Your Multibutton Display Telephone

- Your key assignments may be different than shown. Ask your communications manager.
- See the inside back cover of this guide for an illustration of the Super Display telephone.

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**About Your Handsfree Options**

- **Handsfree** lets you place and answer calls by pressing \( \text{spk} \) instead of using the handset.
- With **Automatic Handsfree**, you can press a line key without lifting the handset. Normally, you have Automatic Handsfree.
- Use **Handsfree Answerback** to answer a voice-announced Intercom call by speaking toward your phone — without lifting the handset.

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If you have a 22-Button or 34-Button Display telephone, it provides a two-line, 20-character per line alphanumeric display. The first line displays the date and time (while idle) and feature status messages. The second line displays the Interactive Soft Key definitions.

If you have a 34-Button Super Display telephone, it provides an eight-line, 20-character per line alphanumeric display. The first line displays the date and time (while idle) and feature status messages, just like the 22-Button and 34-Button Display models. Lines 2-8 display the comprehensive Interactive Soft Key definitions.

Interactive Soft Keys

Interactive Soft Keys provide intuitive feature access. You’ll no longer have to remember feature codes to access your telephone’s most advanced features — because the function of the soft keys changes as you process your calls. For example, while you’re on an outside call, just press PARK to park your call in an orbit.

Basic Soft Key instruction is included in this guide. Refer to the DS2000 Soft Key Glossary (P/N 80000GLO**) for more on your Interactive Soft Keys.

Alphanumeric Display Contrast Control

When your telephone is idle, you can control the contrast of your telephone display.

To adjust your display contrast:

1. Press or .
If you are an attendant (also called an operator), you are the system’s call processing focal point. In addition to all the features of the standard keyset, your attendant extension also has the following unique features. Initially, only your attendant extension has these capabilities. Refer to the individual feature for the specifics.

- **Barge In**
  You can break into a co-worker’s established call.

- **Direct Trunk Access**
  You can dial a code to access an individual outside line.

- **Forced Trunk Disconnect**
  In an emergency, you can release (disconnect) another user’s active outside call.

- **Night Service / Night Ring**
  If your telephone has a programmed Night Key, you can press it to put the system in the Night Mode.

- **Removing Trunks and Extensions from Service**
  Remove problem outside lines from service — then return them to service once the problem is corrected.

- **Trunk (Line) Queuing**
  You can wait in line for a busy trunk to become free.

**To call an attendant extension:**

1. Press [ operator key ].

2. Dial [ extension number ].

*If your system has more than one operator, you may have to dial 01-04 instead. You can also dial the attendant’s extension number (e.g., 300).*
Attendant Call Queuing

Attendant Call Queuing helps minimize congestion if your attendant extension is the overflow destination for unanswered calls.

As an attendant, your extension is never busy to your co-workers. Instead, an unlimited number of Intercom calls can queue (i.e., wait in line) for you to become free. These calls wait on your Operator Call Key, which is the last Programmable Function Key on your telephone. This key is off when you’re available and winks on (red) when co-workers are trying to get through.

To answer a call on your Operator Call Key:

- Your Operator Call Key winks on (red) when a call is waiting.

  1. Press your Operator Call Key.

     Normally, this places your active outside call on Hold and answers the waiting call.
Background Music

Background Music (BGM) sends music to the speaker in your telephone while it is idle. BGM requires that your company have a music source (such as a CD player or radio) connected to your system. Background Music automatically turns off when your phone rings or you receive a paging announcement.

To turn Background Music on and off:

1. Do not lift the handset or press SPK.
2. Press HOLD.

Please take note of the following:

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Barge In

Barge In permits you to break into another extension user’s established call. This sets up a three-way conversation between you and the other two parties on the initial call. You can Barge In on an Intercom call and on an outside call.

!! CAUTION !!
Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

To Barge In on a call:

1. Call busy extension.
   OR
   Place call on busy trunk.
2. Dial 4 or press BARG.
   You hear two beeps.
3. Join the conversation in progress.
Call Coverage Keys

You can have Call Coverage Keys for co-worker’s telephones, Ring Groups, and Extension Hunting UCD Groups.

Your Call Coverage Key can ring immediately when a call rings your co-worker or group, ring after a delay or just flash. In addition, the Call Coverage Key lights while your co-worker is busy, flashes fast while your co-worker is in Do Not Disturb, and flashes slowly while your co-worker is ringing.

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To answer a call ringing or flashing a Call Coverage Key:
1. Press flashing Call Coverage Key.

To use your Call Coverage Key to place a call to your idle co-worker:
1. Press Call Coverage Key.

User Programmable Feature

Assign the ringing mode for your Call Coverage keys. See User Programmable Features at the end of this guide for more.
Use Call Forwarding to redirect your calls to another extension or Voice Mail.

There are three types of Call Forwarding:

- **Call Forwarding When Not Answered**
  Calls ringing your phone forward when you don’t answer.

- **Call Forwarding When Busy or Not Answered**
  Calls ringing your phone forward when you don’t answer or while you are busy on another call.

- **Call Forwarding Immediate**
  All calls to your phone forward immediately.

To set up or cancel Call Forwarding:

1. Press and dial  
   OR
   Press +
2. Dial the Call Forwarding type:
   - 0 = Cancel Forwarding
   - 2 = Busy/No Answer
   - 4 = Immediate
   - 6 = No Answer
   - 7 = Personal Answering Machine Emulation
     
     See the Voice Mail feature for more on this option.
3. Dial destination extension.
   OR
   Dial 0 or 01-04 for your operator.
   OR
   Press \text{MW} to forward to Voice Mail.

4. Press \text{SPK} to hang up.
   \textit{If you use option 4 to forward your calls immediately to a co-worker, only the user at the forwarding destination can call you on the Intercom.}
If your phone has a Call Timer key, your display can keep track of your time on an outside call.

There are two types of Call Timer keys:

- **Manual Call Timer**
  Your Manual Call Timer key works like a stopwatch. Pressing the key turns on the timer, while pressing the key a second time resets and turns off the timer. The timer does not start automatically.

- **Automatic Call Timer**
  Your Automatic Call Timer key will automatically start the Call Timer for each new outside call. The Automatic Call Timer key can also work like a Manual Call Timer key: push to turn on, then push a second time to reset and turn off. (There is no need to have a Manual Call Timer key as long as you have an Automatic Call Timer key.)

**To time your outside call if you have an Automatic Call Timer key:**
1. Place or answer outside call.
2. After a few seconds, the Call Timer starts automatically.

**To time any call if you have a Manual Call Timer key:**
1. Place or answer Intercom or outside call.
   OR
   Press \[ \text{MTMR} \]

   *Pressing the key a second time turns the timer off.*
   *Pressing the key a third time turns the timer back on.*
With Call Waiting, a co-worker can call you while you’re busy and wait in line (Camp-On) for you to become free. You’ll hear two beeps indicating that your co-worker is waiting. The call goes through when your extension becomes free.

**Note:** If you have more than one caller waiting, they queue (i.e., wait in line for you) on a first-in/first-out basis. You hear Camp-On beeps only for the first waiting call.

**To Camp-On to a busy extension:**

1. Call a busy co-worker.
2. Dial 2 or press **CAMP**.
3. Do not hang up.  
   *If you hang up, the system converts your Camp-On to a Callback.*
4. When your co-worker becomes free, you hear ringback.
5. Speak to your co-worker when they answer their waiting call.
When you call a busy co-worker, you can leave a Callback request for a return call. There is no need to keep calling your co-worker back, hoping to find them idle.

Here’s how Callback works:
- You call a busy co-worker and leave a Callback.
- When your co-worker becomes free, your phone automatically starts ringing.
- Once you lift the handset to answer the ring, your co-worker then rings.
- As soon as your co-worker answers, you’ll have an Intercom call between you and your co-worker.

To leave a Callback at a busy co-worker:
1. Call your busy co-worker.
2. Dial 2 or press CLBK.
3. Hang up.
   If you dial 2 and stay on the line, you will Camp-On to your busy co-worker.
4. When your busy co-worker becomes free, your phone will automatically ring.
5. Lift the handset to answer.
6. Speak to your co-worker when the call goes through.
Caller ID allows your telephone display to show the first 12 digits of an incoming caller’s telephone number and optional name. Caller ID supports your telephone company’s Called Number Identification (CNI) and Called Number Delivery (CND) service, when available.

**Single and Multiple Message Format**

There are two types of Caller ID message formats available: Single Data Message Format (SDMF) and Multiple Data Message Format (MDMF). If your telephone company supports Single Message Data Format, you’ll see only your caller number. With Multiple Data Message Format, you’ll see both your caller’s number and name.

**Caller ID and NVM-Series Voice Mail**

Caller ID works with your NVM-Series Voice Mail system to provide productivity enhancements like Make Call with Caller ID. With Make Call, you can return a call to someone who left you a message without knowing your caller’s phone number. Your Communications Manager can tell you if you have this capability.

**Second Call Caller ID**

While you are busy on a call, your telephone display can show you the Caller ID information for a waiting call. If you receive Camp On tones or Off-Hook Ringing for a call, you can also receive the Second Call Caller ID. Check with your Communications manager to see if you have this feature.

**Third Party Caller ID Check**

Third Party Caller ID Check allows you to see the Caller ID information for a co-worker’s call. Check with your Communications Manager for more about Third Party Caller ID Check.
To cancel the Caller ID display and return your phone to its normal display:

You can only do this while you’re on a call, not while your phone is ringing.

1. Press \[\text{\texttt{CLEAR}}\].

To turn the Caller ID display back on (after you press CLEAR to cancel it):

1. Press \[\text{\texttt{CLEAR}}\].

The display the Caller ID information for a co-worker’s (i.e., a third party) call:

1. Press \[\text{\texttt{ICM}} + \text{\texttt{CHECK}}\].
2. Press the key for the call you want to check.
   
   You can press a line key, loop key, Hotline key or Call Coverage key.
   
   — Press a line key while the call is ringing or connected to your co-worker.
   
   — Press a loop key while the call is ringing the third party.
   
   — Press a Hotline key while the call is connected to the third party.
   
   — Press a Call Coverage key while the call is ringing the third party.
3. Hang up when you are done.
Outside calls can ring your extension directly, without having to be transferred by your company’s operator or receptionist.

To answer an outside call:

Outside calls normally flash red on your line/loop keys. If a line/loop key is flashing green, the call is a Direct Inward Line (DIL) to your phone. The call may also ring your phone. You may have a Private Line that rings only your phone. Check with your Communications Manager.

1. Lift handset.
   - If you have Ringing Line Preference, lifting the handset answers the call.
   - If you have Automatic Handsfree, you can press a line/loop key without first lifting the handset.

2. Press the flashing line/loop key.

### User Programmable Feature

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Change the ringing mode of your line keys. See User Programmable Features at the end of this guide for more.
There are many different ways you can place outside calls. Choose the one which works best for you. Check with your Communications Manager to find out what options are available on your phone.

Following is a list of your options for placing outside calls:

- **Pressing a Line Key**
  Normally, you have line keys on your phone for outside calls. If you do, you can just press the key to place a call.

- **Pressing a Loop Key**
  If you have a Loop Key, pressing the key will give you the first available outside line from a preset group of lines.

- **Using Line Dial-Up**
  Line Dial-Up allows you to select a line for an outside call by pressing the Line Dial-Up code (#9) and a line number (e.g., 1).

- **Using Direct Trunk Access**
  With Direct Trunk Access, you can get a line for an outside call by dialing the line’s extension number. For example, line 1 is normally line extension number 401.

