STATION
USER
GUIDE

Panasonic®

Digital Business System
44-Series Key Telephones

Please read these instructions completely before using this unit.

(Supports DBS, and 824)

Preface

The *Station User Guide* is for anyone who uses a Panasonic 44-Series digital telephone in conjunction with the Panasonic DBS. The DBS (Digital Business System) is a telephone system that provides you with a powerful set of features for handling calls.

This manual provides an overview of the following digital phones and offers detailed information about using the features provided by the DBS:

- VB-42210 - 16 key standard phone
- VB-44211 - 16 key speakerphone
- VB-44220 - 22 key standard phone
- VB-44223 - 22 key small display speakerphone
- VB-44225 - 22 key large display speakerphone
- VB-44230 - 34 key standard phone
- VB-44233 - 34 key small display speakerphone

Note: The following features of 44-Series Phones require DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M v. 2.0 or higher, or CPC-EX v. 1.0 or higher.

- Handset Mute
- Off-hook Monitor
- Soft keys on small-display phones
- Directory and Variable Modes on small-display phones
- Message key on large-display phones

How to Use This Manual

We recommend that you read the entire manual before using your digital phone, in order to get a clear idea of its capabilities.

What This Manual Contains

This manual contains the following chapters:

Chapter and Title	Description
Chapter 1, "Understanding Your Phone"	Describes features of Panasonic digital telephones.
Chapter 2, "Setting Up Your Phone"	Provides procedures for setting up telephone features such as display contrast.
Chapter 3, "Placing Outside Calls"	Provides several procedures for making outside calls.

Chapter and Title	Description
Chapter 4, "Answering Calls"	Provides several procedures for answering calls.
Chapter 5, "Communicating Within Your Office"	Provides procedures for handling internal calls.
Chapter 6, "Using Additional Features"	Provides procedures for using advanced features.
Appendix A, "Dial Code List"	Provides a list of dial codes used for programming FF keys.

Notation Used

This manual uses the following conventions:

- References to chapters and sections are enclosed in quotation marks, and include the title and page number, for example: "Assigning FF Keys" on page 25.

- References to information you are to dial is printed in boldface, mixed-case characters, for example: Dial **73***.

- References to the telephone keypad are printed using bold, uppercase characters, for example: Press **HOLD**.

For More Information

For more information about features available with Panasonic DBS systems and digital phones, contact your system administrator or DBS dealer, or refer to the Panasonic publication *Feature Operation (Section 700)*.

6. Using Additional Features. 663

Appendix A. Dial Code List 775

Contents

1. Understanding Your Phone

Becoming familiar with your Panasonic 44-Series digital phone will enable you to effectively use its call-handling features.

Note: Some features may not be available on your phone. For instance, the following features of 44-Series phones require DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M, v. 2.0 or higher, or CPC-EX v. 1.0 or higher.

- Handset Mute
- Off-hook Monitor
- Separate speaker volumes for internal vs. CO call
- Soft keys on small-display phones
- Directory and Variable Modes on small-display phones
- Message key on large-display phones

For additional information, see your system administrator or DBS dealer.

This chapter covers the following topics:

Topic	Page
Non-Display Phones	8
Small-Display Phones	10
Large-Display Phones	15
Display Information	18

Non-Display Phones

Non-display phones, such as the model shown in Figure 1, do not have an LCD display. Table 1 on page 9 describes the features that are typical of non-display phones.

