

- While on a call, press [ ] to turn microphone on or off. Key lights if on.

NOTE: If you are handshaking on an intercom call and get put on hold, the MUTE key lights when the other party returns. Lift handset to be heard.

TRANSFER CALL TO ANOTHER INTERCOM NUMBER

- To transfer outside call, press [ ] (OR press [ ] and enter 345). OR, To transfer intercom call, press [ ] and enter 336.
- Dial intercom number.
  - If you dialed a transfer-to-park number, hang up to complete transfer; then page called party to announce call.
  - If desired, wait for answer and announce call.
  - If call is accepted, go to next step.
  - If no answer or busy:
    - EITHER, Return to calling party. It is an outside call, press [ ] or if it is an intercom call, press [ ] twice (OR press [ ] twice and enter 346 twice).
    - OR, Try another station. Press [ ] (OR press [ ] and enter 345). Then dial intercom number.
  - OR, Go to last step to complete transfer. If there was no answer, then page called party and announce. If busy, the call camps on.
    - If call is refused, return to caller OR try another station as described in previous step.
    - EITHER, Hang up to complete transfer. Call rings until answered. If station is busy, called party hears call waiting signals.
    - OR, Press [ ] (OR press [ ] and enter 346) and hang up. This transfers call to hold. It will not ring or send call waiting signals.

TRANSFER CALL TO ANOTHER TELEPHONE NUMBER

While on a call, if you hear a single camp-on tone every few seconds and see fast-flashing [ ] or [ ], you have a call waiting [INTERCOM CALL FROM XXX or XXX TRANSFER FROM XXX or CALL RINGING IN ON Line XX each time you hear a tone]:
  - EITHER, End current call and hang up. Waiting call rings. Answer as usual.
  - OR, Place current call on hold by pressing [ ] (OR pressing [ ] and entering 346). IC OR LINE key fllutters.
    - To connect to waiting calls, press flash-fast-flashing [ ] or [ ]
    - To return to call on hold, after disconnecting or putting current call on hold, press pressing [ ] or [ ].

REVERSE TRANSFER (CALL PICK-UP)

If you want to pick up a call ringing or holding at another station:
  - Lift handset and dial intercom number of station where call is ringing or holding.
  - Press [ ]
  - If system is programmed to automatically connect reverse transferred calls, skip next step.
  - Press fast-flashing/fast-flashing [ ] or [ ]

If you do not have XFR key, reverse transfer as follows:
  - Lift handset and enter 4.
  - Dial intercom number.
  - Press fast-flashing/fast-flashing [ ] or [ ]