- **Dialing a Trunk Group Access Code**
  You can place a call on the first available line in a line group by dialing the group’s number (e.g., 90).

- **Line Group Routing**
  Line Group Routing lets you select a line for an outgoing call just by dialing 9.
Central Office Calls, Placing

To place a call using a line or loop key:

1. Lift handset and press the key.
   
   *The key will light green and you’ll hear dial tone from your outside line.*
   
   *You may have a Private Line that is only on your phone. Check with your Communications Manager.*

2. Dial the outside number you want to call.
   
   *Toll Restriction may prevent you from dialing certain outside numbers.*
   
   *If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.*
Central Office Calls, Placing

To place a call over a specific line (using Line Dial-Up or Direct Line Access):

- **Standard Operation**

  1. Lift handset and press [ICM].
  2. **For Line Dial-Up:**
     
     Dial + [H] [9] + line number (e.g., 01 for line 1).
     OR
     
     **For Direct Trunk Access:**
     
     Dial [4] + line number (e.g., 01 for line 1).
  3. Dial the outside number you want to call.
     
     *Toll Restriction may prevent you from dialing certain outside numbers.*
     
     *If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.*

- **Using Your Soft Keys**

  1. **For Line Dial-Up:**
     
     [EXT] + [LINE] + line number (e.g., 01 for line 1).
  2. Dial the outside number you want to call.
     
     *Toll Restriction may prevent you from dialing certain outside numbers.*
     
     *If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.*
Central Office Calls, Placing

To place a call over a line group (using a Line Group Access Code or Line Group Routing):

- **Standard Operation**

1. Lift handset and press \[\text{Line Group Access Code}\].
   - Dial 90 for group 0, 91 for group 1, etc.
   - If you hear dial tone as soon as you dial 9, your system has Line Group Routing. (A line group has been automatically selected for you.)
3. Dial the outside number you want to call.
   - **Toll Restriction may prevent you from dialing certain outside numbers.**
   - If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.
Central Office Calls, Placing

- **Using Your Soft Keys**

Selecting a line group (instead of dialing a Line Group Access Code):

1. **EXT** + **GRP** + group number (e.g., 0 for group 0).
   
   Dial 0 for group 0, 1 for group 1, etc.

2. Dial the outside number you want to call.

   Toll Restriction may prevent you from dialing certain outside numbers.

   If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.

Using Line Group Routing:

1. **EXT** + **RTE**

   Toll Restriction may prevent you from dialing certain outside numbers.

2. Dial the outside number you want to call.

   Toll Restriction may prevent you from dialing certain outside numbers.

   If you use a dial pulse line and wait 6 seconds after dialing a digit, the system outdials any remaining digits as DTMF.
Conference

Conference lets you add additional inside and outside callers to your conversation.

In addition to Conference, there are other ways to have a telephone meeting. Refer also to Barge In, Group Listen, Meet-Me Conference, Privacy Release Groups and Tandem Trunking (Unsupervised Conference).

To set up a Conference:

1. Establish Intercom or outside call.

2. Press CONF.
   OR
   CONF.

3. Dial extension you want to add.
   OR
   Place or answer outside call.
   OR
   Retrieve call from Park Orbit.

4. Press CONF to set up the Conference.
   *If you cannot add additional parties to your Conference, you have exceeded the system’s Conference limit. Try again later.*
With Dial Number Preview, you can dial and review a number before the system dials it out.

To dial using Dial Number Preview:

1. Do not lift the handset, press \( \text{SPK} \) or press \( \text{ICM} \).

2. Dial \( * \).

3. Dial the number you want to call.

   If you make a dialing mistake, refer to Correcting the Displayed Digits below.

4. Press a line key to have the system dial your call.

Correcting the Displayed Digits

If you make a mistake entering digits while using Dial Number Preview, you can correct your entry before the system dials the call.

To correct the displayed digits before dialing them out:

1. Use \( \text{VOL} \) or \( \text{VOL} \) until the cursor replaces the digit you want to change.

2. Dial the digit that you want to have replace the cursor.

3. Press \( \text{VOL} \) or \( \text{VOL} \) to place the cursor over any other digits you want to edit.

   OR

   Press \( \text{VOL} \) until the entire number displays to the left of the cursor.

   The system will only dial the digits to the left of the cursor.
Dial Number Preview

4. Press a line key to have the system automatically dial the displayed number.

Dial Number Preview Editing Example

To replace 2049265410 with 203-926-5400:

1. Dial * + 2049265410. You see: 2049265410-

2. Press until you see: 20-9265410

3. Dial 3. You see: 203-265410

4. Press until you see: 203926540-

5. Press until the entire number displays to the left of the cursor.

6. Press until the entire number displays to the left of the cursor.

7. Press a line key to dial the number.
Direct Station Selection (DSS)

Quickly place and Transfer calls to co-workers, without having to look up or dial extension numbers.

Your Programmable Function Keys automatically become DSS keys when you press ICM. Your DSS keys give you one-button Intercom access and Transfer to co-workers. DSS keys also show you the status of the assigned extension.

DSS Key Flash Rates

<table>
<thead>
<tr>
<th>When the key is:</th>
<th>The covered extension is:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Idle or not installed</td>
</tr>
<tr>
<td>On</td>
<td>Busy or ringing</td>
</tr>
<tr>
<td>Flashing Fast</td>
<td>In Do Not Disturb</td>
</tr>
</tbody>
</table>

To place a call to a co-worker using a DSS key:

1. Lift handset and press ICM.

   *Your DSS keys show the status of the extensions to which they are assigned.*

2. Press DSS key for the co-worker you want to call.

To Transfer an outside call to a co-worker using a DSS key:

1. Place or answer outside call, then press ICM.

   *Your DSS keys show the status of the extensions to which they are assigned.*

2. Press DSS key for co-worker.

3. Hang up to have the Transfer go through unscreened.

   *To screen, first wait for the called party to answer.*

User Programmable Feature

Universal Slot: # B L F

Fixed Slot: Not available.

Change your DSS key assignments. See User Programmable Features at the end of this guide for more.
Direct Station Selection Console

Your optional DSS Console provides additional one-button access to co-workers, outside lines and system features. If you do a lot of call processing, your console will be a welcome convenience.

There are two types of DSS Consoles: the 24-Button and the 110-Button. Each console has the same capability, limited by the number of available keys.

**Note:** You can only have a DSS Console if you have a 34-Button Display or 34-Button Super Display telephone.

The following chart shows the available DSS Console key functions and the Busy Lamp Field (BLF) flash rates for each key. The chart also provides a brief guide on how to use the key. Check with your Communications Manager to see which keys are assigned to your console.
# Direct Station Selection Console

## DSS Console Key Assignments

### Call Coverage

<table>
<thead>
<tr>
<th>BLF:</th>
<th>Off: Co-worker idle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On: Co-worker busy</td>
</tr>
<tr>
<td></td>
<td><strong>Fast Flash</strong>: Co-worker in DND</td>
</tr>
<tr>
<td>Operation:</td>
<td>Press to call co-worker or pick up ringing call.</td>
</tr>
</tbody>
</table>

### Conversation Record

<table>
<thead>
<tr>
<th>BLF:</th>
<th>Off: Recording Off</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On: Recording Being Set Up</td>
</tr>
<tr>
<td></td>
<td><strong>Fast Flash</strong>: Recording On</td>
</tr>
<tr>
<td>Operation:</td>
<td>Press to record conversation in mailbox.</td>
</tr>
</tbody>
</table>

### Group Pickup

<table>
<thead>
<tr>
<th>BLF:</th>
<th>Off: Call not ringing group</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Slow Flash</strong>: Call ringing group</td>
</tr>
<tr>
<td>Operation:</td>
<td>Press key to answer call ringing Pickup Group.</td>
</tr>
</tbody>
</table>

### Hotline

<table>
<thead>
<tr>
<th>BLF:</th>
<th>Off: Partner is idle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On: Partner is ringing or busy</td>
</tr>
<tr>
<td></td>
<td><strong>Fast Flash</strong>: Partner in DND</td>
</tr>
<tr>
<td>Operation:</td>
<td>Press to call Hotline partner.</td>
</tr>
</tbody>
</table>

### Intercom Directory Dialing

<table>
<thead>
<tr>
<th>BLF:</th>
<th>Off: Inactive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On: Active</td>
</tr>
<tr>
<td>Operation:</td>
<td>Press key to access Intercom Directory Dialing.</td>
</tr>
</tbody>
</table>

### Line Keys

<table>
<thead>
<tr>
<th>BLF:</th>
<th>Off: Line idle or not installed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On: Line busy</td>
</tr>
<tr>
<td></td>
<td><strong>Fast Flash</strong>: Busy</td>
</tr>
<tr>
<td>Operation:</td>
<td>Press to place or answer call on outside line.</td>
</tr>
</tbody>
</table>

### Message Center

<table>
<thead>
<tr>
<th>BLF:</th>
<th>Off: No messages in Message Center</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Fast Flash</strong>: Messages are waiting in Message Center</td>
</tr>
<tr>
<td>Operation:</td>
<td>Press to see how many messages are waiting in Message Center. OR</td>
</tr>
<tr>
<td></td>
<td>Press SPK + key to call Message Center.</td>
</tr>
</tbody>
</table>
## DSS Console Key Assignments (Cont’d)

### Night Key
- **BLF:**
  - **Off:** System in Day Mode
  - **On:** System in Night Mode
- **Operation:**
  - Press to switch Day/Night Mode of the system.

### Page Zones
- **BLF:**
  - **Off:** Page Zone idle
  - **On:** Page Zone busy
- **Operation:**
  - Press to Page into assigned zone.

### Park Orbits
- **BLF:**
  - **Off:** Park Orbit idle
  - **On:** Has a call parked by a co-worker
  - **Wink On:** Has a call you parked
- **Operation:**
  - Press to Park or retrieve call from orbit.

### Reverse Voice Over
- **BLF:**
  - **Off:** Co-worker idle
  - **On:** Co-worker busy or ringing
  - **Fast Flash:** Co-worker in DND
- **Operation:**
  - While on handset call, press key to place private Intercom call to co-worker.

### Save
- **BLF:**
  - **No BLF**
- **Operation:**
  - While on a call, press key to Save number you just dialed.
  - OR
  - While idle, press key to redial previously saved number.

### Personal or System Speed Dial
- **BLF:**
  - **No BLF**
- **Operation:**
  - Press to dial stored number.

### Split
- **BLF:**
  - **No BLF**
- **Operation:**
  - Press to switch between calls. See the **Split** feature in this handbook for more.
Default DSS Console Key Assignments

The illustrations below show your DSS Console’s default (factory-installed) key assignments. Check with your Communications Manager to see if your’s differ from the defaults.

110-Button DSS Console Default Assignments
Direct Station Selection Console

24-Button DSS Console Default Assignments
Directed Call Pickup

Directed Call Pickup permits you to pick up (intercept) a call ringing a co-worker’s extension.