Figure 1. Non-display 44-Series phone
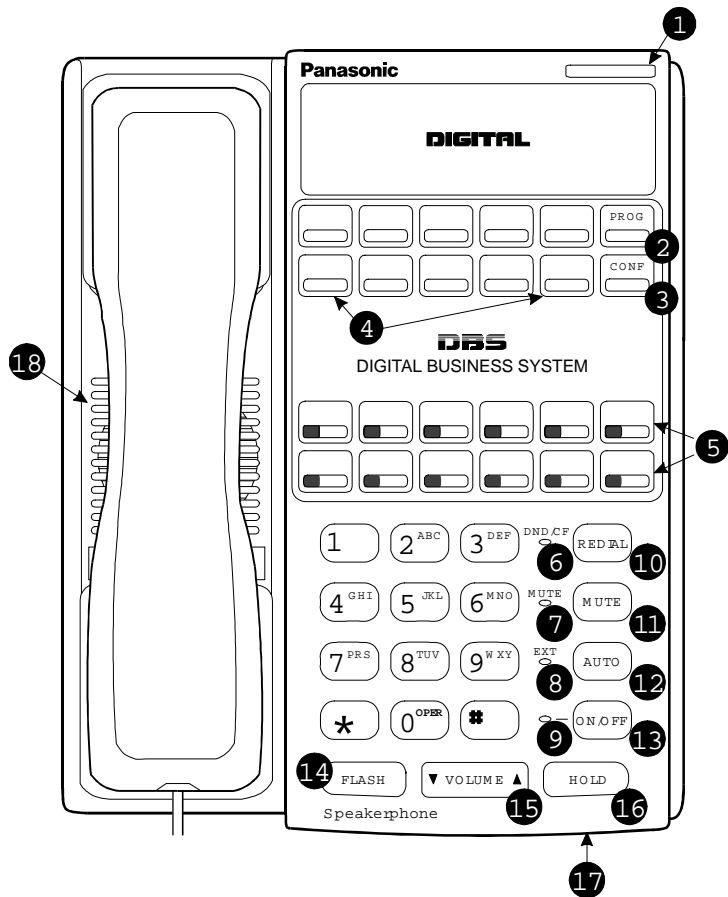
Table 1. Non-display phone features

#	Feature	Description
1	Message Waiting Indicator	Indicates that you have a message.
2	PROG Key	Used to program Flexible Function (FF) and one-touch keys and to adjust ringer volume. Depending on the setup of your system, may also be used to transfer calls.
3	CONF Key	Used to establish conference calls, check FF key and one-touch features, and scroll through messages.
4	One-Touch Keys	Used to make outside calls or to access system features.
5	Flexible Function (FF) Keys	Used to access outside lines or to access system features.
6	DND/CF Indicator	Indicates that Do-Not-Disturb, Call Forwarding, or Absence Message is set.
7	MUTE Indicator	Indicates that your voice is muted - i.e., party on the other end cannot hear you. Lights solid when your hands-free microphone is muted and flashes when your handset is muted.
8	EXT Indicator	Lights when you are on a call; flashes when you hold a call.
9	ON/OFF Indicator	Lights when ON/OFF key has been pressed.
10	REDIAL Key	Used to redial last number dialed.
11	MUTE Key	Used to activate/deactivate MUTE function. When activated, the party on the other end cannot hear you. (See item 7, MUTE Indicator.)
12	AUTO Key	Used to access speed dialing, enter account codes, or for message waiting answer/cancel.
13	ON/OFF Key	Used to make a call without lifting the handset or to turn the speaker on and off.
14	FLASH Key	Used to end an outside call and to restore outside dial tone without hanging up receiver.
15	VOLUME Key	Used to adjust level of tones, background music, ringing, receiver volume, and display contrast.
16	HOLD Key	Used to hold calls, to retrieve held calls, and to complete FF key programming.
17	Microphone	Used to talk with another party without using the handset.
18	Speaker	Outputs tones and voice at your extension.

Small-Display Phones

Small-display phones, such as the model in Figure 2, have a display containing two lines of text. Table 2 on page 11 describes the features that are typical of small-display phones.

Note: Certain features of the small-display phone, such as items 3 -5 in Figure 2, require DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M v. 2.0 or higher, or CPC-EX v. 1.0 or higher.

