Using Your Single Line Telephone

**ST4 Telephone Shown**

Lift the **Handset** to place and answer calls.

Use the **Dial Pad** when placing outside calls and using features.

**Ring Indicator Lamp** flashes as telephone rings.

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

In this guide, **hookflash** means to press the hookswitch for about 1/2 second, then release it.

**Flash** (ST4 Only)
While on a call, press Flash instead of pressing and releasing the hookswitch.

**Last Number Redial** (ST4 Only)
Lift handset and press LND to redial your last call.

**Dial Mode Switch** (ST4 Only)
[On bottom of phone.]

**Volume Control** (ST4 Only)
Use the three-position volume control to set the loudness of ringing.
Placing Calls

Placing an Outside Call . . .

1. Lift handset.
   • Listen for dial tone.
2. + Outside number.
   • You may have to dial a line group number (0-9) before your outside number.
   • When behind a PBX, you may have to dial another 9 before your number.

   OR

2. + Line number (e.g., 01-16) + Outside number.
   • When behind a PBX, you may have to dial 9 before your number.

Calling a Co-Worker, Voice Mail and Paging . . .

1. Lift handset.
2. Dial co-worker’s extension number.
   • If you hear ringing, wait for an answer. If you hear two beeps, begin speaking (or dial 1 to have call ring).

   OR

2. For Paging, dial + 0 for All Call or 1-7 for zones.

   OR

2. To call your mailbox, dial .

Dial codes for outside lines:

Placing Calls

If your call doesn’t go through . . .

Camp On and Callback

1. to Camp On (wait without hanging up).
   • (Intercom calls) When you hear ringing, wait for the called party to answer.
   • (Outside calls) When you hear new dial tone, place your call again.

   OR

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

2. Lift handset when the system rings you back.
   • (Outside calls) Place your call again.
   • (Intercom calls) Speak to co-worker.

Message Waiting (If you don’t have Voice Mail)

1. Do not hang up + .
   • Your co-worker’s MW flashes fast.
   • If your system has Voice Mail, dialing 8 lets you leave a message in your co-worker’s mailbox instead.

To answer a Message Waiting left for you:

1. Lift handset +.
   • To cancel all your messages (those you left and those left for you), dial 873.
Answering Calls

Answering Outside Calls . . .

Listen for two short rings:

1. Lift handset.

Answering Intercom Calls . . .

Listen for one long ring:

1. Lift handset to speak.

Picking up calls not ringing your phone . . .

If a call is ringing:

1. Lift handset.
2. + UNA code (01-04).
   • Dial the lowest code first (e.g., 01). If you hear busy, try the next highest number (e.g., 02).

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

1. Lift handset.
2. + Co-worker’s extension.

Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place or answer call.
2. Hookflash + Dial extension or trunk you want to add to Conference.
   • Wait for called party to answer.
3. Hookflash + +
   • Repeat steps 2 and 3 to add additional parties to the Conference.

Quick Reference for Other Features

<table>
<thead>
<tr>
<th>Group Call Pickup:</th>
<th>To pick up a call ringing your pickup group:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lift handset + ✻ #</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Meet Me Conference:</th>
<th>To set up a Meet Me Conference:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lift handset + Page parties and announce Meet Me Conference code (#11 or #12) + Hang up + Lift handset + Dial announced code (#11 or #12)</td>
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<tr>
<td>To join a Meet Me Conference:</td>
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<tr>
<td>Lift handset + Dial announced Meet Me Conference code (#11 or #12)</td>
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</tbody>
</table>

Tones you may hear . . .

<table>
<thead>
<tr>
<th>Two short rings while idle:</th>
<th>An outside call is directly ringing your phone. Just lift the handset to answer.</th>
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</thead>
<tbody>
<tr>
<td>One long ring while idle:</td>
<td>An intercom call is ringing your phone. Just lift the handset to answer.</td>
</tr>
<tr>
<td>Error (fast busy) tone:</td>
<td>This means you made a mistake in placing a call or using a feature. Hang up and start over.</td>
</tr>
</tbody>
</table>
Handling Your Calls

Your call can wait at your phone . . .

Hold

1. Do not hang up + Hookflash.
2. (Optional) Hang up.
   • This puts your outside call on Exclusive Hold.
   • Intercom calls automatically go on Exclusive Hold when you press HOLD.
3. Do not hang up.

Easily retrieve a call from Hold:

1. Lift handset.
2. + Hookflash.

Transferring your calls . . .

Transfer

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

1. Hookflash + Dial your co-worker’s extension number.
   • To transfer the call to the Voice Mail Automated Attendant, dial the Voice Mail master number.
2. (Optional) Announce the call when your co-worker answers.
3. Hang up.

To retrieve the call if your co-worker doesn’t want it:

1. Lift handset.
2. + Hookflash + Your co-worker’s extension.

To answer a call transferred to you:

1. Stay on the line.
   • The call automatically connects.

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Personal Speed Dial Directory

To use: Lift handset + + Bin (01-20)

<table>
<thead>
<tr>
<th>Bin</th>
<th>Stored Speed Dial Number</th>
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<tbody>
<tr>
<td>01</td>
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</table>
Forward your calls to a co-worker . . .

While at your desk, forward your calls to a co-worker or Voice Mail:

1. Lift handset + 3 def.
2. Dial Call Forwarding type:
   - 0 = Cancel forwarding
   - 2 = Busy/No answer
   - 4 = Immediate
   - 6 = No answer
3. Dial destination extension, 0 for your operator, or the Voice Mail master number.
4. 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.
   Park a call in a System Orbit
2. Hookflash + * 9 + System Park Orbit.
   - System Park Orbits are 60-69.
   OR
   Park a call at an extension (Personal Park)
2. Hookflash + * * + Co-worker’s extension number (300-331).
3. Page your co-worker to pick up the call.
   - For Paging, dial * 1 + 0 for All Call or * 1 + 1-7 for zones.
4. Hang up.

Or pick up a call a co-worker parked for you:

1. Lift handset.
   For a Call Parked in a System Orbit
2. * 9 + System Park Orbit.
   - System Park Orbits are 60-69.
   OR
   For a Call Parked in a Personal Park Orbit
2. * * + Announced extension.
Placing Calls Quickly

Quickly dial co-workers and outside calls . . .

System Speed Dial

To dial your stored System Speed Dial numbers:

1. Lift handset.
2. + System Speed Dial bin.
   • System Speed Dial bins are normally 200-299.

Personal Speed Dial

To dial your stored Personal Speed Dial numbers:

(Your phone cannot store Personal Speed Dial numbers. Ask your communications manager to store your Personal Speed Dial numbers for you.)

1. Lift handset.
2. + Personal Speed Dial bin.
   • Personal Speed Dial bins are 701-720.