Using Your Telephone

Soft Keys simplify using your phone. To guide you through your features, the Soft Key functions automatically change to help you handle calls. In this guide, the Reverse Type represents Soft Key functions.

Due to the flexibility built into the system, your Dialing Codes and Feature Capacities may differ from those in this guide. Check with your communications manager and make a note of any differences.

If you’re on a Handsfree Call (see Handsfree Options below), lift the handset for privacy.

MW flashes when you have Messages Waiting. If you don’t have a Voice Mail key, it also flashes when you have Voice Mail messages left in your mailbox.

Press CALL1 then LND to automatically redial the last number you called. Press CALL1, DIAL and dial a bin number for Common Abbreviated Dialing.

While on a call, press CONF or CONF to set up a Conference.

The Volume Controls are for speaker and handset. They also control the volume for ringing calls.
**Handset Display** helps you usees and tells you about your calls. With Caller ID, a ringing line may show user’s number and name.

Press a **One-Touch Key** for one-button contact with co-workers and outside callers, or when using certain features. Ask your communications manager.

These are **LINE** and/or **FUNCTION** keys. See Programming Function Keys for more on setting up these keys.

Press **DIR** or dial D (3) to select a call from a list of names. See Directory Dialing for more.

**Line Appearance Keys** are Intercom keys for placing and answering calls. If you’re busy on one – just use the other.

Enable **Do Not Disturb** to block your calls when you don’t want to be interrupted.

Press **DIR** for Handsfree calls, or use the handset instead. See Handsfree Options below. While on a handset call, press SPK once for Handsfree; twice for Group Listen.

The **Microphone** picks up your voice for Handsfree calls. Press **MIC** to turn off the microphone.

**Handsfree Options**

**Handsfree** lets you place and answer calls by pressing instead of using the handset. Just have a speakerphone to have Handsfree.

**i** lets you place a call without lifting the handset, but you must lift the handset to speak.

**Automatic Handsfree**, you can press a line or Line Appearance key without lifting the handset. You may have to lift the handset to speak, depending on whether you have ffree or Monitor. Normally, you have Automatic Handsfree.

**Handsfree Answerback** to answer a voice-announced Intercom call by speaking your phone — without lifting the handset.
Placing Calls

Placing an Outside Call . . .

1. (Optional) Lift handset.
2. Press a line key for quick access:
   + Listen for dial tone + Outside number.
   • You can have function keys for lines or line groups.
   • If your system is behind a PBX, you may have to dial 9 before your number.

OR

1. (Optional) Lift handset.
2. Dial codes for outside lines:
   • Line key + 9 + Outside number.
   OR
   OR
   2. Line key + 8 0 4 + Line group (1-9, 01-99 or 001-128) + Outside number.
      OR
   OR
   2. Line key + 10 9 + Line number (e.g., 05 or 005 for line 5) + Outside number.

Calling a Co-Worker . . .

1. (Optional) Lift handset.
   • For one-touch calling, press a Call Coverage or Hotline function key instead of going on to step 2.
   Dial using the Intercom:
   2. Call + Co-worker’s extension number.
      • Your call will ring or voice-announce.
      If you hear ringing, wait for an answer.
      If you hear two beeps, begin speaking.
      Press RING or VANN to change mode.
      • For your Voice Mailbox, MSGA + VMSG.
      • For Paging, press IC + EXPG (external) or INPG (Internal) + page zone (0-8).
If your call doesn’t go through . . .

Camp On and Callback

When you hear system busy, use Camp On or Callback:

1. **CAMP** (wait without hanging up).
   - (Intercom calls) When you hear ringing, wait for the called party to answer. If you hear busy/ring instead of busy before camping on, you can optionally dial 6 to send a Voice Over.
   - For an urgent matter, you may be able to Barge In by pressing **BARG**.
   - (Outside calls) When you hear new dial tone, place your call again.