Figure 2. Small-display 44-Series phone
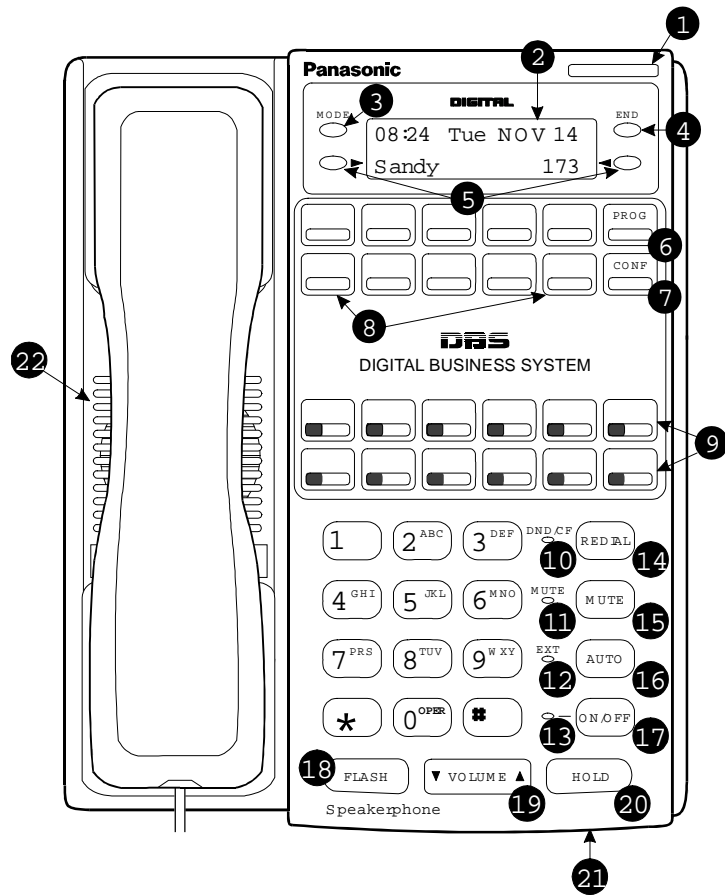
Table 2. Small-display phone features

#	Feature	Description
1	Message Waiting Indicator	Indicates that you have a message.
2	Display	Displays information about the phone's status, menus, dialing directories, and text message information.
3	Mode Key	Used to change display modes from default to speed dial or extension directory mode.
4	End Key	Used to exit directory mode and return display to default mode.
5	Soft Keys	Used to select System Speed Dial or Personal Speed Dial directory and also to speed dial a number or extension from within a directory.
6	PROG Key	Used to program FF and one-touch keys and to adjust ringer volume. Depending on the setup of your system, may also be used to transfer calls.
7	CONF Key	Used to establish conference calls, check FF key and one-touch features, and scroll through messages.
8	One-Touch Keys	Used to make outside calls or to access system features.
9	Flexible Function (FF) Keys	Used to access outside lines or to access system features.
10	DND/CF Indicator	Indicates that Do-Not-Disturb, Call Forwarding, or Absence Message is set.
11	MUTE Indicator	Indicates that your voice is muted - i.e., party on the other end cannot hear you. Lights solid when your hands-free microphone is muted and flashes when your handset is muted.
12	EXT Indicator	Lights when you are on a call; flashes when you hold a call.
13	ON/OFF Indicator	Lights when ON/OFF key has been pressed.
14	REDIAL Key	Used to redial last number dialed.
15	MUTE Key	Used to activate/deactivate MUTE function. When activated, the party on the other end cannot hear you. (See item 11, MUTE Indicator.)
16	AUTO Key	Used to access speed dialing, enter account codes, or for message waiting answer/cancel.
17	ON/OFF Key	Used to make a call without lifting the handset or to turn the speaker on and off.
18	FLASH Key	Used to end an outside call and to restore outside dial tone without hanging up receiver.
19	VOLUME Key	Used to adjust level of tones, background music, ringing, receiver volume, and display contrast.
20	HOLD Key	Used to hold calls, to retrieve held calls, and to complete FF key programming.

#	Feature	Description
21	Microphone	Used to talk with another party without using the handset.
22	Speaker	Outputs tones and voice at your extension.

Using the Soft Keys on a Small-Display Phone

Note: This feature requires DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M v. 2.0 or higher, or CPC-EX v. 1.0 or higher.

The soft keys on the small-display phone allow you to change the software mode of the display from default (i.e., time and date) mode to directory mode. While in directory mode, you can view system and personal speed dial and extension directories, and also dial a speed dial number or extension by pressing the soft key next to the desired number.

Figure 3. Small-Display soft keys
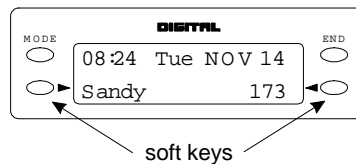
Notes:

- The **MODE** key allows you to switch the display from default to directory mode. The **END** key allows you to return the display to default mode.

- You must be in directory mode to view speed dial and extension directories and to dial a speed dial number or extension using the soft keys.

- Speed dial numbers must be programmed before they will appear in the personal speed dial directory. System speed dial numbers must be programmed by the system attendant or administrator, or the DBS dealer. For information on programming personal speed dial numbers, see **Setting Up Personal Speed Dialing** on page 26.