You can use Directed Call Pickup to pick up the following types of calls ringing a co-worker’s phone:
- An outside line ringing a line key
- A co-worker’s Direct Inward Line
- Transferred outside call
- Ringing Intercom call
- A recall (such as a Hold or Transfer recall)

To use Directed Call Pickup to intercept a call to a co-worker’s extension:

1. Lift handset.

2. Dial ✪ ✪.

3. Dial your co-worker’s extension number.

   To intercept a call ringing an attendant, dial the attendant’s extension number (e.g., 300). Do not dial 0 or 01-04.
Directory Dialing

Directory Dialing allows you to select a co-worker or outside call from a list of names, rather than dialing the phone number. (You must have a display telephone to use Directory Dialing.) There are three types of Directory Dialing:

- **C (2)** System (Company-wide) Speed Dial names
- **I (4)** Intercom names (including group names)
- **P (7)** Personal Speed Dial names

To place a call using Directory Dialing:

1. Do not lift handset or press `SPK`.
2. Dial `3` (D) or `DIR`.
3. If you dialed `3` in the previous step:
   - Dial the Directory Dialing type.
   - **C (2)** System (Company-wide) Speed Dial names
   - **I (4)** Intercom names
   - **P (7)** Personal Speed Dial names

   If you pressed `DIR` in the previous step:
   - Select the Directory Dialing type.
   - **EXT CMPY** = System (company) Speed Dial names
   - **INT** = Intercom names
   - **EXT PERS** = Personal Speed Dial names
Directory Dialing

4. Dial the first letter of the desired name.  
   *For example, dial 4 if the first letter begins with G, H or I.*  
   OR

   Press ` or ` to scroll alphabetically through the selected directory.  
   *If you see the name you want to call, just press DIAL to place your call.*

5. Look at your phone’s display and dial the digit for the letter/number you want to call.  
   *For example, if the name in step 4 above began with G, dial 1. If you see the name you want to call, just press DIAL to place your call.*

6. Press ` to scroll through all the names/numbers that begin with the letter/number you selected.

7. Press ` to have the system dial your call.
Do Not Disturb

Use Do Not Disturb (DND) to block incoming calls, Off-Hook Signaling and Paging announcements. You can activate DND anytime your phone is idle. With DND activated, incoming calls will still flash your line keys — and you can use your phone in the normal manner for placing and processing calls.

**Note:** If you have a Direct Inward Line (DIL) on your phone, activating DND will put your DIL into the Night Mode.

**To activate DND at your extension:**

You can activate DND anytime while idle or on a call.

1. Press \[DND\].
   OR
   Press \[PGM\] + MORE + \[DND\].
   Your DND key flashes fast.

**To cancel DND at your extension:**

1. Press \[DND\].
   OR
   Press \[PGM\] + MORE + \[DND\].
   Your DND key goes out.
The Door Box is a self-contained Intercom unit you can use to monitor an entrance door. A visitor at your door can press the Door Box call button (like a door bell). The Door Box then sends chimes to all telephones programmed to receive chimes. If the Door Box chimes ring your phone, you can talk to the visitor at the door just by lifting the handset.

The Door Box is convenient to have at a delivery entrance, for example. You don’t need to have a co-worker monitor the delivery entrance; just answer the Door Box chimes instead.

If your telephone receives Door Box chimes, you may also be able to remotely open and close the entrance door. Ask your Communications Manager if you have this set up. If you do, after answering the Door Box chimes you just press your FLASH key or a soft key to open the door.

To place a call to the Door Box:

1. Lift the handset and press \( \text{ICM} \).
2. Dial the Door Box extension number.

To answer the Door Box chimes (i.e., to answer a call from the Door Box):

1. Lift handset or press \( \text{SPK} \).
To remotely open or close your entrance door:

1. To open the door, press [FLASH] or [OPEN].
   OR
   To close the door, press [FLASH] again or [CLOSE].

To place a call from the Door Box:

1. Press the Door Box call button.
2. When someone inside the building answers your call, speak toward the Door Box.
Your phone may be in a group with co-workers that share responsibility for answering calls. Each call into the group cycles through the group until you or one of your co-workers picks it up.

There are three types of hunting:

- **Circular Hunting**
  With this type of hunting, a call unanswered at one member’s extension rings the next extension in the list. If still unanswered, the call will continue to cycle through the group until all members are rung.

- **Terminal Hunting**
  In Terminal Hunting, a call unanswered by one member rings the next extension in the list. Unlike Circular Hunting, however, the call will not cycle back to the top of the list. It rings from the point at which it entered the list — and stops at the last extension.

- **Uniform Call Distribution (UCD) Hunting**
  With UCD, the system routes calls according to the frequency of use of the member extensions. The first extension rung is the member that has been idle the longest. The last extension rung is the extension that has been idle the shortest. If you are part of a Call Center, you may be in a UCD hunting group.

To temporarily install or remove your extension from your UCD Group:

1. Press `6` and dial `* 5`.
2. Dial `4` to return your extension to your group, or Dial `6` to remove your extension from your group.
While on a call, Flash lets you get dial tone for a new call without losing your line. You may also be able to use Flash to access unique features on your outside lines. Check with your Communications Manager to find out if your outside lines offer any unique features.

To Flash the line you are on:

1. Press \( \text{FLASH} \).
   - After a brief interruption, you’ll hear dial tone for a new call.
2. Dial your new call.
   - You may also be able to dial codes that let you use unique features provided by your outside lines.
Forced Trunk Disconnect

Disconnect a co-worker’s outside call in an emergency.

Forced Trunk Disconnect allows you to disconnect (release) another extension’s active outside call. This is a powerful feature that lets you access a busy line in an emergency — when no other outside lines are available. Normally, Forced Trunk Disconnect is reserved only for attendants and supervisors.  

!! CAUTION !!

Forced Trunk Disconnect abruptly terminates the active call on the outside line. Only use this feature in an emergency — when no other outside lines are available.

To disconnect a busy outside line:

1. Press line key for busy outside line. 
   *Line keys are red when busy.*
   
   OR
   
   Press \[\text{ICM}\] and dial the line’s Line Access Code (e.g., 401 for line 1).

2. Dial \[\text{E}\] to disconnect the line.
   
   OR
   
   Press \[\text{MORE} + \text{DISC}\].

   *The line key goes out and you hear Intercom dial tone.*

To place a call after using Forced Trunk Disconnect:

1. Hang up.
2. Press the line key and dial your number.
Group Call Pickup

Easily answer a call ringing a Pickup Group, even if you don’t know which phone is ringing.

You and some of your co-workers may be in a Pickup Group so you can easily answer each other’s calls. If you hear a co-worker’s phone ringing, for example, you can intercept their call by dialing a code or pressing your Group Call Pickup key. Ask your Communications Manager if you are in a Pickup Group, and if you have any Group Call Pickup keys.

Group Call Pickup can answer the following types of ringing calls:
- Intercom calls
- Transferred outside calls
- Direct Inward Lines
- Calls on lines assigned to the Pickup Group

To answer a call ringing a phone in your Pickup Group:
1. Lift handset.
2. Press flashing Group Pickup key.
   OR
   Dial [*][1].

User Programmable Feature

Universal Slot: # R A P
Fixed Slot: # R G

Change the ringing mode of your Group Pickup keys. See User Programmable Features at the end of this guide for more.
Group Listen permits you to talk on the handset and have your caller’s voice broadcast over your telephone speaker. This lets others in your work area listen to the conversation. Group Listen turns off your phone’s Handsfree microphone so the caller does not hear your co-worker’s voices during a Group Listen.

To initiate Group Listen:
1. Place or answer call using the handset.
2. Press twice (but do not hang up).
   
   **SPK flashes slowly while Group Listen is active.**
   
   *You can talk to the caller through your handset.
   You and your co-workers hear your caller’s voice over your phone’s speaker.
   
   Your Handsfree microphone and handset receiver are off.*

To talk Handsfree after initiating Group Listen:
1. Press twice.
2. Hang up.

To cancel Group Listen and return to your handset:
1. Do not hang up.
2. Press flashing.
   
   *You can talk to your caller over your handset. Your co-workers can no longer hear your caller’s voice.*

Talk to an important client or customer and have your co-worker’s listen in on the meeting.
If you are in a Ring Group with some of your co-workers, all your phones will ring simultaneously for new calls into the group. Anyone in the group can answer the Ring call just by lifting the handset. The following types of calls can ring your Ring Group:

- Direct Inward Lines (DILs) into the Ring Group
- An outside call transferred into the Ring Group
- An Intercom call into your Ring Group

Check with your Communications Manager to find out if you are in a Ring Group with some of your co-workers.

To answer a call ringing into your Ring Group:

1. Lift handset.
Handsfree

Talk over your phone using the built-in speaker and microphone.

With Handsfree Answerback, answer an intercom call by just speaking toward your phone.

**Handsfree**

*Handsfree* allows you to process calls using the speaker and microphone in your telephone (instead of the handset). Handsfree is a convenience when you don’t have a free hand to pick up the handset (for example, when you’re typing on your computer).

**Handsfree Answerback**

*Handsfree Answerback* lets you answer a voice-announced Intercom call by speaking toward your phone (without lifting the handset). Like Handsfree, this is also a convenience when you don’t have a free hand to pick up the handset.

To activate Handsfree instead of lifting the handset:

1. Press \[spk\].

To talk on a Handsfree call:

1. Speak toward your phone.

   *To temporarily turn off the Handsfree microphone, see the Microphone Mute feature.*

To hang up a Handsfree call:

1. Press \[spk\].
To change a handset call into a Handsfree call:

1. Press SPK.
2. Hang up the handset.

To change a Handsfree call into a handset call:

1. Lift handset.

### User Programmable Feature

**Universal Slot:** # V A  
**Fixed Slot:** # I V or # I R

Enable voice-announce or ringing for your incoming Intercom calls. See *User Programmable Features* at the end of this guide for more.

### Using Your Soft Keys

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
</table>
| PGM     | **VAOFF**  
| MORE +  | Handsfree Answerback On  
| VANN    | (Forced Intercom Ringing Off)            |
| VAON    | **VAON**  
|         | Handsfree Answerback Off  
|         | (Forced Intercom Ringing On)            |
Automatic Handsfree

With Automatic Handsfree, you can place or answer a call Handsfree just by pressing a key. You don’t have to press SPK first. Use Automatic Handsfree when you don’t have a free hand to answer a call or use a feature.

Automatic Handsfree is available for:
- Call Coverage and Hotline Keys
- Central Office Calls (line and loop keys)
- Dial Number Preview
- Directory Dialing
- Group Call Pickup Keys
- ICM key (Intercom)
- LND (Last Number Redial)
- Paging keys
- Park keys
- Personal Speed Dial bin keys
- Personal and System Speed Dial keys
Headset Compatibility

You can use a customer-provided headset on your phone in place of the handset. Like using Handsfree, the headset frees up your hands for other work (like typing on your computer). However, the headset provides privacy not available with Handsfree.

Ask your Communications Manager what types of headsets you can use with your phone.

To enable the headset mode:
1. Unplug the telephone handset but leave it in the cradle.
2. Plug in the headset.

When in the headset mode:
- Press a line key to place or answer a trunk call.
  OR
- Press \[\text{GM}\] to get Intercom dial tone.
  OR
- If on a call, press \[\text{SPK}\] to hang up.

User Programmable Feature

<table>
<thead>
<tr>
<th>Universal Slot:</th>
<th># H S</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Slot:</td>
<td>Not available.</td>
</tr>
</tbody>
</table>

Enable or disable the headset mode at your phone. See User Programmable Features at the end of this guide for more.
Hold lets you put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not the conversation in your work area. While your call waits on Hold, you can process other calls and use other features. Calls that you leave on Hold too long will recall to you if you forget to pick them up.

There are four types of Hold:

- **System (Regular) Hold**
  With System Hold, an outside call you place on Hold flashes the line key at your co-workers’ phones. Any co-worker with a flashing line key for the call can pick it up.

- **Exclusive Hold**
  When you place a call on Exclusive Hold, only you can pick up the call from Hold. The line flashes on your phone but shows busy on your co-workers’ phones. Exclusive Hold is important if you don’t want a co-worker picking up your calls on Hold.