   OR

1. **CAMP** and hang up to leave a **Callback** for a free line or extension.
   - Wait for the system to call you back.

2. or lift handset.
   - (Outside calls) Place your call again.
   - (Intercom calls) Speak to co-worker.

To cancel your **Callback**:
1. Press any Soft Key + **CLR** + **CLBK** + **ALL** or **ICM** or **LINE**.

Message Waiting (Direct Messaging)

Leave a Message Waiting (flashing MW key) if your co-worker doesn’t answer:

1. Do not hang up + **MSGWT**.
   - Your co-worker’s MW flashes fast. Your MW is lit.
   - With Voice Mail, **VMSG** to leave a message in your co-worker’s mailbox.

To answer a Message Waiting left for you:

1. **MSGA** + **MW** + **CALL**.
   - To cancel Messages Waiting (those you left): Press any Soft Key + **CLR** + **MW** + **ALL**, **SENT** or **REVD**.
   - To cancel Messages Waiting left for you: **MSGA** + **MW** + **CNCL**.
Answering Calls

To cancel messages you left and that were left for you: Press any Soft Key + MORE + MORE + CLR + MW + ALL, SENT or REV.

Answering Outside Calls . . .

If you hear two rings and see a flashing line key:

1. or lift handset.
   • Press line or loop key if not connected.

Answering Intercom Calls . . .

Listen for two short beeps:

1. Speak toward your phone or lift the handset.
   • If you hear one long ring instead, press SPK or lift handset to answer.
   • PROG + MORE + MORE + INT + RING or VOIC makes incoming Intercom calls ring or voice-announce your phone.

Picking up calls not ringing your phone . . .

If a call is ringing over the Page after hours:

1. or lift handset.
2. CALL + [ ]

When a call is ringing a co-worker’s phone:

1. or lift handset.
   • You can press a Group Call Pickup or Call Coverage function key instead of step 2.
2. * + Co-worker’s extension.

Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place/answer call + CONF.
   • To retrieve a call after pressing CONF, but before adding a call, press ANHD.
2. Place/answer next call + SET.
   • Repeat this step to add more parties. You may be able to have up to 32 callers.
3. After adding all parties, press BEGIN to start the Conference.
Handling Your Calls

Your call can wait at your phone . . .

Hold

- Do not hang up + HOLD.
  • This puts your outside call on System Hold. Your co-workers can take the call off Hold. To place the call on Exclusive Hold, press your Exclusive HOLD function key.
  • Intercom calls automatically go on Exclusive Hold when you press HOLD.

Easily retrieve a call from Hold:

1.  or lift handset.
2. Press flashing LINE.
   OR
2. if the call was not on a line key (or was an Intercom call).

Send the call you’re on to a co-worker . . .

Transfer

- Do not hang up + HOLD.
- Dial your co-worker’s extension.
  • You can press a One-Touch key instead of dialing your co-worker.
  • To transfer the call to Voice Mail, press your Voice Mail key before dialing your co-worker.
- (Hotline).

Park a call in orbit

- Do not hang up.
- Park Orbit.
Park Orbits are 1-64. For Personal Park, dial 857 instead of #6.

3. Page your co-worker to pick up the call.
   • For Paging, press ICM + EXPG (external) or INPG (Internal) + page zone (0-64).
4. Hang up.

1. (Optional) Lift handset for privacy.
2. 1 + # (external) or # (Internal) + page zone (0-64).

Forward (reroute) your calls to a co-worker ... 