Using Speed Dial Directories

1. Press the **MODE** key one time. "SSD" and "PSD" appear on the second line of the display.

2. Select **System Speed Dial** or **Personal Speed Dial** by pressing the soft key next to the desired item. The first two numbers in the directory appear on the second line of the display. To display the next two numbers in the directory, press the "#" key. To display the previous two numbers, press the "*" key.

   Note: If a name has been assigned to a speed dial number, the name will be displayed instead of the speed dial number.

   To jump to another letter in the directory, press the numeric key for it. For example, press the "6" key to jump to the M's, N's, and O's. The M's will appear first. Press "6" again to jump to the N's, and again to jump to the O's.

   • For names beginning with Q or Z, use the 1 key.

3. To dial a speed dial number, press the soft key next to it.

   Note: To exit the directory without dialing, press the **END** key.

Using the Extension Directory

1. Press the **MODE** key twice. "EXT" appears on the second line of the display.

2. Press the soft key next to "EXT". The first two extensions in the directory appear on the second line of the display.

3. To display the next two extensions in the directory, press the "#" key. To display the previous two extensions, press the "*" key.

   To jump to another letter in the directory, press the numeric key for it. For example, press the "6" key to jump to the M's, N's, and O's. The M's will appear first. Press "6" again to jump to the N's, and again to jump to the O's.

   • For names beginning with Q or Z, use the 1 key.

4. To dial an extension, press the soft key next to it.

   Note: To exit the directory without dialing, press the **END** key.

Using Variable Mode on a Small-Display Phone

Note: This feature requires DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M v. 2.0 or higher, or CPC-EX v. 1.0 or higher.

Variable Mode allows you to use the soft keys on your small-display phone to execute programmed system features when your phone is in the following call states:

- during an intercom call
- during CO dial tone
- during a trunk call
- after dialing a busy extension

1. Activate Variable Mode by pressing **ON/OFF *61 ON/OFF**.

   The 1st line of the display will read "Variable md ON" when you enter *61, then return to normal when you press the second ON/OFF.

   To turn Variable Mode off again, press **ON/OFF *61 ON/OFF**.

2. During an intercom call, CO dial tone, trunk call, or after dialing a busy extension, the display will reflect the appropriate programmed features. While the feature is displayed, press the > or < soft key to execute the desired feature.

Figure 4. Example of a variable mode display after dialing a busy extension
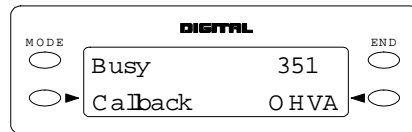
Large-Display Phones

Phones such as the model in Figure 5 are distinguished by their large displays. Table 3 on page 16 describes the features that are typical of large display phones.

Note: Certain features of the large-display phone, such as the Message key, require DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M v. 2.0 or higher, or CPC-EX v. 1.0 or higher.

Figure 5. Large-display 44-Series phone
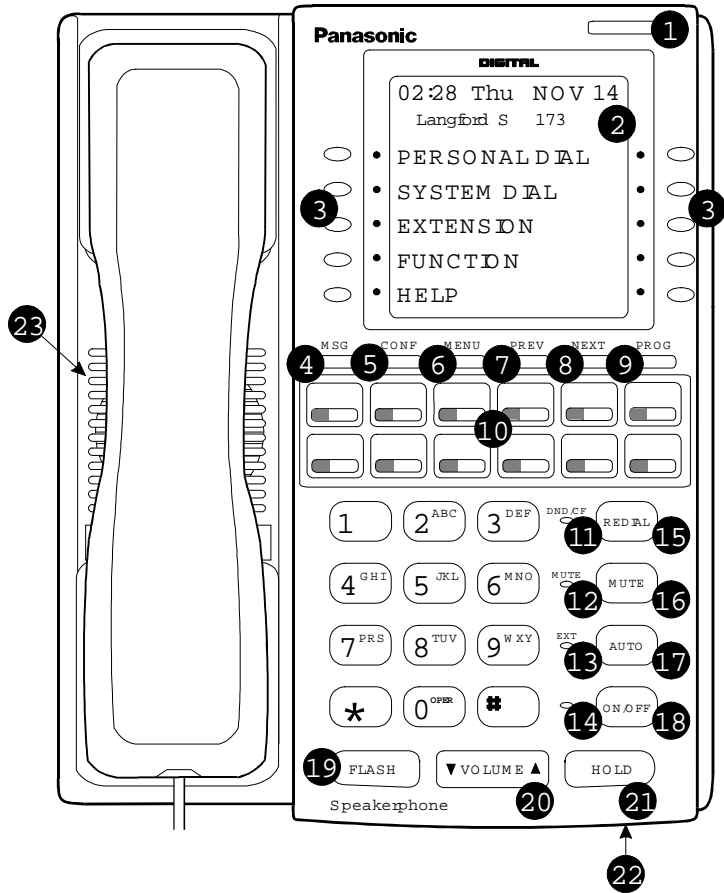
Table 3. Large-display phone features

