Using Your Telephone

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

The Alphanumeric Display helps you use features and tells you about your calls. It may also show your caller’s name and number.

Soft Keys simplify using your phone. To guide you through your features, the Soft Key functions automatically change to help you handle calls. See the DS2000 Soft Key Glossary for more.

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

MW flashes when you have Messages Waiting. If you have Voice Mail, it flashes when you have Voice Mail messages left in your mailbox.

Press a line key then LND to automatically redial the last outside number you called.

The Volume Controls are for speaker and handset. They also control the volume for ringing calls and pages. While on-hook, these keys are for Contrast Control.

The Ring/Message Lamp:
- Flashes slow (green) while a call rings your phone.
- Flashes fast (red) if you have new Voice Mail messages or unanswered Message Waiting.

Press Bin Key 1-10 for Personal Speed Dial bins 701-710. Press DIAL + Bin Key 1-10 for Personal Speed Dial bins 711-720.

These are LINE and/or MUTE keys. Your key assignments may be different than shown — ask your communications manager.

If you are an attendant . . .
- Key 11 is a Night Key to put your system in the night mode.
- Key 12 (on 22-button telephone) or key 24 (on 34-button telephone) is an Operator Call Key for your incoming Intercom calls.

Press ICM to place an Intercom call.

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

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

Press for Handsfree calls, or use the handset instead. See Handsfree Options below. While on a handset call, press SPK twice (do not hang up) for Group Listen.

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

Handsfree Options
- Handsfree lets you place and answer calls by pressing 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.
Placing Calls

Placing an Outside Call . . .

1. (Optional) Lift handset.
2. + Wait for dial tone + Dial number.
   • If your system is behind a PBX, you may have to dial 9 before your number.

OR

1. (Optional) Lift handset.
2. + Line number (e.g., 01) + Dial outside number.
   OR
   2. + (Optional) Line group (0-8) + Dial outside number.
   OR
   2. + Line number (e.g., 01) + Dial outside number.

1. (Optional) Lift handset.
2. Press an idle line key to preselect a line.
3. Press .

Calling a Co-Worker . . .

1. (Optional) Lift handset.
   • For one-touch calling, press a Call Coverage or Hotline function key.
2. Press .
   • For your Voice Mailbox: Press MW.
   • For Paging: Dial * 1 + Zone (1-7, 0 = all call).
3. Co-worker’s extension number.
   • If you hear ringing, wait for an answer.
   • If you hear two beeps, begin speaking (or dial 1 to have call ring).

If your call doesn’t go through . . .

Camp On and Callback

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

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

OR

1. Dial and hang up to leave a Callback for a free line or extension.
   • Wait for the system to call you back.
2. or lift handset.
   • (Outside calls) Place your call again.
   • (Intercom calls) Speak to co-worker.

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

1. Do not hang up +.
   • Your co-worker’s MW flashes fast.
   • With Voice Mail, pressing MW will leave a message in your co-worker’s mailbox.

To answer a Message Waiting left for you:

1. (Optional) Lift handset.
2. Press .
   • If the extension you call is unanswered, busy or in DND, the system cancels Message Waiting.
3. Lift handset and press MW.

To review your Messages Waiting and then select a message for a return call:

1. Do not lift the handset.
2. Press .
   • Press MW repeatedly until the extension you want to call displays.
3. Lift handset and press MW.
Answering Calls

Answering Outside Calls . . .

1. \textcolor{red}{\textbf{SPK}} or lift handset.
   • Press line/loop key if not connected.

Answering Intercom Calls . . .

Listen for two short beeps:

1. Speak toward your phone or lift the handset.
   • If you hear one long ring instead, press \textcolor{red}{\textbf{SPK}} or lift handset to answer.
   • Dialing \#VA + V (\#IR in some systems) makes incoming Intercom calls ring your phone.
   • Dialing \#VA + R (\#IV in some systems) makes incoming Intercom calls voice-announce your phone.

Picking up calls not ringing your phone . . .

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

1. \textcolor{red}{\textbf{SPK}} or lift handset.
   • You can press a Group Call Pickup or Call Coverage key instead — then skip step 2.
2. \# \# + Co-worker’s extension.

Have a telephone meeting (Conference) . . .

Use Conference to have a telephone meeting:

1. Place/answer call + \textcolor{red}{\textbf{CONF}}.
2. Place/answer next call + \textcolor{red}{\textbf{CONF}}.
   • Repeat this step to add more parties.
   • If you hear error tone, you cannot add additional parties.

