PLACING OUTSIDE CALLS

Make a call using pooled trunk access

access line (9 or 81-84) ➔ phone number ➔ (talk)

Set Personal Speed Dial (PSD) numbers

Key ➔ P/O/S ➔ A/O ➔ PSD bin number (80-99) ➔ phone number ➔ ▼D ▲ ➔

Access speed dial numbers

➔ A/O ➔ speed dial bin number ➔

Check speed dial numbers (Key Telephone Only)

➔ CONF ➔ A/O ➔ speed dial bin number ➔ data displayed ➔

Delete speed dial numbers

Key ➔ P/O/S ➔ A/O ➔ speed dial bin number ➔ ▼D ▲ ➔

Automatically redial the last number dialled

➔ (talk)

Have a busy outside line call you back when it becomes open/free

access line (9 or 81-84) ➔ busy tone ➔ 3 DEF ➔ extension rings when line is free ➔ ➔ dial phone number
Assign an account code before making a call

- 8TUV # account code # access line (9 or 81-84) 
- phone number

Assign an account code for a client during a call

(talk) # account code # (talk)

HANDLING INCOMING CALLS

Answer a call ringing at someone else’s phone in your call pickup group

- 0OPER 7PRS (talk)

Answer a call ringing at another extension

- 0OPER 7PRS ringing extension number (talk)

Place a call on hold (and then retrieve it)

(talk) 0D (to retrieve) 0D

Answer a second call and toggle between the two calls

(talk) 0D (talk) 0D

Retrieve a call that has been placed on Floating Hold

* 9 # Floating Hold number

Supervise the transfer of a call to an extension or outside number

(talk) 0D extension number 0D access line (9 or 81-84) phone number (talk) 0D

Transfer a call to an extension or outside number without supervising the call

(talk) 0D extension number 0D access line (9 or 81-84) phone number 0D

Silent Monitor

- press the FF key assigned as a Silent Monitor key, then press the monitored ext. #
- press only the Silent Monitor key if the FF key has been assigned to monitor a specific ext. #
- OR
- press ON/OFF 0D 0D 0D press the ext. # you want to monitor
COMMUNICATING WITHIN YOUR OFFICE

Transfer a call to a busy extension

📞 (talk) ➔ HOLD ➔ extension number ➔ # ➔ ☑️

NOTE: If forwarding calls to an outside number, press the # key, and then enter a preassigned system speed dial number.

Answer a ringing phone

📞 ➔ (talk)

Call another extension

📞 ➔ extension number ➔ (talk)

Page another party or make an announcement

📞 ➔ # ➔ paging group number ➔ (talk) ➔ ☑️

Answer a page using Meet-Me Answer

📞 ➔ # ➔ # ➔ (talk)

Set Call Forwarding for:

All Calls:

📞 for your extension ➔ 2ABC ➔ 7PRS ➔ 1 ➔ number of the extension of calls to forward ➔ 2ABC ➔ 7PRS ➔ 1 ➔ ☑️

Busy:

📞 for your extension ➔ 2ABC ➔ 7PRS ➔ 2ABC ➔ no. of the extension of calls to forward ➔ 2ABC ➔ 7PRS ➔ 2ABC ➔ ☑️

No Answer:

📞 for your extension ➔ 2ABC ➔ 7PRS ➔ 3DEF ➔ no. of the extension of calls to forward ➔ 2ABC ➔ 7PRS ➔ 3DEF ➔ ☑️

NOTE: If forwarding calls to an outside number, press the # key, and then enter a preassigned system speed dial number.

Turn background music on and off

* ➔ 0 ➔ OPER

Set Station Lock-out to limit the use of your phone by others when you are away

📞 ➔ (talk)

Cancel Station Lock-out on your phone

📞 ➔ (talk)

Assign an Absence Message to your phone

📞 ➔ extension number ➔ # ➔ absence message number ➔ HOLD ➔ ☑️

Turn off Absence Message

📞 ➔ extension number ➔ # ➔ HOLD ➔ ☑️

Room Monitoring — Setting up monitored and monitoring extensions

Setting up monitored extension

📞 ➔ press 2ABC ➔ 7PRS ➔ press the FF key assigned to monitored access code ➔ ☑️

Setting up monitoring extension

📞 ➔ press 2ABC ➔ 7PRS ➔ press the FF key assigned to monitoring access code, then press the monitored extension # ➔ ☑️

OR

📞 ➔ press the FF key assigned to Room Monitor code followed by monitored ext. # ➔ ☑️

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Set Call Forwarding for a PDN from an NPDN or PNPDN for:

All Calls: * (talk) press an NPDN (or PNPDN) key ➞ destination extension # ➞ (talk)

Busy: * (talk) press an NPDN (or PNPDN) key ➞ destination extension # ➞ (talk)

No Answer: * (talk) press an NPDN (or PNPDN) key ➞ destination extension # ➞ (talk)

Cancel Call Forwarding for:

All Calls: * (talk) for your extension ➞ * (talk) for another extension ➞ their extension number ➞ (talk)

Busy: * (talk) for your extension ➞ * (talk) for another extension ➞ their extension number ➞ (talk)

No Answer: * (talk) for your extension ➞ * (talk) for another extension ➞ their extension number ➞ (talk)

Camp-on to a busy extension and send a call waiting signal

* (talk) ➞ extension no. ➞ busy tone ➞ * (talk) (stay on line till party answers)

Answer a camp-on signal

* (talk) ➞ or HDD ➞ (talk)

Have a busy extension call you back when it becomes free

* (talk) ➞ extension number ➞ busy ➞ ringback tone ➞ (talk)

Respond to a callback request

* (talk)

Send a message waiting indication to another extension

* (talk) ➞ extension number ➞ ring or busy tone ➞ (talk)

Answer a message waiting indication

* (talk) ➞ hear message waiting tone ➞ * (talk) ➞ (talk)

press FF key assigned as a Message Callback key ➞ (talk)

Cancel a message waiting indication sent by another extension

* (talk) ➞ (talk)

Turn Do-Not-Disturb on or off

* (talk)

Interrupt another extension’s call and make an announcement

* (talk) ➞ extension number ➞ busy, ring-back or special tone ➞ (talk)

Make an Off-Hook Voice Announcement

* (talk) ➞ extension number ➞ busy, ring-back or special tone ➞ 8 (t(talk)

USING ADDITIONAL FEATURES

Establish a conference call from your current call

* (talk) ➞ extension number ➞ access line (9 or 81-84) ➞ phone number ➞ (talk) ➞ CONF ➞ (talk)

Set a reminder alarm

* (talk) ➞ enter time (24 hour format) ➞ (talk)

Cancel a reminder alarm

* (talk)

Have the system redial a busy outside number until the called number answers

* (talk) ➞ access line (9 or 81-84) ➞ phone number ➞ RED ➞ (system makes redials up to 15 redial attempts)