#	Feature	Description
1	Message Waiting Indicator	Indicates that you have a message.
2	Display	Displays information about the phone's status, menus, dialing directories, and text message information.
3	Soft Keys	Used to make outside calls or to access call-handling features.
4	MSG Key	Used for Auto-CallBack to a telephone which has left a text message or to access voice messages.
5	CONF Key	Used to establish conference calls, check FF and one-touch key settings, and scroll through messages.
6	MENU Key	Used to return to the Main Menu screen. The default Main Menu screen contains the following items: • PERSONAL DIAL • SYSTEM DIAL • EXTENSION • FUNCTION • HELP
7	PREV Key	Used to return to the previous screen.
8	NEXT Key	Used to advance to the next screen.
9	PROG Key	Used to program FF and one-touch keys and to adjust ringer volume. Depending on the setup of your system, may also be used to transfer calls.
10	Flexible Function (FF) Keys	Used to access outside lines or to access system features.
11	DND/CF Indicator	Indicates that Do-Not-Disturb, Call Forwarding, or Absence Message is set.
12	MUTE Indicator	Indicates that your voice is muted - i.e., party on the other end cannot hear you. Lights solid when your hands-free microphone is muted and flashes when your handset is muted.
13	EXT Indicator	Lights when you are on a call; flashes when you hold a call.
14	ON/OFF Indicator	Lights when ON/OFF key has been pressed.
15	REDIAL Key	Used to redial last number dialed.
16	MUTE Key	Used to activate/deactivate MUTE function. When activated, the party on the other end cannot hear you. (See item 12, MUTE Indicator.)
17	AUTO Key	Used to access speed dialing, enter account codes, or for message waiting answer/cancel.
18	ON/OFF Key	Used to make a call without lifting the handset or to turn the speaker on and off.
19	FLASH Key	Used to end an outside call and to restore outside dial tone without hanging up receiver.

#	Feature	Description
20	VOLUME Key	Used to adjust level of tones, background music, ringing, receiver volume, and display contrast.
21	HOLD Key	Used to hold calls, to retrieve held calls, and to complete FF key programming.
22	Microphone	Used to talk with another party without using the handset.
23	Speaker	Outputs tones and voice at your extension.

Using the Soft Keys on a Large-Display Phone

The ten small keys located alongside the display on a large-display phone are called "soft" keys because they allow you to change the software mode of the display. Instead of displaying the Main Menu, for instance, you can set your phone to display your Personal or System Speed Dial Directory, Extension Directory, or Function or Help Menus.

These items are described as follows:

Personal Dial	Allows personal speed dial numbers to be programmed and dialed using the soft keys.
System Dial	Allows system speed dial numbers to be viewed and dialed using the soft keys.
Extension	Allows other extensions to be viewed and dialed using the soft keys.
Function	Allows system functions such as Background Music, Do-Not-Disturb, Reminder Alarm, Absence Messages, Call Forwarding, Mute, and Station Lockout to be set.
Help	Provides Help on setting phone functions.

To select one of the above items from the Main Menu, press the soft key next to the desired item.

Notes:

- To display the Main Menu on a large-display phone, press the **MENU** key when the phone is in an idle state.

- Menus are programmable - the actual menu displayed depends on your system configuration.

Display Information

Both large and small displays indicate the status of the phone. Display information will vary depending on how the phone is programmed and its status. Several of the more common displays are illustrated below.