Quick Reference for Other Features

\begin{tabular}{|l|l|}
\hline
\textbf{Quick Reference for Other Features} & \\
\hline
\textbf{Dial Number Preview} & Do not lift handset + Dial \$$ + Dial outside number + Press line key to dial the displayed number. \\
\hline
\textbf{Do Not Disturb} & To activate: Press \textbf{DND}.
To cancel: Press \textbf{DND}. \\
\hline
\textbf{Group Listen} & To initiate: While on a handset call, press \textcolor{red}{\textbf{SPK}} twice (do not hang up).
To switch Group Listen to Handsfree: Press \textcolor{red}{\textbf{SPK}} twice.
To cancel: Do not hang up + Press \textcolor{red}{\textbf{SPK}}. \\
\hline
\textbf{Meet Me Conference} & To set up a telephone meeting: Make a Page announcing Conference + Do not hang up + \textcolor{red}{\textbf{ICM}} + Dial \#11 or \#12.
To join the Conference: \textcolor{red}{\textbf{ICM}} + Dial \#11 or \#12. (If you wait too long to dial, you may not be able to join the meeting.) \\
\hline
\textbf{Microphone Mute} & To activate: Press \textcolor{red}{\textbf{MIC}} (key on).
To cancel: Press \textcolor{red}{\textbf{MIC}} (key off). \\
\hline
\end{tabular}

Directory Dialing

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

1. D.
2. Dial Directory Dialing type:
   I = Co-worker’s extensions.
   C = System Speed Dial.
   P = Personal Speed Dial.
3. Dial the first letter of the desired name (e.g., dial 4 if the first letter begins with G, H or I).
   OR
   Press VOL \textcolor{red}{\uparrow} or VOL \textcolor{red}{\downarrow} to scroll alphabetically through the selected directory. To call the displayed name, just press \textbf{DIAL}.
4. Look at your phone’s display and dial the digit for the letter/number you want to call (e.g., if the name in step 3 began with G, dial 1).
5. Press VOL \textcolor{red}{\uparrow} or VOL \textcolor{red}{\downarrow} to scroll through all the names/numbers that begin with the letter/number you selected.
6. Press \textbf{DIAL} to have the system dial your call.
## Handling Your Calls

### Your call can wait at your phone . . .

#### Hold

1. Do not hang up + HOLD.
   - **Your co-workers can retrieve your System Hold calls. To place the call on Exclusive Hold, press **HOLD twice.**
   - Intercom calls automatically go on Exclusive Hold when you press **HOLD.

#### Easily retrieve a call from Hold:

1. SPK or lift handset.
2. Press flashing **LINE**. OR **HOLD**

#### Program another Hotline key or **HOLD**

1. Press flashing Hotline key + Enter extension for new Hotline partner + Program another Hotline key or **SPK** to exit.

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

#### Transfer

1. + Dial your co-worker’s extension.
   - **To transfer the call to Voice Mail, press **MW** after dialing your co-worker.**
   - **OR**

#### Park a call in orbit

1. + Please use System Park Orbit (60-69).
   - **If you hear busy, press **ICM** and try another orbit.**
   - **To Page, press **ICM**, dial * 1 and the zone number (1-7, 0 for all calls).**
2. Hang up.

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### 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>#BLF + Press DSS key + HOLD + Enter extension + VOL Up + Program another key or <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Headset</td>
<td>#HS</td>
<td>#HS + Y to enable or N to disable + <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Hotline</td>
<td>#HL</td>
<td>#HL + Press flashing Hotline key + Enter extension for new Hotline partner + Program another Hotline key or <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Off Hook Signaling</td>
<td>#OHS</td>
<td>#OHS + Select mode (C=Outside line, D=DSS, I=ICM) + Select option (see below) + <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Outside line options: C=Camp On tone, O=Off Hook Ringing, 0= None <strong>ICM</strong> options: C=Camp On, O=Off Hook Ringing, W=Voice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Over: 0 = None. <strong>DSS Options:</strong> C=Camp On, O=Off Hook Ringing, 0= None</td>
</tr>
<tr>
<td>Paging (Incoming)</td>
<td>#VP</td>
<td>#VP + Y to enable or N to disable + <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Prime Line Assignment</td>
<td>#PLA</td>
<td>#PLA + Press one of your flashing programmable keys or <strong>ICM</strong> + <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Programmable Function Key Assignments</td>
<td>#KP</td>
<td>#KP + Press key you want to program + HOLD + ICM + Press VOL Up or VOL Down to select key option + HOLD + enter any additional data (if required) + Press VOL Up or VOL Down to select another key to program, or <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Programmable Function Key Ringing</td>
<td>#RAC</td>
<td>Call Coverage Keys: #RAC + Call Coverage Key repeatedly to select ringing mode + <strong>SPK</strong> to exit. Call Coverage Keys flash as follows: Lamp only=On red, Immediate rings=On green, Delay rings=Fast flash green.</td>
</tr>
<tr>
<td></td>
<td>#RAL</td>
<td>Output Line Keys: #RAL + Line key repeatedly to select ringing mode + <strong>SPK</strong> to exit. Line keys flash as follows: Lamp only=On red, Immediate rings=On green, Delay rings=Fast flash green, Night rings=Slow flash green.</td>
</tr>
<tr>
<td></td>
<td>#RAP</td>
<td>Group Call Pickup Keys: #RAP + Group Call Pickup Key repeatedly to select ringing mode + <strong>SPK</strong> to exit. Group Call Pickup Keys flash as follows: Lamp only=On red, Immediate rings=On green, Delay rings=Fast flash green.</td>
</tr>
<tr>
<td></td>
<td>#RLP</td>
<td>#RLP + Y to enable or N to disable + <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Speed Dial, Personal</td>
<td>#SP</td>
<td>#SP + 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 <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Speed Dial, System</td>
<td>#SP</td>
<td>#SP + 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 <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Time and Date</td>
<td>#TD</td>
<td>#TD + Enter time in 24-hour clock using hours (2 digits), minute (2 digits) and seconds (2 digits) + HOLD + Enter date using month (2 digits), day (2 digits) and year (4 digits) + HOLD + <strong>SPK</strong> to exit.</td>
</tr>
<tr>
<td>Voice Announce (for your incoming Intercom calls)</td>
<td>#VA</td>
<td>#VA + V for voice announce or R for ring + <strong>SPK</strong> to exit.</td>
</tr>
</tbody>
</table>
Placing Calls Quickly