- **Automatic Hold**
  Automatic Hold allows you to be on an outside call, activate a feature and automatically place the call on Hold. You don’t have to press the Hold key. The system places your call on Hold when you press **CONF, ICM**, a Call Coverage key or a Hotline key.

- **Intercom Hold**
  You can also place an Intercom call on Hold. Your Intercom call on Hold does not indicate on any other telephone.
Hold

To place an outside call on System Hold:

1. Press \texttt{HOLD}.
2. Hang up.

   \textit{The line will recall if you leave it on Hold too long.}

To pick up an outside call on System Hold:

1. Press the flashing line key.

To pick up an outside call on System Hold at a co-worker's extension:

1. Press \texttt{HOLD}.
2. Dial \texttt{**} \texttt{#} followed by the line number (e.g., 01 for line 1).

To place an outside call on Exclusive Hold:

1. Press \texttt{HOLD} twice.

To pick up a trunk call on Exclusive Hold:

1. Press the flashing line key.

To place an Intercom call on Hold:

1. Press \texttt{HOLD}.
2. Hang up.

To pick up a call on Intercom Hold:

1. Lift handset.
2. Press \texttt{HOLD}.
Hotline gives you one-button calling and Transfer to the co-worker assigned as your Hotline partner. Your Hotline key also shows you the status of your partner’s extension.

**Hotline Key Flash Rates**

<table>
<thead>
<tr>
<th>When the key is:</th>
<th>The covered extension is:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
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<tr>
<td>On</td>
<td>Busy or ringing</td>
</tr>
<tr>
<td>Flashing Fast</td>
<td>In Do Not Disturb</td>
</tr>
</tbody>
</table>

To place a call to your Hotline partner:
1. Press your Hotline key.

To Transfer your outside call to your Hotline partner:
1. While on the call, press your Hotline key.
2. Announce the call and hang up.
   OR
   Hang up to have the call wait at your Hotline partner unannounced.

To answer a call from your Hotline partner:
1. Speak toward your phone.

**User Programmable Feature**

**Universal Slot:** # H L

**Fixed Slot:** Not available.

Change your Hotline key assignments. See *User Programmable Features* at the end of this guide for more.
Interactive Soft Keys

Your display telephone has Interactive Soft Keys that provide intuitive feature access. You’ll find it is no longer necessary to remember feature codes to use the advanced features of your phone. Instead, the function of your soft keys change as you process calls.

When appropriate, this handbook provides the Interactive Soft Key steps along with the codes for each feature. For additional information on your soft keys, refer to the separately printed *Soft Key Glossary (P/N 8000GLO**)*. 

Use the advanced features of your phone just by pressing a soft key, without remembering feature codes.
Intercom gives you access to all your co-workers and your system’s attendants.

Handsfree Answerback

Handsfree Answerback lets you answer a voice-announced Intercom call by speaking toward your phone (without lifting the handset). Handsfree Answerback is also a convenience when you don’t have a free hand to pick up the handset.

To place an Intercom call:

1. Lift handset and press \( \text{ICM} \).
2. Dial your co-worker’s extension number (e.g., 301).
   
   To call your operator, dial the operator’s extension number, or dial or 01-04 (depending on how your system is set up).
   
   If your call voice-announces at your co-worker’s extension, you can dial 1 to force the call to ring.

To answer an intercom call (if you hear two beeps and your phone has Handsfree Answerback):

1. Speak toward your phone.
   OR
   Lift your handset for privacy.

To answer an Intercom call (if you hear one beep and your phone does not have Handsfree Answerback):

1. Lift the handset.

To answer an Intercom call (if you hear ringing):

1. Lift the handset.
Intercom

User Programmable Feature

Universal Slot: # V A
Fixed Slot: # I V or # I R

Enable voice-announce or ringing for your incoming Intercom calls. See *User Programmable Features* at the end of this guide for more.

Using Your Soft Keys

- **PGM** + **MORE** + **VANN**

  - **VAON**: Handsfree Answerback On (Forced Intercom Ringing Off)
  - **VAOFF**: Handsfree Answerback Off (Forced Intercom Ringing On)
Last Number Redial

Quickly redial the last number you dialed.

Last Number Redial allows you to quickly redial the last outside number you dialed. Quickly recall a busy or unanswered number without manually dialing the digits. Last Number Redial saves in the system memory the last 32 digits you dial, and can retain any combination of digits 0-9, # and *. The system remembers the digits regardless of whether the call was answered, unanswered or busy.

To redial your last call:

- **Standard Operation**
  1. Lift the handset.
  2. (Optional) Press an idle line key to preselect a line for your call.
  3. Press LND.

- **Using Your Soft Keys**
  1. Press a line or loop key for your call.
  2. Press LND.
Meet-Me Conference

Set up a multiple-party telephone meeting with your co-workers.

With Meet-Me Conference, you can set up a telephone meeting with some of your co-workers — without leaving the office. Your co-workers join the Conference by dialing a Meet-Me Conference code.

To set up a Meet-Me Conference:

1. Lift handset and press \[ICM\].
2. Dial \[* 1\].
   OR
   Press \[PAGE\].
3. Dial a page zone number.
   *Your page zone numbers are 1-7 for zones 1-7 and 0 for All Call.*
4. Announce the Meet-Me Conference code.
   *Meet-Me Conference codes are #11 and #12.*
5. Do not hang up.
6. Press \[ICM\] and dial the announced Meet-Me Conference code.
   OR
   Press \[MT11\] or \[MT12\].
   *MT11 corresponds to code #11. MT12 corresponds to code #12.*
   *You and your co-workers must join the Conference within a specified interval. Check with your Communications Manager to find out what this interval is.*
Meet-Me Conference

To join a Meet-Me Conference:

1. Listen for page announcing the Meet-Me Conference.
2. Lift handset and press \textvisiblespace. 
3. Dial the announced Meet-Me Conference code.

\textit{Meet-Me Conference codes are \#11 and \#12.}
Message Waiting

Leave a Message Waiting request for a return call.

You can leave a Message Waiting indication at a busy or unanswered co-worker’s phone requesting a return call. You don’t have to keep calling your co-worker back, hoping to find them available. The Message Waiting indication is a flashing MW key on your co-worker’s phone. When your co-worker answers their Message Waiting, you’ll automatically get a call.

You can leave Messages Waiting at any number of extensions. Also, any number of co-workers can leave Messages Waiting at your phone.

To leave a Message Waiting:

1. Place Intercom call to your co-worker. *The co-worker you call can be unanswered, busy or in Do Not Disturb.*
2. Press **MW** or **MSG**.
3. Hang up. *MW starts flashing on your co-worker’s phone.*

To answer a Message Waiting:

Your MW key must be flashing.

1. Lift handset.
2. Press **MW**. *Normally, your MW key goes out. If it continues to flash, you have additional Messages Waiting.*
   *If the co-worker that left you the message doesn’t answer, is busy, or is in DND, your Message Waiting cancels.*
   *If your co-worker doesn’t answer, press your MW key to leave them a Message Waiting.*
To review your Messages Waiting and then select a message for a return call:

1. Do not lift the handset.

2. Press MW.
   
   The first message displays. Press MW repeatedly to display additional Messages Waiting, if any.

3. When the extension you want to call displays, lift the handset.

4. Press MN.
   
   If the co-worker that left you the message doesn’t answer, is busy, or is in DND, your Message Waiting cancels.

   If your co-worker doesn’t answer, press your MW key to leave them a Message Waiting.
Microphone Mute

Talk to a co-worker in your office without your caller hearing the conversation.

Microphone Mute lets you turn off your phone’s Handsfree microphone at any time. Microphone Mute prevents your callers from hearing conversations in your work area. You can use Microphone Mute while you are busy on the phone, in DND, or while a call is ringing. The microphone stays off until you turn it back on.

If you place a voice-announced Intercom call to a co-worker while their microphone is muted, you hear a single beep. (If their microphone is not muted, you will hear two beeps.)

To activate Microphone Mute:

1. Press \( \text{MIC} \).
   - Your \( \text{MIC} \) key goes on.
   - You can do this any time while on the phone or while your phone is idle.

To deactivate Microphone Mute:

1. Press \( \text{MIC} \).
   - Your \( \text{MIC} \) key goes off.
Monitor / Silent Monitor

Monitor lets you listen to the conversation at a busy co-worker’s extension. Your busy co-worker and their caller have no indication that you are on the call. This feature could help you if you are a service department supervisor, for example. You could listen to the questions that your department’s callers ask without disturbing the service call.

!! CAUTION !!
Monitor provides no warning tones prior to intrusion. Monitor may be interpreted as an invasion of privacy.

To Monitor a call:

1. Call busy co-worker.

2. **Dial 6 or press MON**

3. Listen to the conversation in progress.
Night Service redirects your system’s calls to their Night Mode destination. Typically, the attendant or supervisor activates Night Service after normal working hours, when most of your co-workers are unavailable to answer calls. If you are expected to put the system in the Night Mode, your phone will have a Night key. Check with your Communications Manager.

If your system has Universal Night Answer (UNA), you may be able to dial the UNA code to pick up calls at night.

**To activate or deactivate Night Service:**

1. Do not lift the handset.
2. Press your Night key.

*Your Communications Manager can tell you if you have a Night key, and which outside lines your Night key switches.*

**To answer a call ringing UNA at night:**

1. Lift the handset.
2. Press \( \text{GM} \).
3. Dial \( \star \star \) followed by the UNA code (01-04).

*Dial the lowest number first (e.g., 01). If you hear busy, try the next number.*
Off-Hook Signaling helps important callers get through.
Paging

Use Paging to broadcast announcements or quickly locate co-workers.

Paging lets you broadcast announcements to other keyset users and to external Paging speakers. Paging allows you to locate a co-worker or make an announcement without calling each extension individually. There are two types of Paging: Internal Paging and External Paging.

Internal Paging

Internal Paging allows you to broadcast announcements into 7 internal Paging Zones and All Call (all zones). When you make a zone page, your announcement simultaneously broadcasts to all extensions in the specified zone. When you make an All Call page, your announcement simultaneously broadcasts to extensions in all zones. (Your system may limit the length of your Paging broadcasts. Check with your Communications Manager.)

External Paging

When you page into Internal All Call Page or Internal Zone Page 1, the system simultaneously broadcasts the announcement into the External Paging Zone. Typically, your system’s External Paging Zone connects to speakers in your ceiling.
To make an Internal Paging Announcement:

1. Lift the handset.

2. Press `key`

3. Dial `*1` or press `PAGE`

4. Dial the Page Zone number or press `ALL` (for All Call Page).

   *Page zone numbers are 1-7 or 0 for All Call.*

   *If you dial *10 or *11, your announcement broadcasts into the External Paging Zone as well.*

4. Make announcement and hang up.

---

**User Programmable Feature**

**Universal Slot:** # V P

**Fixed Slot:** Not available.

Enable or disable incoming Paging announcements. See User Programmable Features at the end of this guide for more.
Park

Park places an outside call in a waiting state (called a Park Orbit) so a co-worker can pick it up.

There are two types of Park: System and Personal. Use System Park when you want to have your call wait in one of 10 system orbits (60-69). Personal Park allows you to park a call at an extension so a co-worker can pick it up. After parking a call, you can Page for the co-worker and hang up. Your co-worker then dials a code to pick up their call.

If a call you Park is not retrieved, it will recall to you. Your Communications Manager can tell you what the recall time is for System Park orbits 60-67. The recall time for orbits 68 and 69 is fixed at 5 minutes.

System Park

To Park a call in a System Park Orbit:

- **Standard Operation**
  1. While on an outside call, press `ICM`.  
  2. Dial `*` and the System Park Orbit (60-69).  
  3. Hang up.