Figure 6. Idle condition (default display)

Small Display

10:40	Wed	MAR 17
Brandy		113

User name → Brandy

Extension ← 113

Large Display

10:40	Wed	MAR 17
Brandy		113

PERSONAL DIAL
SYSTEM DIAL
EXTENSION
FUNCTION
HELP

User name → Brandy

Extension ← 113
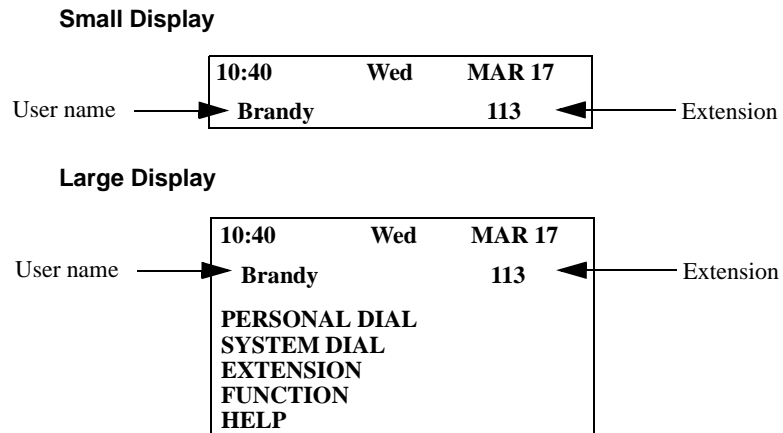
Figure 7. Messages received

Small Display

10:40	Wed	MAR 17
3 Msg		Carter

Number of messages → 3 Msg

Person that left the first message ← Carter

Large Display

Number of messages →

```
10:40          Wed        MAR 17
3  Msg                    Carter

PERSONAL DIAL
SYSTEM DIAL
EXTENSION
FUNCTION
HELP
```

← Person that left the first message

Figure 8. Reminder alarm

Small Display

Alarm time →

```
10:40          Wed       MAR 17
       Alarm12:30PM          ▓
```

← Alarm indicator

Large Display

Alarm time →

```
10:40          Wed       MAR 17
     Alarm 12:30PM ((.))

PERSONAL DIAL
SYSTEM DIAL
EXTENSION
FUNCTION
HELP
```

← Alarm indicator

Figure 9. Absence message

Small Display

Absence message →

```
10:40          Wed       MAR 17
   In Meeting
```

Large Display

Absence
message

```
10:40          Wed       MAR 17
   In Meeting

PERSONAL DIAL
SYSTEM DIAL
EXTENSION
FUNCTION
HELP
```
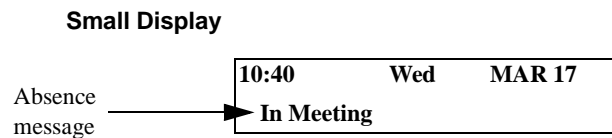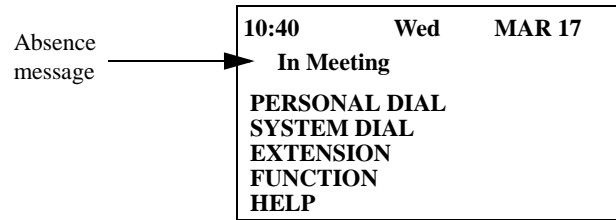
Figure 10. Incoming outside call

Small Display

Incoming outside
call

```
Incoming              #03
  Brandy              113
```

Outside line
number

Large Display

Incoming outside
call

```
Incoming              #03
  Brandy        113
PERSONAL DIAL
SYSTEM DIAL
EXTENSION
FUNCTION
HELP
```

Outside line
number
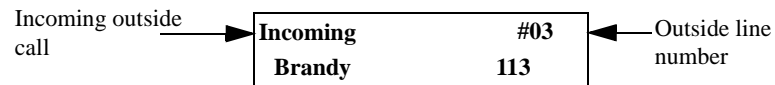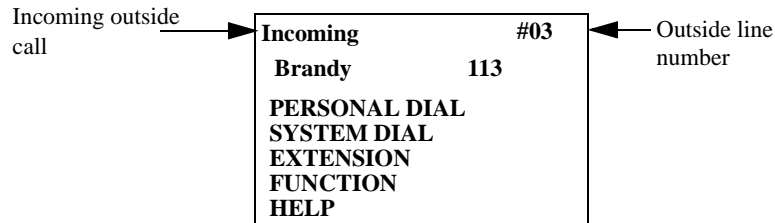
Figure 11. Outside call in progress

