Using Your Telephone

The **Alphanumeric Display** helps you use features and tells you about your calls.

The **MON** flash rate indicates if the phone is monitoring or being monitored with the Room Monitor feature.

Press **CHECK** to display the function of any programmable key or One-Touch speed dial key you press.

Use the **CLEAR** key to remove the data shown in the second row of the display.

**Line Keys** give you access to incoming and outgoing calls or can be programmed as feature keys.

Press **LND** to automatically redial the last number you called.

**Message Waiting** flashes when a message is left - either by you to a co-worker or from a co-worker to you.

Use **Intercom** to call co-workers.

**Transfer** allows you to pass an outside call to a co-worker.

**Flash** allows you to access certain features of your PBX or telephone company.

Press the **Speaker** to use Handsfree instead of the handset.

You can place an Intercom or outside call on **Hold**. (Note: With Intercom calls, do not hang up the handset after placing the call on Hold.)

**Programmable Keys** have two functions:
- Just press the key and keys 1-10 are DSS keys.
- Keys 1-10 can also be One-Touch keys (for Personal Speed Dial, Save or Selectable Display Message keys) by pressing TRFR or a line key. Refer to the specific feature for proper procedure.

Use the **DC** key when dialing either system or personal Speed Dial numbers.

Use the **VOLUME Controls** to adjust the volume of ringing, Paging, Background Music (824 System only), Handsfree announcements or your handset. Display phones can also use this to control the contrast of their LED display.

Use **Microphone Mute** to turn off the Handsfree microphone.

Use **Do Not Disturb** to block calls and page announcements on your extension. This key also lets you set up a **Conference** with your co-workers.
**Placing Calls**

**Placing an Outside Call . . .**

1. Lift handset.
   - This step may not be required if Single Step Access is enabled.
2. Press \[ LINE \] and dial outside number.
   - You may also have line group (loop) keys on your phone.
   - If your system is behind a PBX, you may have to dial 9 before your number.

**Calling a Co-Worker . . .**

1. (Optional) Lift handset.
   - This step may not be required if Single Step Access is enabled.
2. Press \[ ] + \[ 9 \] + the outside line number (e.g. .01).

**If your call doesn’t go through . . .**

**Camp On and Callback**

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

1. For Intercom calls, dial \[ \] to \[ Camp On \]
   - (wait without hanging up).
   - When the called party hangs up, the call rings you back.
   - OR
   1. For Intercom calls, dial \[ \] and hang up to leave a \[ Callback \] for an extension.
   - For Outside calls, press \[ \] and dial a Queue Group number (e.g., 1-6) if all lines busy. Hang up.
2. Lift handset or press \[ \] when the system calls you back.
3. (Outside calls only) Place your call again.

**To cancel your Callback (ICM calls only):**

1. Lift handset and hang up.

**Message Waiting**

Leave a Message Waiting so your co-worker can call you back:

1. After placing an ICM call, do not hang up if you get no answer or a busy signal.
2. Press \[ \]  
   - \[ MW \] on your co-worker’s phone flashes fast. Your MW LED has a double wink.
   - With voice mail, press 3 instead to leave a message in the co-worker’s mailbox.
3. Hang up.
   - OR
4. To leave a Selectable Display Message, press \[ * \], the message number (e.g., 00-49) and \[ * \].
5. Hang up.
Answering Calls

To answer your own Message Waiting:

1. Lift handset and press SPK + *.
   • Display Phones: To cancel all your messages without returning them, press FTR + CLEAR. To view your messages, press CHECK + * (To scroll messages, *=forward, # = backward). Press ICM to call the extension shown on the display.
   • To listen to voice mail messages, press SPK + voice mail key (see One-Touch Keys).

Answering Outside Calls . . .

Listen for one ring and look for a flashing line key:

1. Lift handset or press SPK.
   • Press line key if not connected to call.
   • Some line keys may be programmed as a group key.
   • To view Caller ID, before answering and without lifting the handset, press the line key (If single step access is enabled, press FLASH before pressing the line key.).

Answering Intercom Calls . . .

Listen for one short beep:

1. Speak toward your phone.
   • The mic in your phone picks up your voice. You can lift the handset for privacy.

OR

Listen for one ring and look for slowly flashing ICM key:

1. Press the flashing ICM key.
   • The mic in your phone picks up your voice. You can lift the handset for privacy.

Picking up calls not ringing your phone . . .

If a call is ringing Paging after hours:

1. Lift handset.
2. Press ICM or dial 9 6.

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

1. Lift handset (Do not press SPK).
2. Dial your co-worker’s extension or press # if unsure of the extension ringing.

Quick Reference for Other Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Code</td>
<td>Seize CO line + * + Account Code + * + Telephone number.</td>
</tr>
<tr>
<td>Alarm Clock</td>
<td>(Display Phone Only) To set: SPK + FTR + 50 + 1 or 2 + Alarm time (24 hour clock) + * + SPK. To stop alarm: CLEAR. To cancel alarm: SPK + FTR + 50 + 1 or 2 + * + SPK.</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>Press DND. If Level 3 programmed: Press DND once to block outside and ICM calls; press DND twice to block just outside calls. The programmed level determines the types of calls blocked: Level 1 blocks outside calls, allows ICM calls Level 2 blocks outside and ICM calls Level 3 blocks outside and ICM or just outside calls.</td>
</tr>
<tr>
<td>Meet Me Conference</td>
<td>Set up with three or more parties: Lift handset + ICM + Dial page zone (308 System uses 80-85, 824 System uses 80-87) + Announce parties to press CONF + Press CONF. To join: Lift handset + Press CONF. OR Set up with one or two parties: Lift handset + ICM + Page zone + Announce parties to dial same page zone + #. To join: Dial announced code.</td>
</tr>
<tr>
<td>Repeat Redial</td>
<td>Place outside call + FTR + 1 + Hang up + Lift handset when call goes through. To cancel: Lift handset.</td>
</tr>
<tr>
<td>Room Monitor</td>
<td>To activate or cancel: From extension to be monitored: Lift handset + FTR + FLASH + Hang up + From monitoring extension: FTR + FLASH.</td>
</tr>
<tr>
<td>Time/Date Setting</td>
<td>SPK + FTR + CLEAR + 4 digits for year (e.g. 2001) + * + 2 digits for month (Jan=01, Feb=02, etc.) + 2 digits for date (01-31) + * + 1 digit for day (Sun=0, Mon=1, etc.) + * + 4 digits for time (24-hour clock) + * + SPK.</td>
</tr>
</tbody>
</table>

Tones you may hear . . .

One ring during a call: This means an ICM call is waiting to be answered. Hang up to receive call or send Selectable Display Message (TRFR + message number 1, 2, or 3).

Fast busy or warble tone anytime: This means you made a mistake in placing a call or using a feature. Hang up and start over.
Handling Your Calls

Have a telephone meeting (Conference) . . .

1. Set up your first call and press .
2. Place or answer your second call. Internal parties must lift the handset or press the SPK key when called.
3. Press again.

Your call can wait at your phone . . .

Hold

1. Do not hang up. Press once for System Hold or twice for Exclusive Hold.
   • Exclusive Hold means your co-workers can not take the call off Hold.
   • ICM calls will go on Exclusive Hold when you press HOLD (Your co-worker must lift the handset or press SPK to allow you to place the call on Hold).
   • Do not hang up handset for ICM calls.

Easily retrieve a call from Hold:

1. Lift handset.
2. Press flashing . OR
2. Press if the call was an ICM call.

Reroute your calls

Transfer

1. Press and dial your co-worker’s extension number.
   • You can optionally press a DSS key after pressing the ICM key.
   • To transfer the call to voice mail, press ICM + extension number + 3 + TRFR.
2. (Optional) Announce call.
3. Press key and hang up.
Placing Calls Quickly

Quickly dial co-workers and outside calls . . .

Direct Station Selection (DSS)

1. Lift handset.
2. Press the One Touch DSS key (1-10) for co-worker.

Program your own DSS keys:

1. Press SPK + DC + #.
2. Press the One Touch DSS key (1-10) you want to program.
3. Dial extension number to be assigned.

Speed Dial

Store up to 10 outside numbers in your own Personal Speed Dial:

1. Lift handset.
2. Press DC + #.
3. Press a One-Touch Speed Dial key.
4. Dial number to be stored (18 digits max.).
   - Pressing TRFR=pause, FLASH=Flash and CONF=Stop.
   - Press CLEAR to reenter phone number.
5. Hang up.

To dial your stored Speed Dial number:

1. Lift handset and press a line key.
2. Press One-Touch Speed Dial key.

Store a System Speed Dial number:

1. Lift handset.
2. Press DC and #.
3. Dial a Speed Dial number (00-99).
4. Dial number to be stored (18 digits max.).
5. Hang up.

To dial a System Speed Dial number:

1. Lift handset and press a line key.
2. Press DC and dial a Speed Dial number.

Automatically redial calls . . .

Last Number Redial

Quickly redial your last outside call:

1. (Optional) Lift handset.
2. Press a line key.
3. Press LND.
Identify lines, extensions, Speed Dial #’s . . .

Storing a name (from station #10 only) for any line, extension, or Speed Dial number:

Numbers: Press desired number on the dial pad.
Letters: Determine letter’s position on the dial pad key (e.g., dial pad key #2 = A=position 1, B=position 2, C=position 3). Press One-Touch key for character required.

One-Touch key 1 = position 1, One-Touch key 2 = position 2
One-Touch key 3 = position 3, One-Touch key 4 = space
One-Touch key 5 = delete a character, One-Touch key 6 = delete all characters.
*=shifts cursor to the left, #=shifts cursor to the right.
Press the dial pad keys until all letters are entered (8 digits maximum).

1. Press + CO key to name + *.
2. Input the letters/numbers (see above).
3. Press next CO key to program + *.
   OR
3. Press CO key + CLEAR to exit.

1. Press twice + extension to name + *.
2. Input the letters/numbers (see above).
3. Press + next extension to program.
   OR
3. Press + CLEAR to exit.

1. Press twice + Speed Dial number to name + *.
2. Input the letters/numbers (see above).
3. Press + next Speed Dial number.
   OR
3. Press + CLEAR to exit.