- **Using Your Soft Keys**
  1. While on an outside call, press `PARK`.  
  2. Press `SYS`.  
  3. Dial the System Park Orbit (0-9) and hang up.
To retrieve a call from a System Park Orbit:

- **Standard Operation**
  1. Lift the handset.
  2. Press ICM.
  3. Dial * and the System Park Orbit (60-69).

- **Using Your Soft Keys**
  1. Press ICM and press PKUP.
  2. Press SYS.
  3. Dial the System Park Orbit (0-9) and hang up.

**Personal Park**

To Park a call at a co-worker’s extension (using Personal Park):

- **Standard Operation**
  1. While on an outside call, press ICM.
  2. Dial * *.
  3. Dial the number of the extension at which you want to Park the call.
Park

Using Your Soft Keys

1. While on an outside call, press PARK.
2. Press PERS.
3. Dial a co-worker’s extension number and hang up.

To retrieve a call parked at a co-worker’s extension:

Standard Operation

1. Lift the handset.
2. Dial *.*.
3. Dial the number of the extension at which the call is Parked.

Using Your Soft Keys

1. Press G and press PKUP.
2. Press PERS.
3. Dial the number of the extension at which the call is Parked.
Prime Line Preference allows you to place or answer a call by just lifting the handset. You do not have to press a line key, loop key or the ICM key first. Check with your Communications Manager to find out if you have Prime Line Preference, and which key on your phone is your Prime Line key.

Prime Line and Ringing Line Preference
Ringing Line Preference has priority over Prime Line. For example, Ringing Line Preference will answer a ringing outside call, not give you dial tone on your Prime Line. Also, a ringing Prime Line has priority over any other ringing trunk. The answer priority is as follows:

- Ringing Prime Line
- Ringing non-Prime Line
- Prime Line

To answer an outside call on your Prime Line:
1. Lift the handset.
   *If you want to bypass your Prime Line, press a line or loop key before lifting the handset.*

To place a call on your Prime Line:
1. Lift the handset.
   *If you want to bypass your Prime Line, press a line or loop key before lifting the handset.*
2. Dial the call normally.

User Programmable Feature

<table>
<thead>
<tr>
<th>Universal Slot:</th>
<th>P L A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Slot:</td>
<td>Not available</td>
</tr>
</tbody>
</table>

Change your Prime Line key assignment. See *User Programmable Features* at the end of this guide for more.
Privacy and Privacy Release Groups

Privacy
If your extension has Privacy enabled, it automatically blocks incoming Barge In attempts and Camp-On signals from your co-workers. If you don’t want your conversations interrupted, use Privacy. Check with your Communications Manager to find out if your extension has Privacy.

Note: If you’re on a call with a co-worker, your conversation can still be interrupted by Barge In attempts and Camp-On signals sent to your co-worker.

Privacy Release Groups
If you are in a Privacy Release Group with some of your co-workers, you can easily join in each other’s outside calls. All you have to do is press the busy line key for the call to join in. Your Communications Manager can tell you if you are in a Privacy Release Group.

To join an outside call with a member of your Privacy Release Group:
1. Press the busy (red) line key.
   The line key lights green when you connect.

To prevent a member of your Privacy Release Group from joining your call:
1. Place or answer an outside call on a line key.
   The line key lights orange.
2. Press the line key.
   The line key lights green.
   Repeat step 2 to allow a co-worker to join in.
Your keyset has Programmable Function Keys. These keys simplify placing calls, answering calls, and using certain features.

Your Programmable Function Keys are assigned for you, but can be changed as your needs change. Your Communications Manager can tell you which Programmable Function Keys are currently on your phone.

If you have a 22-Button Standard or 22-Button Display Telephone, you have 12 Programmable Function Keys.

If you have a 34-Button Display Telephone, you have 24 Programmable Function Keys.

If you have a 34-Button Super Display Telephone, you also have 24 Programmable Function Keys.

The following chart shows the available Programmable Function Key functions and the Busy Lamp Field (BLF) flash rates for each key. The chart also provides a brief guide on how to use the key.
Programmable Function Keys

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<thead>
<tr>
<th>Programmable Function Key Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Call Coverage</strong></td>
</tr>
<tr>
<td>BLF: Off: Co-worker idle</td>
</tr>
<tr>
<td>On: Co-worker busy</td>
</tr>
<tr>
<td>Fast Flash: Co-worker in DND</td>
</tr>
<tr>
<td>Operation: Press to call co-worker or pick up ringing call.</td>
</tr>
<tr>
<td><strong>Call Timer (Automatic or Manual)</strong></td>
</tr>
<tr>
<td>BLF: Off: Call Timer off</td>
</tr>
<tr>
<td>On: Call Timer on</td>
</tr>
<tr>
<td>Operation: Press to start or stop Call Timer.</td>
</tr>
<tr>
<td><strong>Conversation Record</strong></td>
</tr>
<tr>
<td>BLF: Off: Recording Off</td>
</tr>
<tr>
<td>On: Recording Being Set Up</td>
</tr>
<tr>
<td>Fast Flash: Recording On</td>
</tr>
<tr>
<td>Operation: Press to record conversation in mailbox.</td>
</tr>
<tr>
<td><strong>Group Pickup</strong></td>
</tr>
<tr>
<td>BLF: Off: Call not ringing group</td>
</tr>
<tr>
<td>Slow Flash: Call ringing group</td>
</tr>
<tr>
<td>Operation: Press key to answer call ringing Pickup Group.</td>
</tr>
<tr>
<td><strong>Hotline</strong></td>
</tr>
<tr>
<td>BLF: Off: Partner is idle</td>
</tr>
<tr>
<td>On: Partner is ringing or busy</td>
</tr>
<tr>
<td>Fast Flash: Partner in DND</td>
</tr>
<tr>
<td>Operation: Press to call Hotline partner.</td>
</tr>
<tr>
<td><strong>Intercom Directory Dialing</strong></td>
</tr>
<tr>
<td>BLF: Off: Inactive</td>
</tr>
<tr>
<td>On: Active</td>
</tr>
<tr>
<td>Operation: Press key to access Intercom Directory Dialing.</td>
</tr>
<tr>
<td><strong>Line Keys</strong></td>
</tr>
<tr>
<td>BLF: Off: Line idle or not installed</td>
</tr>
<tr>
<td>On: Line busy</td>
</tr>
<tr>
<td>Fast Flash: Busy</td>
</tr>
<tr>
<td>Operation: Press to place or answer call on outside line.</td>
</tr>
</tbody>
</table>
## Programmable Function Keys

### Programmable Function Key Assignments (Cont’d)

<table>
<thead>
<tr>
<th>Category</th>
<th>BLF Status</th>
<th>On Status</th>
<th>Off Status</th>
<th>Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Loop Keys (Switched or Fixed)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Off: Loop key idle</td>
<td>On (green): You are on a loop key call</td>
<td>Slow Flash (red): A call is ringing the loop key</td>
<td>Press key to place or answer a call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Message Center</strong></td>
<td>Off: No messages in Message Center</td>
<td>Fast Flash: Messages are waiting in Message Center</td>
<td>Press to see how many messages are waiting in Message Center. OR</td>
<td>Press SPK + key to call Message Center.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Night Key</strong></td>
<td>Off: System in Day Mode</td>
<td>On: System in Night Mode</td>
<td>Press to switch Day/Night mode of the system.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Page Zones</strong></td>
<td>Off: Page Zone idle</td>
<td>On: Page Zone busy</td>
<td>Press to Page into assigned zone.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Park Orbits</strong></td>
<td>Off: Park Orbit idle</td>
<td>On: Has a call parked by a co-worker Wink On: Has a call you parked</td>
<td>Press to Park or retrieve call from orbit.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Reverse Voice Over</strong></td>
<td>Off: Co-worker idle</td>
<td>On: Co-worker busy or ringing</td>
<td>Fast Flash: Co-worker in DND</td>
<td>While on handset call, press key to place private Intercom call to co-worker.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Programmable Function Keys

Programmable Function Key Assignments (Cont’d)

<table>
<thead>
<tr>
<th>Assignments</th>
<th>BLF:</th>
<th>Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
<td>No BLF</td>
<td>While on a call, press key to Save number you just dialed. OR While idle, press key to redial previously saved number.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assignments</th>
<th>BLF:</th>
<th>Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal or System Speed Dial</td>
<td>No BLF</td>
<td>Press to dial stored number.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assignments</th>
<th>BLF:</th>
<th>Operation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Split</td>
<td>No BLF</td>
<td>Press to switch between calls. See the Split feature in this handbook for more.</td>
</tr>
</tbody>
</table>

Check Key

Use your CHECK key to quickly check your Programmable Function Key and DSS Console Programmable Function Key assignments. You can also use the CHECK key to display your Personal Speed Dial names (if programmed).

To check a Programmable Function Key assignment:

1. Press CHECK.
   
   *SPK flashes while you are in the check mode.*
2. Press the Programmable Function Key you want to check.
3. Press another Programmable Function Key.
   OR
   
   *Press SPK to exit.*
Programmable Function Keys

To check a Personal Speed Dial key:

1. Press **CHECK**.
   *SPK flashes while you are in the check mode.*

2. Press the Personal Speed Dial key (1-10) once to display the *name* for the lowered numbered bin (e.g., 701).

3. Press the Personal Speed Dial key (1-10) a second time to display the *number* stored in the lowered numbered bin.

4. Press the Personal Speed Dial key (1-10) a third time to display the *name* for the higher numbered bin (e.g., 711).

5. Press the Personal Speed Dial key (1-10) a fourth time to display the *number* stored in the higher numbered bin.

6. Press another Personal Speed Dial Key.
   OR
   Press **SPK** to exit.

User Programmable Feature

Universal Slot: **# K P**
Fixed Slot: *Not available.*

Change your Programmable Function Key assignments. See *User Programmable Features* at the end of this guide for more.
Removing Lines and Extensions

You can remove problem outside lines and co-worker’s extensions from service. This helps ensure maximum system performance. Normally, this capability is reserved for attendants and supervisors. For example, the attendant can busy-out a noisy line or faulty extension until service personnel can repair the problem. The line or extension appears busy to callers. Ask your Communications Manager if you can use this feature.

To remove or return an extension or line to service:

2. Dial the number of the extension you want to remove or return to service (e.g., 300).
   OR
   Dial the number of the outside line you want to remove or return to service (e.g., 401).
   OR
4. Press  [SPK] to hang up.
While on a handset call, Reverse Voice Over lets you make a private Intercom call to an idle co-worker. You just press and hold down your Reverse Voice Over key to make the private call. Your initial caller cannot hear the Reverse Voice Over (private Intercom) conversation. The private Intercom call continues until you release your Reverse Voice Over key. Your initial call can be an outside call or an Intercom call to a co-worker.

If you are a salesperson, for example, Reverse Voice Over can help you while placing a call to an important client. You can talk to the client and give special instructions to an assistant — all without interrupting your initial client call.

You can have Reverse Voice Over keys for more than one co-worker. Ask your Communications Manager if you have any of these keys.

While your telephone is idle, your Reverse Voice Over key functions the same as a Hotline key. (You cannot, however, use it to Transfer calls.) The key shows at a glance the status of your co-worker’s extension.