Small Display

Outside call
in progress

```
CO TALK               0'15
  Brandy              113
```

Call
duration

Large Display

Outside call
in progress →

```
CO TALK              0'15
 Brandy          113

PERSONAL DIAL
SYSTEM DIAL
EXTENSION
FUNCTION
HELP
```
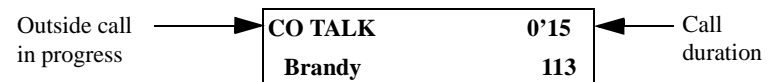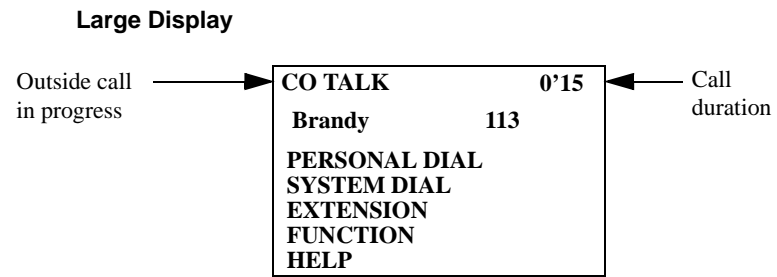
← Call
duration

Figure 12. Internal calling in use

Small Display

Intercom call →

```
Talk              Greg
 Brandy           113
```

← Called
party

Large Display

Intercom call →

```
Talk              Greg
 Brandy           113

PERSONAL DIAL
SYSTEM DIAL
EXTENSION
FUNCTION
HELP
```

← Called
party
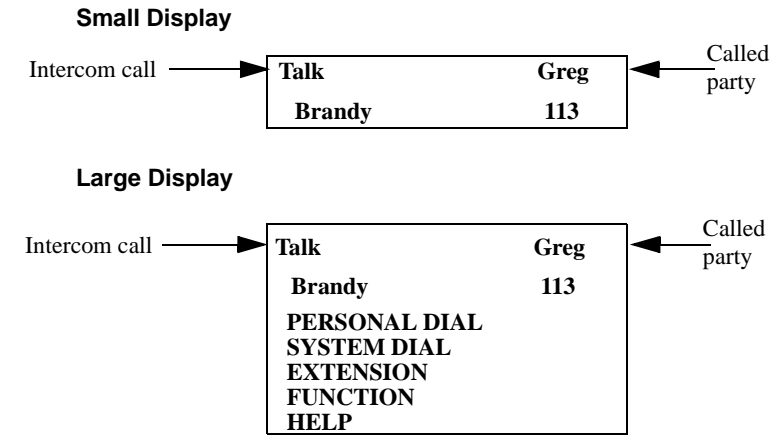
This page intentionally left blank.

2. Setting Up Your Phone

Use the procedures in this chapter to adjust the volume and display contrast of your digital phone, and to assign call handling features to FF (flexible function) keys.

This chapter covers the following topics:

Topic	Page
Volume and Display Settings	24
FF Keys	25
Setting Up Personal Speed Dialing	26

Volume and Display Settings

Adjusting Sound Volumes

You can adjust the volume of the following while they are in use by pressing the **VOL** (s or t) key:

- Ringer

- Speaker

- Handset

Adjusting the Ringing Volume

When your phone is idle, you can adjust its ring volume using the following steps:

1. Press **ON/OFF**.

2. Press **PROG**.

3. Dial **#9**.

4. Press the **VOL** key.

   The phone produces a tone.

5. Press the **VOL** keys to adjust the loudness of the tone.

6. Press **ON/OFF**.

Adjusting the Display Contrast

1. When the phone is idle, press **#**.

2. Press the **VOL** keys to adjust the contrast of the display.

FF Keys

FF (Flexible Function) keys are located immediately above the keypad on your phone. They are distinguished by the indicator lights on them. You can set up FF keys to initiate system features, assign specific extension numbers, or to store digits that are frequently dialed.

Note: You cannot set up FF keys that are dedicated to outside lines. Contact your system administrator or DBS dealer to make changes to dedicated FF keys.