While at your desk or out of the office, forward your calls to a co-worker, Voice Mail or off-premise:

1. While idle, press PROG + CFWD + STA.
   • To forward off-premise: PROG + CFWD + DEV + OFFP + Line access code (e.g., 9) + Number + HOLD.
      To cancel: While idle, CFWD + CNCF.
   • To program a Selectable Display Message: PROG + CFWD + DEV + DISP + Message Number (e.g., 01-20) + Edit if needed + HOLD.
      To cancel: Press any Soft Key + CNCF.
2. Dial Call Forwarding condition:
   AME = Personal Answering Machine Emulation (then skip to step 4).
   IMM = Immediate.
   B/NA = Busy or not answered.
   N/A = Not answered.
   FLW = Follow Me.
   BOTH = Immediate with both ringing (not for Voice Mail).
3. Dial destination extension, Voice Mail master number or press Voice Mail key.
4. Dial Call Forwarding type:
   ALL = All calls
   CO = Outside calls only
Placing Calls Quickly

While at your desk or out of the office, forward your calls to a co-worker, Voice Mail or off-premise.

**INT** = Intercom calls only
- DND flashes slowly. A voice prompt may remind you that your calls are forwarded.
- To cancel Call Forwarding, press any Soft Key + **CONF**.
- To override an extension’s Call Forwarding programming, **BYPASS**.

Automatically redial calls . . .

**Last Number Redial**

Quickly redial your last outside call:

1. (Optional) Lift handset.
2. + .
   - The system selects an outside line.
   OR
2. + .
   - The call uses the line you select.

**Save**

Save your call for quick dialing later on:

Then redial your saved number:

1. **SAVE**.
2. **ICM** + **MORE** + **SAVE**.
   - The system selects an outside line.
   OR
2. **LINE** + **SAVE** (Save).
   - The call uses the line you select.

Quickly dial co-workers and outside calls . . .

**One-Touch Calling**

Use One-Touch Keys to save time calling co-workers:

1. (Optional) Lift handset + **1-TOUCH**.
   - You can have One-Touch Keys for Direct Station Selection, Personal Speed Dial (outside calls) or feature codes. See Programming One-Touch Keys.
Abbreviated Dialing (Speed Dial)

1. In an idle station, press PROG + MORE + ABB + SYS or GRP.
2. Dial Abbreviated Dialing bin number.
   • Ask your communications manager for your bin numbers.
   • CLEAR will erase a previously stored number or name.
3. Dial phone number to store + HOLD.
   • The number can be up to 24 digits, using 0-9, # and *. Press MIC to enter a pause.
4. Enter the name for stored number + HOLD.
   • See Entering Names below.
5. CLEAR to return to an idle state.

To dial your stored Abbreviated Dialing number:
1. (Optional) Lift handset.
2. + Bin (for common).
   OR
   2. + Bin (for group).
   • You may also have function keys for Abbreviated Dialing.

Entering Names
When entering names, use One-Touch Keys to enter letters. For example, press One-Touch Key 1 once for A, twice for B, three times for C, and four times for D.

| 1 = A - D | 4 = M - P | 7 = Hyphen |
| 2 = E - H | 5 = Q - T | 8 = Space |
| 3 = I - L | 6 = U - Z | 9 = Symbols |
10 = Punctuation