<table>
<thead>
<tr>
<th>Reverse Voice Over Key Flash Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>On</td>
</tr>
<tr>
<td>Flashing Fast</td>
</tr>
</tbody>
</table>
Reverse Voice Over

To place a Reverse Voice Over call:

1. While on a handset call, press and hold your Reverse Voice Over key.
   
   *You hear two beeps, then conversation with your co-worker in your handset.*
   
   *Your Voice Over key lights red.*

To return to your initial caller:

1. Release your Voice Over key.
   
   *Conversation with your initial caller (in your handset) continues.*
   
   *Your Voice Over key goes out.*

To place a call to the co-worker assigned to your Reverse Voice Over key:

1. While your telephone is idle, press your Reverse Voice Over key.
   
   *You hear two beeps, then conversation with your co-worker.*
   
   *Your Reverse Voice Over key goes on (green).*
Ringing Line Preference

Simply lift the handset to answer a ringing call.

Ringing Line Preference lets you answer a ringing call just by lifting the handset. If you primarily answer calls, Ringing Line Preference ensures that your incoming calls have priority. Your Communications Manager can tell you if you have Ringing Line Preference.

If you have multiple calls ringing your extension at the same time, lifting the handset (with Ringing Line Preference) answers the calls in the following order:

- [G] key.
- Line key (lowest key first).
- Loop key (lowest key first).

In addition, if you and a co-worker with Ringing Line Preference answer the same outside line at the same time, the system connects the call to the lowest numbered extension.

Prime Line and Ringing Line Preference

Ringing Line Preference has priority over Prime Line. For example, Ringing Line Preference will answer a ringing outside call, not give you dial tone on your Prime Line.
Ringing Line Preference

To use Ringing Line Preference:

1. Lift the handset or press \( \text{SPK} \).
   
   *You automatically answer the call.*

To bypass Ringing Line Preference:

1. Before lifting the handset or pressing \( \text{SPK} \), do one of the following:
   
   - \( \text{LCM} \)
   - Line key
   - Programmable Function Key

User Programmable Feature

<table>
<thead>
<tr>
<th>Universal Slot:</th>
<th># R L P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Slot:</td>
<td>Not available.</td>
</tr>
</tbody>
</table>

Enable or disable Ringing Line Preference. See *User Programmable Features* at the end of this guide for more.
Save Number Dialed permits you to save your last outside number and easily redial it later on. For example, you can recall a busy or unanswered number without manually dialing the digits. Your phone system retains the saved number until you store a new one in its place.

Save Number Dialed saves in system memory a number you dial up to 32 digits. The system remembers the number regardless of whether the call was answered, unanswered or busy.

Unless your phone has a display, you must have a uniquely programmed Save Number Dialed Programmable Function Key to use this feature. Check with your Communications Manager to find out if you have this key.

To save the outside number you just dialed:

1. Press SAVE or your Save Number Dialed key.
   The system stores the number you just dialed.

To redial a saved number:

1. Press a line key to preselect a trunk for the call.
   If you have a Save Number Dialed key, you can skip this step and have the system select a line for you.

2. Press DLSV or your Save Number Dialed key.
   The stored number dials out.
   If you hear busy, you may be able to dial 2 and wait for an outside line to become free.
You can select a preprogrammed Selectable Display Message for your extension. Your display telephone callers see the selected message when they call your extension. Selectable Display Messaging provides you with personalized text messaging. For example, you can select the message, “GONE FOR THE DAY.” Any co-worker calling from a display telephone sees the message. Other than displaying your message, the call goes through normally.

There are 16 Selectable Display Messages (01-16), and each message can be up to 20 characters long. When your system is first installed, you have the following standard messages (although they may have been changed during installation):

<table>
<thead>
<tr>
<th>Message Number</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>CALL</td>
</tr>
<tr>
<td>02</td>
<td>BACK BY</td>
</tr>
<tr>
<td>03</td>
<td>MEETING IN RM</td>
</tr>
<tr>
<td>04</td>
<td>OUT TO LUNCH</td>
</tr>
<tr>
<td>05</td>
<td>GONE FOR THE DAY</td>
</tr>
<tr>
<td>06</td>
<td>ON VACATION</td>
</tr>
<tr>
<td>07</td>
<td>ON BUSINESS TRIP</td>
</tr>
<tr>
<td>08</td>
<td>IN THE MEETING</td>
</tr>
<tr>
<td>09</td>
<td>OUT UNTIL</td>
</tr>
<tr>
<td>10-16</td>
<td>Undefined</td>
</tr>
</tbody>
</table>

Using the instructions that follow (see step 3), you can easily scroll through all your system’s messages to see which are most helpful to you. You can append (add characters to) any message, provided the total message does not exceed 20 characters. The characters you add apply only to your own phone.
To select a Selectable Display Message:

1. Press \text{\texttt{PGM}} and dial \text{\texttt{* 3 8}}.
   OR
   Press \text{\texttt{PGM + CFWD + Dial 8}}.
2. Dial the message number (01-16).
   \textbf{You can press VOL} \texttt{\textup{\(\uparrow\)}} or \textbf{VOL} \texttt{\textdownarrow} to scroll through the message numbers instead of dialing the number.\textbf{.}
3. Press \text{\texttt{HOLD}}.
   \textbf{You can press VOL} \texttt{\textup{\(\uparrow\)}} or \textbf{VOL} \texttt{\textdownarrow} to scroll through the messages before adding any characters in the next step.
4. Enter any additional digits.
   \textbf{The total number of digits/characters in the message cannot exceed 20. Use any valid characters, digits or symbols (just as if you were entering a Speed Dial name). Refer to the table on the next page when entering digits.}
5. Press \text{\texttt{HOLD}}.
   \textbf{You hear dial tone.}
6. Press \text{\texttt{SPK}} to hang up.
   \textbf{DND} lights while you have Selectable Display Messaging enabled.

To cancel a Selectable Display Message:

1. Press \text{\texttt{PGM}} and dial \text{\texttt{* 3 0}}.
   OR
   Press \text{\texttt{PGM + CFWD + Dial 0}}.
2. Press \text{\texttt{SPK}} to hang up.
   \textbf{DND} goes out.
### Selectable Display Messaging

#### Entering Additional Characters

Use the following table when appending (adding digits/characters to) Selectable Display Messages.

<table>
<thead>
<tr>
<th>Press this key</th>
<th>Then one of these keys to enter the character in the white cell:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1, &amp; - (dash)¹, / (backslash)¹, ' (apostrophe)¹, 1</td>
</tr>
<tr>
<td>2</td>
<td>A, B, C</td>
</tr>
<tr>
<td>3</td>
<td>D, E, F</td>
</tr>
<tr>
<td>4</td>
<td>G, H, I</td>
</tr>
<tr>
<td>5</td>
<td>J, K, L</td>
</tr>
<tr>
<td>6</td>
<td>M, N, O</td>
</tr>
<tr>
<td>7</td>
<td>P, Q, R, S</td>
</tr>
<tr>
<td>8</td>
<td>T, U, V</td>
</tr>
<tr>
<td>9</td>
<td>W, X, Y, Z</td>
</tr>
<tr>
<td>0</td>
<td>SPACE :</td>
</tr>
<tr>
<td>*</td>
<td></td>
</tr>
<tr>
<td>#</td>
<td></td>
</tr>
</tbody>
</table>

To enter characters in lower case (e.g., e instead of E), press **MW** before pressing the key in the first shaded column. Use **LND** to backspace over (erase) any characters you want to correct.

¹In software versions prior to 02.00.00, the codes for 1 + 2, 1 + 3, and 1 + 4 were not available.
Use Speed Dial instead of dialing long numbers.

Speed Dial gives you quick access to frequently called numbers. Instead of dialing a long telephone number to reach a client or customer, use Speed Dial. Speed Dial also lets you store Intercom digits for quick access to commonly used features.

There are two types of Speed Dial: System and Personal. Speed Dial numbers can be up to 30 digits long, using 0-9, # and *. Every Speed Dial can have a programmed name up to 16 characters long. The name shows in your telephone’s display as the Speed Dial number dials out.

Speed Dial can store outside numbers and Intercom digits. This capability to store Intercom digits provides you with “one-touch” access to features you use most often. For example, you can have a Personal Speed Dial bin that simplifies forwarding calls to Voice Mail or a co-worker.

Pressing SP DIAL 1 or SP DIAL 2 at your Super Display telephone will show the first 10 characters of the name for the associated Personal Speed Dial bin. If you don’t have names programmed, your phone will show the first 10 digits of the stored number instead.

System Speed Dial

System Speed Dial gives you and your co-workers access to the same set of stored numbers. Your system can have up to 1000 System Speed Dial numbers, depending on how it was set up during installation. Check with your Communications Manager for more about your System Speed Dial numbers.
To program a System Speed Dial number:

Normally, only attendants and supervisors can store System Speed Dial numbers. Find out from your Communications Manager if you can.

1. Press and dial .
   OR
   Press .
2. Dial the system bin number (normally 200-299).
3. Press .
4. Enter the line number you want the system to use when dialing your stored number (e.g., 1 for line 1).
   OR
   Enter the line group number you want the system to use when dialing your stored number (e.g., 90 for group 0).
   OR
   Press if you want to enter Intercom codes.
5. Press .
6. Enter the number you want to store (up to 30 digits long).
   You can enter any combination of the digits 0-9, # and *. To insert a pause in your Speed Dial number, press MIC. To insert a Flash in your Speed Dial number, press FLASH. These entries count as digits.
7. Press .
8. Enter a name for the Speed Dial number.
   See Entering Speed Dial names for more.

Speed Dial
Speed Dial

10. Repeat from step 2 to program another bin number.
    OR
    Press SPEAKER to exit.

To dial a System Speed Dial number:

1. Press [F] and dial [H].
2. Dial the system bin number (normally 200-299).
   OR
   Press a Programmable Function Key for System Speed Dial bin.
   *The stored number dials out.*
Personal Speed Dial

Personal Speed Dial provides 20 stored numbers just for your own use. (If you have a DSS Console, the Personal Speed Dial numbers on your console are the same as those on your phone.)

Your telephone has 10 Personal Speed Dial bin keys. Pressing keys 1-10 accesses your first 10 Personal Speed Dial numbers (701-710). Pressing DIAL and keys 1-10 accesses your second 10 Personal Speed Dial numbers (711-720).

If you have a 22-Button Standard or 22-Button Display Telephone, this is the location of your 10 Speed Dial bin keys.

If you have a 34-Button Display Telephone, this is the location of your 10 Speed Dial bin keys.

If you have a 34-Button Super Display Telephone, this is the location of your 10 Speed Dial bin keys.
To program a Personal Speed Dial number:

1. Press **PGM** and dial **H**. **H**.
   OR
   Press **PGM** + **SPD**.
2. Dial the personal bin number (normally 701-720).
   OR
   Press a Personal Speed Dial key (for bins 1-10).
   OR
   Press **DIAL** + a Personal Speed Dial key (for bins 11-20).
3. Press **HOLD**.
4. Enter the line number you want the system to use when dialing your stored number (e.g., 1 for line 1).
   OR
   Enter the line group number you want the system to use when dialing your stored number (e.g., 90 for group 0).
   OR
   Press **HOLD** if you want to enter Intercom codes.
5. Press **HOLD**.
6. Enter the number you want to store (up to 30 digits long).
   
   You can enter any combination of the digits 0-9, # and *.
   To insert a pause in your Speed Dial number, press **MIC**.
   To insert a Flash in your Speed Dial number, press **FLASH**.
   These entries count as digits.
7. Press **HOLD**.
8. Enter a name for the Speed Dial number.
   See Entering Speed Dial names for more.
9. Press \( \text{HOLD} \).
10. Repeat from step 2 to program another bin number.
    OR
    Press \( \text{SPK} \) to exit.