Quickly dial co-workers and outside calls . . .

**Speed Dial**

1. **B** 7 7
   - *In some systems you may have to press ICM and dial ## instead.
2. Dial Personal bin number (701-720).
   - OR
   - Press bin key (for bins 701-710), or DIAL + bin key (for bins 711-720).
3. **HOLD**.
4. Enter the line number (e.g., 1 for line 1) the system will use for your stored number.
   - OR
   - Enter the line group number (e.g., 90-98 for line groups 0-8) the system will use for your stored number.
   - OR
   - Skip this step if storing Intercom codes.
5. **HOLD**.
6. Enter the number to store + **HOLD**.
   - • You can enter up to 30 digits, using 0-9, # and *. Press MIC to insert a pause; FLASH to insert a Flash.
7. Enter a name for your Speed Dial number.
   - • Refer to Keys for Entering Names.
8. **HOLD**.
9. Repeat from step 3 to program another Personal Speed Dial number.
   - OR
   - **SPK** to exit.

**Park a call in orbit (Cont’d)**

1. **SPK** or lift handset.
2. ICM + **##** + System Park Orbit (60-69).
3. Do not hang up.
4. ICM + **##** + Extension (e.g., 300).
   - • To Page before hanging up, press ICM, dial * 1 and the zone number (1-7, 0 for all call).
5. Hang up.
6. Enter the number to store + .
   - • You can enter up to 30 digits, using 0-9, # and *. Press MIC to insert a pause; FLASH to insert a Flash.
7. Enter a name for your Speed Dial number.
   - • Refer to Keys for Entering Names.
8. **HOLD**.
9. Repeat from step 3 to program another Personal Speed Dial number.

**To store Personal Speed Dial numbers (Intercom codes or outside numbers):**

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

1. (Optional) Lift handset for privacy.
2. ICM + **##** + Extension (e.g., 300).
3. Dial Call Forwarding type:
   - 0 = Cancel forwarding
   - 2 = Busy/No Answer
   - 4 = Immediate
   - 6 = No Answer
4. Dial destination extension (or 0 for your operator).
   - OR
   - Press MW or dial Voice Mail master extension number to forward to Voice Mail.
5. Hang up.

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

1. (Optional) Lift handset for privacy.
2. ICM + **##** + 3.
3. Dial Call Forwarding type:
   - 0 = Cancel forwarding
   - 2 = Busy/No Answer
   - 4 = Immediate
   - 6 = No Answer
4. Dial destination extension (or 0 for your operator).
   - OR
   - Press MW or dial Voice Mail master extension number to forward to Voice Mail.
5. Hang up.

**To retrieve a call from system orbit:**

1. **SPK** or lift handset.
2. ICM + **##** + System Park Orbit (60-69).
3. Do not hang up.
4. ICM + **##** + Extension (e.g., 300).
   - • To Page before hanging up, press ICM, dial * 1 and the zone number (1-7, 0 for all call).
5. Hang up.
6. Enter the number to store + .
   - • You can enter up to 30 digits, using 0-9, # and *. Press MIC to insert a pause; FLASH to insert a Flash.
7. Enter a name for your Speed Dial number.
   - • Refer to Keys for Entering Names.
8. **HOLD**.
9. Repeat from step 3 to program another Personal Speed Dial number.
   - OR
   - **SPK** to exit.

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

1. (Optional) Lift handset for privacy.
2. ICM + **##** + Extension (e.g., 300).
1. Press Bin Key for Personal Speed Dial bins 1-10.
   OR
   Press DIAL plus BIN KEY for Personal Speed Dial bins 11-20.
   OR
   Press Programmable Function Key assigned to Personal or System Speed Dial bin.

To dial a stored System or Personal Speed Dial number:

1. (Optional) Lift handset for privacy.
2. Lift handset for privacy.
3. Dial Personal Speed Dial bin number (701-720).
   OR
   Dial System Speed Dial bin number (normally 200-299).

### 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>1</td>
<td>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>
</tbody>
</table>

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

1. In software versions prior to 02:00:00, the codes for 1 + 2, 1 + 3, and 1 + 4 were not available.