• Use the dial pad digits to enter 1-9, # and *.
• CONF deletes entries.
• CHECK saves the One-Touch entry after you select it. (You don’t have to press CHECK after dial pad entries.)
**Quick Reference for Other Features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm</td>
<td>To block your outside calls OR to block Paging, Intercom calls, Call Forwards and transferred outside calls OR to block Call Forwards. To cancel: Any Soft Key +</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>To override an extension’s Do Not Disturb.</td>
</tr>
<tr>
<td>Name Storing</td>
<td><strong>CALL1</strong> + 800 + (Name) + <strong>HOLD</strong> + <strong>SPK</strong>.</td>
</tr>
<tr>
<td>Memo Dial</td>
<td>While on a call, store a number for easy recalling: <strong>Memo Dial</strong> function key + Number to store + <strong>Memo Dial</strong> key to save. To dial number: <strong>Memo Dial</strong> key + <strong>Line</strong> key.</td>
</tr>
<tr>
<td>Meet Me Conference</td>
<td>To set up a telephone meeting: While on a call, <strong>CONF</strong> + page party and announce zone + when co-worker answers, <strong>SEL</strong> + <strong>REGN</strong>. To join: <strong>CONF</strong> OR <strong>CALL1</strong> + 854 + Announced zone.</td>
</tr>
<tr>
<td>Personal Greeting</td>
<td>To have your phone greet callers and forward your calls:</td>
</tr>
<tr>
<td>Park and Page</td>
<td>To have your phone greet your callers and Page you:</td>
</tr>
<tr>
<td>Repeat Redial</td>
<td>Automatically redial your outside call if it’s not answered: Place outside call + <strong>SPK</strong> + Hang up + Lift handset when call goes through. To cancel: <strong>CONF</strong>.</td>
</tr>
<tr>
<td>Time/Date</td>
<td><strong>CALL1</strong> + 828 + time/date password (usually 0000) + 2 digits for year + 2 digits for month + 2 digits for day + day of week (Mon=Sunday, Fri=Saturday) + 2 digits for hour (24-hour format) + 2 digits for minutes + <strong>SPK</strong>.</td>
</tr>
</tbody>
</table>

**Directory Dialing**

At your display telephone, select a co-worker or outside call from a list of names (rather than dialing the phone number):

1. **DIR** (Directory Dialing).
2. Dial Directory Dialing type:
   - **C-2** = Common Abbreviated Dialing.
   - **D-3** = Group Abbreviated Dialing.
   - **P-7** = Your One-Touch Keys (1-10).
   - **X-9** = Co-worker’s extension numbers.
3. Dial letter/number range for the party you want to call (e.g., dial 2 for A, B, C or 2).
4. Press the soft key that displays the letter/number selected above (e.g., 1 for A, 2 for B).
5. Press **SEL** or **UP** soft key to scroll through the list.
6. **DIAL** to place call.
### Programming One-Touch Keys

To program: In an idle state, **PROG** + **MORE** + Key + Number + HOLD + Name (see Entering Names under Abbreviated Dialing) + HOLD + CLEAR.

- **DSS**: Enter Co-worker’s extension number + SPK to hang up.
- **Personal Speed Dial**: Enter 9 + Outside number or Enter 804 + Line group number (1-9, 01-99 or 001-128) + Outside number or Enter #9 + Line number (e.g., 05 or 005) + Outside number + SPK to hang up.
- **Service Codes**: Enter Service Code + SPK to hang up. For example, you can make a Save Number Clear key by entering 885.

### Programming Function Keys

To program: In an idle state, **PROG** + **MORE** + **FTCN** + Key + Code + Optional Data + CLEAR.

- **Call Forwarding**: Enter 1080 for Call Forwarding to extension or Voice Mail (the same as dialing ✻ 2). Enter 1081 for Selectable Display Messaging, Call Forwarding Off Premise and Personal Greeting/Park and Page (the same as dialing ✻ 4).
- **Conference**: Enter 1016 if you want a Conference key.
- **Directory Dialing**: Enter 1082.
- **Hold**: For Exclusive Hold, enter 1044.
- **Hotline**: Enter 1058 + Partner’s extension.
- **Line and Loop Keys**: Enter 0001 - 0192 for lines, 0000 to undefine. Enter 1078 + 0 (Incoming), 3 (Outgoing) or 2 (Both) + 001-128 (Trunk Group) or 000 (for ARS).
- **Memo Dial**: Enter 1015.
- **Save Number Dialed**: Enter 1014.
- **Repeat Redial**: Enter 1075.
- **Voice Mail**: Method A¹: Enter 1059. Method B¹: Enter 1059 + Your extension number. ¹ Check with your communications manager.
- **Park**: Enter 1033 + Orbit number (1-64).
- **Page**: Enter 1006 + Zone (1-64) for Internal. Enter 1004 + Zone (1-8) for External. Enter 1005 for Combined (External and Internal) All Call.