To dial a Personal Speed Dial number:

1. Press \( \text{ICM} \) and dial \( \text{HOLD} \).
2. Dial the personal bin number (normally 701-720).
    OR
    Press a Personal Speed Dial key (for bins 1-10).
    OR
    Press \( \text{DIAL} \) + a Personal Speed Dial key (for bins 11-21).
    OR
    Press a Programmable Function Key for System Speed Dial bin.

   *The stored number dials out.*

To dial a Personal Speed Dial number if you have a Super Display telephone:

1. Press \( \text{SP DIAL 1} \) (for bins 701-710) or \( \text{SP DIAL 2} \) (for bins 711-720).
2. Press a Personal Speed Dial bin key.

   *The stored number dials out.*
Entering Speed Dial Names

Use the following table when entering Speed Dial names.

### Keys for Entering Names

<table>
<thead>
<tr>
<th>Press this key:</th>
<th>Then one of these keys to enter the character in the white cell:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td>1</td>
<td>&amp;</td>
</tr>
<tr>
<td>2</td>
<td>A</td>
</tr>
<tr>
<td>3</td>
<td>D</td>
</tr>
<tr>
<td>4</td>
<td>G</td>
</tr>
<tr>
<td>5</td>
<td>J</td>
</tr>
<tr>
<td>6</td>
<td>M</td>
</tr>
<tr>
<td>7</td>
<td>P</td>
</tr>
<tr>
<td>8</td>
<td>T</td>
</tr>
<tr>
<td>9</td>
<td>W</td>
</tr>
<tr>
<td>0</td>
<td>SPACE</td>
</tr>
<tr>
<td>&quot;</td>
<td>&quot;</td>
</tr>
<tr>
<td>#</td>
<td>&quot;</td>
</tr>
</tbody>
</table>

To enter characters in lower case (e.g., e instead of E), press MW before pressing the key in the first shaded column. Use LND to backspace over (erase) any characters you want to correct.

¹In software versions prior to 02.00.00, the codes for 1 + 2, 1 + 3, and 1 + 4 were not available.

### User Programmable Feature

*Universal Slot:* # S P

*Fixed Slot:* ICM + ##

Program Personal and System Speed Dial Numbers. See *User Programmable Features* at the end of this guide for more.
With Split, you can split (alternate) between your current call and a new call. Split lets you easily alternate between the calls without joining (Conferencing) your callers together.

Split requires a uniquely programmed Split Programmable Function key. Check with your Communications Manager to find out if you have this type of key.

To Split between your current Intercom call and a new Intercom call:

1. Press to place your current Intercom call on Hold, then hang up.
2. Place or answer Intercom call.
3. Press your Split key to switch between your two Intercom calls.

To Split between your current outside call and an Intercom call:

1. Press to place outside call on Hold, then hang up.
2. Place or answer waiting Intercom call.
3. Press your Split key to switch between your Intercom call and the outside call.
To Split between your current Intercom call and an outside call:

1. Press **HOLD** to place your current Intercom call on Hold.
2. Place or answer outside call.
3. Press your Split key to switch between your two calls.

To Split between your current outside call and a waiting outside call:

1. Press **HOLD** to place your current outside call on Hold, then hang up.
2. Place or answer a new outside call.
3. Press your Split key to switch between your two calls.
Tandem Trunking

Join two callers in Conference, leave the call and let their conversation continue.

Tandem Trunking (Unsupervised Conference) allows you to join two outside callers in a line-to-line Conference. You can then drop out of the call, leaving your callers in an unsupervised Conference. You are no longer part of the conversation. The Conference continues until either outside party hangs up. Find out from your Communications Manager if you are able to set up an Unsupervised Conference.

To set up a tandem call (Unsupervised Conference):

1. Place or answer an outside call.
2. Press or .
3. Place or answer another outside call.
4. Press or to set up the Conference.
5. Hang up.

If the outside lines disconnect when you hang up in this step, you do not have Tandem Trunking capability.

You can optionally press HOLD to place the Conference on Hold. Your callers hear Music on Hold (if installed) while waiting on Hold. Just press CONF again to reinstate the Conference.

To disconnect a tandem call (using Forced Trunk Disconnect):

1. Press line key for busy line.
   OR

   Press and dial the line’s Direct Line Access code (e.g., 401 for line 1).
2. Dial # or press BARG to disconnect the line.
Tandem Trunking

To Barge In on a tandem call:

*Use this procedure to rejoin a Conference already in progress.*

1. Press line key for busy line.
   OR
   Press \( \text{Dial} \) and dial the line’s Direct Line Access code (e.g., 401 for line 1).

2. Dial \( \text{Dial} \).

Time and Date

The time and date appear on all telephone displays in your system. Follow the User Programmable Feature steps below if you need to reset the system time and date (e.g., after the Daylight Savings Time change).

**User Programmable Feature**

**Universal Slot:** # T D

**Fixed Slot:** Not available.

Change your system’s time and date. See *User Programmable Features* at the end of this guide for more.
Transfer

Send the outside call you are on to a co-worker.

Transfer permits you to send your active outside call to a co-worker, Ring Group, UCD Hunting Group or Voice Mail. With Transfer, you can quickly send a call to the desired co-worker. A call you Transfer automatically recalls to you if not picked up at the Transfer destination. If you don’t answer the recall, the call will ring other co-workers or the attendant. This assures that you do not lose or inadvertently abandon your transfers.

Your telephone system allows the following types of transfers:

- **Screened Transfer**
  With Screened Transfer, you announce the call to the destination before hanging up.

- **Unscreened Transfer**
  With Unscreened Transfer, you extend the call without making an announcement.

**To Transfer your call:**

1. Do not hang up.
2. Press \[ICM\].
3. Dial your co-worker’s extension.
   OR
   Press a DSS key.
   OR
   Dial a Ring Group or UCD Hunting Group master number.
Transfer

4. Announce the call to make a Screened Transfer.
   OR
   Press the flashing line key to return to your call if your co-worker doesn’t want it (i.e., rejects your screen).
   OR
   Hang up to send the call through unscreened.
   *The call will recall to you if unanswered at the destination.*

To Transfer your call to a co-worker's mailbox:

1. Do not hang up.
2. Press [PSTN].
3. Dial your co-worker’s extension.
4. Press [MW] or [MBOX].
5. Hang up.
Trunk (Line) Queuing and Callback

When all outside lines are busy, Line Queuing lets you wait in line for a line to become free.

Line Callback will automatically call you back when a line is available.

Line Queuing permits you to queue (wait in line) on hook for a busy line or line group to become free. The system will connect you as soon as the line is available. You do not have to manually retry the line later.

After queuing for a line, you just hang up to convert your Line Queue into a Line Callback. When the line becomes free, the system automatically recalls your phone. As soon as you lift the handset, you connect to the outside line.

You can leave a Line Callback request for many outside lines. The system processes your requests as the lines become free. In addition, you and your co-workers can leave a Callback request for the same line. The system processes these requests on a first-in/first-out (FIFO) basis.

If you leave a Line Callback request and fail to answer when Callback rings your phone, the system cancels the Callback.

Line Queuing Priority

You may have Line Queuing Priority enabled for your telephone. If you do, when you queue for a busy line Line Queuing will connect you before your co-workers that don’t have priority. Your Communications Manager can tell you if you have Line Queuing Priority.
Trunk (Line) Queuing and Callback

To queue for a busy line:
1. Press line key for busy line.
   OR
   Press \[\text{ICM}\] and dial the line’s Direct Line Access code (e.g., 401 for line 1).
2. Dial \[\text{2}\]; do not hang up.
3. When the line becomes free, you automatically connect.
   *When you hear dial tone from the line, you can place your call again.*

To leave a Line Callback for a busy line:
1. Press line key for busy line.
   OR
   Press \[\text{ICM}\] and dial the line’s Direct Line Access code (e.g., 401 for line 1).
2. Dial \[\text{2}\] or press \[\text{CLBK}\], then hang up.
3. When the line becomes free, the system automatically calls you back.
   *If you answer within 4 rings, you hear dial tone from the outside line.*
   *If you don’t answer the Callback ring, your phone system cancels the Callback.*
Your system may be connected to an NVM-Series Voice Mail with Automated Attendant system. NVM-Series Voice Mail provides your system with comprehensive voice messaging capability as well as a sophisticated Automated Attendant. Your NVM-Series provides:

- **Automated Attendant**
  Automated Attendant automatically answers your system’s incoming calls. After listening to a customized Automated Attendant greeting, callers to your company can dial a system extension or use Voice Mail.

- **Leaving a Message**
  When you call a co-worker that doesn’t answer, is busy on the phone or in Do Not Disturb, you can easily leave them a voice message in their mailbox. There is no need for you to call back later.

- **Call Forwarding to Voice Mail**
  When you forward your calls to Voice Mail, calls to your phone go to your Voice Mail mailbox. Your callers then leave you a voice message instead of calling back later. You can enable forwarding for all calls immediately, for unanswered calls, or for calls to your phone when you are busy.

- **Transferring to Voice Mail**
  You can Transfer a call to your mailbox or a co-worker’s mailbox. After the Transfer goes through, your caller can leave a message in the mailbox.

- **Conversation Record**
  While on a call, you can have Voice Mail record your conversation. You just press your uniquely programmed Conversation Record key or a soft key. Once recorded, Voice Mail stores the conversation as a new message in your mailbox. After calling your mailbox, you can save, edit or delete the recorded conver-
sation. (Check with your Communications Manager to see if you have Conversation Record capability.)

- **Personal Answering Machine Emulation**
  You can have your idle telephone emulate a personal answering machine. This lets Voice Mail screen your calls, just like your answering machine at home. If activated, your incoming calls route to your mailbox. Once your mailbox answers, you hear two alert tones followed by your caller’s incoming message. You can then:
  - Let the call go through to your mailbox.
  - Intercept the call before it goes to your mailbox.

- **Message Center Mailbox**
  A Message Center Mailbox is a mailbox shared by more than one co-worker. You access the Message Center by pressing a Message Center key on your phone. (Ask your Communications Manager if you have this key.) With your Message Center key you can:
  - Listen to the messages stored in the Message Center mailbox.
  - Transfer calls to the Message Center mailbox.
  - Use many other Voice Mail features.

  A Message Center Mailbox may help you if you work closely with a group of co-workers. For example, your group’s supervisor can send important messages to the shared Message Center Mailbox, and members of your group can review them as time allows.

- **Interactive Soft Key Shows New Messages**
  Your soft keys show the number of new messages in your mailbox. For example, if you have 2 new messages in your mailbox, your Voice Mail soft key shows VM02 (display telephone) or VM02 (Super Display telephone). The new message count resets to 00 as soon as you call your mailbox (regardless of whether you listened to your new messages). The message count returns when you get new messages.
Voice Mail

Calling Your Mailbox

To call your mailbox:

Your MW key and Ring/Message lamp flash fast when you have new messages in your mailbox.

1. Press ICM.
2. Press VM.
   OR
   Press ICM, then press MW.
   OR
   Press ICM, then dial the Voice Mail master number (e.g., 700) followed by your mailbox number.
   Your mailbox number is normally the same as your extension number. You may optionally dial a co-worker’s mailbox — or use this procedure to call your mailbox from a co-worker’s phone.
3. If requested by Voice Mail, enter your security code.
   Your MW key and Ring/Message lamp go out after you call your mailbox.

Leaving a Message

To leave a message in the mailbox of an unanswered extension:

The extension you call can be busy, in Do Not Disturb, or unanswered.

1. Press MW or MSG.
   The Voice Mail system will prompt you to leave a message.
Forwarding Calls to your Mailbox

To activate or cancel Call Forwarding:

1. Press [PGM] and dial [*][3].
   OR
   Press [PGM] + [CFWD].
2. Dial the Call Forwarding type:
   0 = Cancel forwarding
   2 = Busy/No Answer
   4 = Immediate
   6 = No Answer
4. Press [SPK] to hang up.

