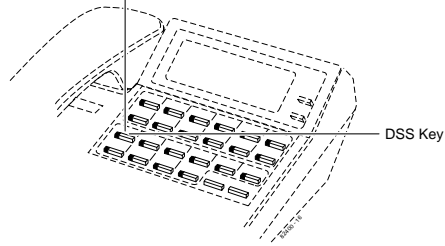# Using Your Telephone

CO + One Touch Key = Dial 'Saved' or Personal Speed Dial Number

OR

TRFR + One Touch Key = Send Selectable Display Message

DSS Key

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.

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 **Intercom** to call co-workers.

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

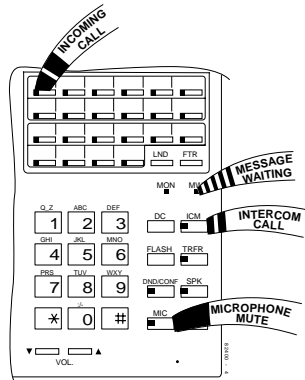**Flash** allows you to access certain features of your PBX or telephone company.

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

INCOMING CALL

MESSAGE WAITING

INTERCOM CALL

MICROPHONE MUTE

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.

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.)

The lights in the keys help you use your features and tell you about your call.

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 . . .

Press a line key for quick access:

1. Lift handset.
   - *This step may not be required if Single Step Access is enabled.*
2. Press **1 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.*

OR

Dial codes for outside lines:

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

Calling a Co-Worker . . .

Dial using the Intercom:

1. (Optional) Lift handset.
   - *This step may not be required if Single Step Access is enabled.*
   - *For one-touch calling, press a DSS key instead of going on to step 2.*
2. Press ICM.
3. Dial your co-worker's extension number.
   - *If you hear ringing, wait for an answer. If you hear a beep, begin speaking.*
   - *You may also be able to dial a co-worker's Hunt Group.*
   - *To Page, dial 80 for All Call, 81-84 for internal zones, or 85-87 for external zones (308 System uses only 85 for external zone paging).*
   - *For your Voice Mailbox, press SPK+VM Key (see One-Touch Keys).*
4. (Optional) Dial 1 to force the call to ring your co-worker.

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 HOLD and dial a Queue Group number (e.g., 1-6) if all lines busy. Hang up.
2. Lift handset or press SPK 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 0.
   - *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
3. To leave a Selectable Display Message, press *, the message number (e.g., 00-49) and *.
4. Hang up.

Answering Calls

To answer your own Message Waiting:

1. Lift handset and press `ICM □─` + `□ *`.
   - *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 `I LINE` or dial `ICM □─` `WXY 9` `MNO 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	
Account Code:	Seize CO line + * + Account Code + * + Telephone number.
Alarm Clock:	*(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.
Do Not Disturb:	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*
Meet Me Conference:	*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.
Repeat Redial:	Place outside call + FTR + 1 + Hang up + Lift handset when call goes through. *To cancel:* Lift handset.
Room Monitor:	*To activate or cancel:* From extension to be monitored: Lift handset + FTR + FLASH + Hang up + From monitoring extension: FTR + FLASH.
Time/Date Setting:	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.

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.

Programming Function Keys

Feature Number	Feature	Feature Number	Feature
00	Undefine Key	12	Walking COS Access
01	Alarm Clock	13	Call Forward (DISA)
02	Timer	14	Loop Key
03	Day/Night Mode	15	Store Caller ID in table
04	Monitor	16	Edit Caller ID table
05	Monitored	17	Add to Caller ID data
06	Recall Line Display	18	Search Caller ID no.
07	Repeat Dial	19	Search Caller ID name
08	Repeat Dial (Hurry up)	20	Edit Temp Memory
09	Directory Dial (CO)	21	Clear Temp Memory
10	Directory Dial (ICM)	22	Record (CO key only)
11	Park/Hold Retrieve		

Store Under One-Touch or CO Key:	SPK key + FTR key + 4 + One-Touch or CO key + feature number + * + SPK key.
Delete Stored Feature:	SPK key + FTR key + 4 + One-Touch or CO key + 00 + * + SPK key.

Programming One-Touch Keys

DSS:	SPK + DC + # + One-Touch Key + Extension number (Door Box extension accepted) + SPK
Personal Speed Dial:	SPK + DC + * + One-Touch Key + Phone number + SPK
Save:	SPK + DC + * + One-Touch Key + FTR + # + SPK
Selectable Display Message:	CHECK + FTR + Message number (00-49) + * + edit message if needed + CHECK + One-Touch key (#1 or #2 only) + * + CLEAR
Voice Mail:	SPK + DC + # + One-Touch Key + 98 + SPK

Handling Your Calls

## Have a telephone meeting (Conference) . . .

Use Conference to have a 3-way telephone meeting:

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

Your call can wait at your phone . . .

Hold

Use Hold instead of leaving the handset off-hook:

1. Do not hang up. Press ☐ (HOLD) 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 **LINE**.
   OR
2. Press ☐ (ICM) if the call was an ICM call.

Reroute your calls

Transfer

Send (Transfer) your call to a co-worker:

1. Press ☐ (ICM) 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 ☐ (TRFR) key and hang up.

Park a call in orbit

Park a call in orbit so a co-worker can pick it up:	1. Do not hang up. 2. Press a Park key. 3. Page your co-worker to pick up the call. • *For **Paging**, press ICM and dial 80 for All Call, 81-84 for internal zones, 85-87 for external zones (308 System uses only 85 for external zone paging).* 4. Hang up.
To pick up a call a co-worker parked for you:	1. Lift handset. 2. Press the Park key.

Forward your calls to a co-worker . . .

While at your desk, forward your calls to a co-worker:	1. Press $\overset{SPK}{\boxed{\Box}}$ + $\overset{TRFR}{\boxed{\Box}}$.
	2. Dial extension to receive your calls. *To transfer to voice mail, dial the voice mail's extension number.*
	3. Dial one of the following:
	   • 0 to forward all calls.
	   • 1 to forward busy calls.
	   • 2 to forward unanswered calls.
	   • 3 to forward unanswered and/or busy calls.
	4. Press $\overset{SPK}{\boxed{\Box}}$ to hang up.
	   • *TRFR flashes slowly.*
	   • *To cancel forwarding, press SPK + TRFR + TRFR + SPK.*

Automatically redial calls . . .

Last Number Redial

|	
Quickly redial your last outside call:	1. (Optional) Lift handset. 2. Press a line key. 3. Press $\overset{LND}{\boxed{}}$.

Quickly dial co-workers and outside calls . . .

Direct Station Selection (DSS)

|	
Save time calling co-workers with Direct Station Selection:	1. Lift handset. 2. Press the One Touch DSS key (1-10) for co-worker.
Program your own DSS keys:	1. Press $\overset{SPK}{\boxed{\Box}}$ + $\overset{DC}{\boxed{}}$ + $\boxed{\#}$. 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 $\overset{DC}{\boxed{}}$ + $\boxed{*}$.
	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 $\overset{DC}{\boxed{}}$ and $\boxed{*}$. 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 $\overset{DC}{\boxed{}}$ and dial a Speed Dial number.

# 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).

Store a name with a line number:

1. Press [DC] twice + 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.

Store a name with an extension number:

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

Store a name with a System Speed Dial number:

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

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Multibutton Telephone
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