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-seizedial tone and re-dial your number.
- Lift the handset.
- Depress any available LINE KEY.
- Depress the RE-DIAL key.
- The system will automatically re-dial the last telephone number you dialed.
- Hang up when the call is completed.

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

- Lift the handset.
- Depress the RE-DIAL key.
- The system will automatically re-seize dial tone and re-dial your number.

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

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.
- 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.

THE MPK/I AND MPK/II TELEPHONE OPERATING PROCEDURES

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 Line
- 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 Acknowledge an Outside Call on System Hold

- 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 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 on the line key begins to flash at a fast rate (120 IPM) rate, proceed as follows:
  1. To split to the other outside call, press the HOLD/FORWARD key.
  2. The lamp in the line key you were on will flash at a medium (60 IPM) rate.
  3. 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.

To Receive an 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.

To Acknowledge an intercom Call Waiting Signal
- 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 CALL WAITING SIGNAL

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.

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.
- Press 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.

PAGING

To Place an individual Zone Page or All 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.

To Play a Conference Call With One Inside and Two Outside Parties
- While on an outside call, if you hear a single beep tone and the lamp in your HOLD/FORWARD key begins to flash at a fast rate (120 IPM), there is an intercom call waiting for you.
- Lift the handset.
- Replace the handset in the cradle.
- Press the special key.
- Wait for the double tone.
- Make your announcement in a normal voice.

NOTE: To eliminate only yourself from the conference call, hang up.

The outside party will be sent to the remaining inside telephone.

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

To Place a Conference Call With One Inside and Two Outside Parties
- Press the CONFERENCE key.
- Press the CONFERENCE key.
- Dial the extension number of the inside party.
- Instruct the extension to lift the handset.
- Press the CONFERENCE key.
- 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.

TO place a CONFERENCE Call
- Press the CONFERENCE key.
- Press the CONFERENCE key.
- Dial the extension number of the inside party.
- Instruct the extension to lift the handset.
- Press the CONFERENCE key.
- 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.

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.

NOTE: If it is desired to speak to the called party privately, 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.