Your DND key is on while your calls are forwarded.
Transferring Calls to a Mailbox

To Transfer your active call to a mailbox:

**Method A**

1. Press \[ \text{ICM} \].
2. Dial the number of the mailbox to receive the Transfer (e.g., 301 for extension 301).
   *This number can be your mailbox number (if you’re away from your desk) or a co-worker’s mailbox number.*
3. Press \[ \text{MW} \] or \[ \text{MBOX} \].
4. Press \[ \text{SPK} \] to hang up.
   *Voice Mail will prompt your caller to leave a message in the mailbox you selected.*

**Method B**

1. Press \[ \text{ICM} \].
2. Press DSS key for co-worker’s extension + \[ \text{MW} \].
3. Press \[ \text{SPK} \] to hang up.
   *Voice Mail will prompt your caller to leave a message in the mailbox you selected.*

**Method C**

1. Press keyset or DSS Console Hotline key.
2. Press \[ \text{MW} \].
3. Press \[ \text{SPK} \] to hang up.
   *Voice Mail will prompt your caller to leave a message in the mailbox you selected.*
Voice Mail

Conversation Record

To record your active call in your mailbox:

Only one party on a call can use Conversation Record at any one time. This includes Intercom calls and Conference calls.

1. Press your Voice Mail Record key.

Your Record key lights green while your system calls your mailbox. Once recording begins, the key flashes fast and you hear the voice prompt, “Recording.”

You can also have a Record key on your DSS Console. It lights red while the system calls your mailbox and flashes fast once recording begins.

Personal Answering Machine Emulation

To activate Answering Machine Emulation:

1. Press PGM and dial * 3.

OR

Press PGM + CFWD.

2. Dial 7

3. Dial the Answering Machine Emulation option:

   - 2 or hang up to forward all calls.

   - 8 to forward just outside calls.

4. Press SPK to hang up.

   Your DND key is on while your calls are forwarded.
Voice Mail

To cancel Answering Machine Emulation:

1. Press \[ \text{GM} \] and dial \[ \# 3 \].
   OR
   Press \[ \text{PGM} + \text{CFWD} \].

2. Dial \[ 0 \]

3. Press \[ \text{SPOK} \] to hang up.
   Your \textit{DND key goes out}.

When Answering Machine Emulation broadcasts your caller’s message, you can:

- Do nothing to have the caller’s message automatically recorded in your mailbox.
  OR
- Lift the handset to intercept the call and speak to your caller.

Checking Your Messages

To check your messages:

1. Press \[ \text{MV} \].
   \[ \text{You see: Number of MSG } = n \] (where \( n \) is the number of new messages in your mailbox).
Voice Mail

Message Center Mailbox

The Message Center key flashes fast (green) when there are new messages not listened to in the Message Center mailbox.

1. Press or lift the handset.
2. Press the Message Center key.
3. If requested by Voice Mail, enter the security code for the Message Center mailbox.
Voice Over

Get through to a co-worker busy on a handset call — without interrupting their call.

Voice Over lets you get through to a co-worker busy on a handset call. With Voice Over, the person you call hears an alert tone followed by your voice. They can respond to you without being heard by their original caller. They can also easily switch between you and their first caller.

Voice Over could help a lawyer, for example, waiting for an urgent call. While on a call with another client, the lawyer’s paralegal could announce the urgent call as soon as it comes in. The lawyer could then give the paralegal instructions on how to handle the situation — all without the original client hearing the conversation.

To initiate a Voice Over to a busy extension:

You can only leave a Voice Over if you hear busy/ring tone.

1. Dial 9 or press VODR.
   You hear two beeps, then you can speak with your co-worker.

To respond to a Voice Over alert tone at your extension:

You hear two beeps while on a handset call.

1. Press and hold MIC.
   Release your MIC key to talk to your initial caller. You can repeat this procedure as long as the Voice Over initiator doesn’t hang up.
Volume Controls

Easily adjust the volume of ringing, Paging and other features.

Your \( \text{vol} \uparrow \) and \( \text{vol} \downarrow \) keys adjust the volume of the following features while they are active.

- Incoming Intercom and outside call ringing. \(^1\,\^2\)
- Background Music, Paging, Handsfree speaker, and incoming voice announcements broadcast through your telephone speaker. \(^1\)
- Handset/headset receiver volume. \(^1\)
- Off Hook Ringing. \(^1\,\^2\)
- Incoming Voice Over announcement.
  \(^1\) These features retain the volume levels you set.
  \(^2\) These features retain the user-set volume levels after a system reset or power down.

To adjust the volume of a feature while it is active:

*Pressing \( \text{vol} \uparrow \) and \( \text{vol} \downarrow \) while your telephone is idle adjusts the display contrast.*

1. Press \( \text{vol} \uparrow \) and \( \text{vol} \downarrow \).
The User Programmable Features

The User Programmable Features allow you to customize your telephone to work just the way you want. You'll no longer have to rely on your System Administrator or Communications Manager to set up your phone.

Using the chart on the next page, the User Programmable Features let you customize the following features:

- **Direct Station Selection** (DSS) Assignment
- **Headset Mode**
- **Hotline Key Assignment**
- **Off Hook Signaling** (Setup)
- **Paging** (Incoming)
- **Prime Line Assignment**
- **Programmable Function Key Assignment**
- **Programmable Function Key Ringing** (for Call Coverage Keys, Group Call Pickup Keys, and Line Keys)
- **Ringing Line Preference**
- **Speed Dial Bin Setup** (Personal and System)
  
  Note that in u slot systems, the ##2 and ##7 Speed Dial procedures are no longer available.
- **Time and Date**
- **Voice Announce** (for incoming Intercom calls)
- **Voice Over**

1 Feature is only available in universal slot systems.
The User Programmable Features

To program a feature, press # and the feature’s code. For example, to enable incoming Paging, press # and dial VP, then SPK to hang up. The underlined codes (e.g., RC) are for systems prior to 02.00.00.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSS</td>
<td>#BLF</td>
<td><strong>#BLF</strong>: Press DSS key + HOLD + Enter extension + VOL Up + Program another key or SPK to exit.</td>
</tr>
<tr>
<td>Headset</td>
<td>#HS</td>
<td><strong>#HS</strong>: Y to enable or N to disable + SPK to exit.</td>
</tr>
<tr>
<td>Hotline</td>
<td>#HL</td>
<td><strong>#HL</strong>: Press flashing Hotline key + Enter extension for new Hotline partner + Program another Hotline key or SPK to exit.</td>
</tr>
<tr>
<td>Off Hook Signaling</td>
<td>#OHS</td>
<td><strong>#OHS</strong>: Select mode: C=Outside line, D=DSS, I=ICM + Select option (see below) + SPK to exit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Outside line options</strong>: D=C-Camp On tone, O-Off Hook Ringing, V=Voice Over, 0=None</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>ICM options</strong>: C-Camp On, O-Off Hook Ringing, V=Voice Over, 0=None</td>
</tr>
<tr>
<td>Paging (Incoming)</td>
<td>#VP</td>
<td><strong>#VP</strong>: Y to enable or N to disable + SPK to exit.</td>
</tr>
<tr>
<td>Prime Line Assignment</td>
<td>#PLA</td>
<td><strong>#PLA</strong>: Press one of your flashing programmable keys or ICM + SPK to exit.</td>
</tr>
<tr>
<td>Programmable Function Key Assignments</td>
<td>#KP</td>
<td><strong>#KP</strong>: Press key you want to program + HOLD + ICM + Press VOL Up or VOL Down to select another key to program, or SPK to exit.</td>
</tr>
<tr>
<td>Programmable Function Key Ringing</td>
<td>#RAC</td>
<td><strong>#RAC</strong>: Call Coverage Key repeatedly to select ringing mode + SPK to exit.</td>
</tr>
<tr>
<td></td>
<td>#RAL</td>
<td><strong>#RAL</strong>: Line Key repeatedly to select ringing mode + SPK to exit.</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
<td>Ringing Line Preference</td>
<td>#RLP</td>
<td><strong>#RLP</strong>: Y to enable or N to disable + SPK to exit.</td>
</tr>
<tr>
<td>Speed Dial, Personal</td>
<td>#SP</td>
<td><strong>#SP</strong>: Press bin key (for bins 701-710) or DIAL then bin key (for bins 711-720) + HOLD + Enter outside line (e.g., 1), line group (e.g., 90), or ICM for Intercom feature + HOLD + Number to store + HOLD + Name + HOLD + Press another bin key or SPK to exit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>#SP</strong>: Dial System Speed Dial bin number (e.g., 200) + HOLD + Enter outside line (e.g., 1), line group (e.g., 90), or ICM for Intercom feature + HOLD + Number to store + HOLD + Name + HOLD + Press another bin key or SPK to exit.</td>
</tr>
<tr>
<td>Time and Date</td>
<td>#TD</td>
<td><strong>#TD</strong>: Enter time in 24-hour clock using hours (2 digits), minutes (2 digits) and seconds (2 digits) + HOLD + Enter date using month (2 digits), day (2 digits) and year (4 digits) + HOLD + SPK to exit.</td>
</tr>
<tr>
<td>Voice Announce (for your incoming Intercom calls)</td>
<td>#VA</td>
<td><strong>#VA</strong>: V for voice announce or R for ring + SPK to exit.</td>
</tr>
</tbody>
</table>

**User Programmable Features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSS</td>
<td>#BLF</td>
<td><strong>#BLF</strong>: Press DSS key + HOLD + Enter extension + VOL Up + Program another key or SPK to exit.</td>
</tr>
<tr>
<td>Headset</td>
<td>#HS</td>
<td><strong>#HS</strong>: Y to enable or N to disable + SPK to exit.</td>
</tr>
<tr>
<td>Hotline</td>
<td>#HL</td>
<td><strong>#HL</strong>: Press flashing Hotline key + Enter extension for new Hotline partner + Program another Hotline key or SPK to exit.</td>
</tr>
<tr>
<td>Off Hook Signaling</td>
<td>#OHS</td>
<td><strong>#OHS</strong>: Select mode: C=Outside line, D=DSS, I=ICM + Select option (see below) + SPK to exit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Outside line options</strong>: D=C-Camp On tone, O-Off Hook Ringing, V=Voice Over, 0=None</td>
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<tr>
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<td></td>
<td><strong>ICM options</strong>: C-Camp On, O-Off Hook Ringing, V=Voice Over, 0=None</td>
</tr>
<tr>
<td>Paging (Incoming)</td>
<td>#VP</td>
<td><strong>#VP</strong>: Y to enable or N to disable + SPK to exit.</td>
</tr>
<tr>
<td>Prime Line Assignment</td>
<td>#PLA</td>
<td><strong>#PLA</strong>: Press one of your flashing programmable keys or ICM + SPK to exit.</td>
</tr>
<tr>
<td>Programmable Function Key Assignments</td>
<td>#KP</td>
<td><strong>#KP</strong>: Press key you want to program + HOLD + ICM + Press VOL Up or VOL Down to select another key to program, or SPK to exit.</td>
</tr>
<tr>
<td>Programmable Function Key Ringing</td>
<td>#RAC</td>
<td><strong>#RAC</strong>: Call Coverage Key repeatedly to select ringing mode + SPK to exit.</td>
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Your Super Display Telephone

- Your key assignments may be different than shown. Ask your communications manager.
- See the inside front cover of this guide for an illustration of the 34-Button Display telephone.