Assigning FF Keys

1. Pick up the handset or press **ON/OFF**.

2. Press **PROG**.

3. Press the desired FF key.

4. Do one of the following:

If . . .	Then . . .
You want to assign a dial code that will initiate a particular feature.	Enter one of the dial codes listed in Appendix A, "Dial Code List." **Note:** Not all dial codes can be stored in FF keys. See the Appendix for more information.
You want one-key access to a specific extension number, plus the ability to pick up the extension's calls and know when the extension is busy. **Note:** If you assign an extension number to an FF key, the FF key will light red when the extension is busy. It will light green when Do Not Disturb, Call Forwarding, or Absence Message is set. In addition, you can pick up a call that is ringing or on hold at the extension by simply pressing the FF key when it is flashing.	Enter the extension number.
You want to assign digits that you frequently dial. These digits consist of numbers other than speed dial numbers, outside lines, or feature codes. Examples include account codes or a voice mail password. This type of key is known as an "Any Key."	**a.** Press **PROG**. **b.** Enter the appropriate digits. **Note:** You cannot assign more than 6 digits (8 digits on some systems) to an FF key.

5. Press **HOLD**.

6. Replace the handset or press **ON/OFF**.

Notes:

- To use an FF key's function, press the key.

- To change an FF key's setup, use the procedures described above.

Clearing an FF Key's Programming

1. Pick up the handset or press **ON/OFF**.

2. Press **PROG**.

3. Press the desired FF key.

4. Press **HOLD**.

5. Replace the handset or press **ON/OFF**.

Checking FF Key Setup

1. Pick up the handset or press **ON/OFF**.

2. Press **CONF**.

3. Press the FF key.

4. The assigned function appears on the display.

5. Replace the handset or press **ON/OFF**.

Note: If the FF key is dedicated to an outside line, "CO Key ..." will appear on the display. These keys cannot be reassigned except by the system administrator or DBS dealer.

Setting Up Personal Speed Dialing

Your telephone provides several ways to assign and use personal speed dialing. The most efficient way is to assign frequently called numbers to your phone's one-touch or soft keys.

Note: Non-display and small-display phones have 10 one-touch keys, which are located alongside the **PROG** and **CONF** keys on non-display and small-display phones. Large-display phones have 10 "soft" keys instead of one-touch keys. Soft keys are located along each side of the display.

One-touch and soft keys are numbered as follows:

Figure 13. One-touch key numbering scheme - Small and Non-Display phones

Figure 14. Soft key numbering scheme - Large-Display phones
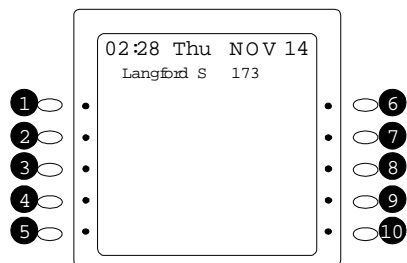
One-touch and soft keys are pre-programmed to correspond to specific PSD codes or *bins*. You store your personal speed dial numbers in these bins. When you press a one-touch or soft key containing a personal speed dial number, the PSD bin associated with that key is accessed and the speed dial number is dialed.

Note: All systems allow at least ten Personal Speed Dials (PSDs), with some systems allowing up to 40 PSDs. Your system administrator or DBS dealer can tell you which type of system you have.

PSD bins are numbered from either 90 to 99 or 900 to 909 for ten PSD systems (depending on your system configuration). On 40 PSD systems, the PSD bins are numbered from 900 to 939.

For example:

One-touch or soft key . . .	Corresponds to personal speed dial bin . . .	
	10 PSD systems	40 PSD systems*
#1	90 or 900	900, 910, 920, and 930
#2	91 or 901	901, 911, 921, and 931
#3	92 or 902	902, 912, 922, and 932
etc.		
*A maximum of ten PSD numbers can be assigned to the one-touch keys on a small-display or non-display phone.		

Note: The PSD bin for each one-touch or soft key appears on the display when the phone is in Personal Speed Dial mode. On large-display phones, either 5 or 10 bins are displayed at a time, depending on how your extension is programmed. You can display the next group of bins by pressing the "NEXT" key, or the previous group by pressing the "PREV" key.

On small-display phones, two bins are displayed at a time. Press the "#" key to display the next two bins and the "*" key to display the previous two bins.

Assigning PSD Numbers to One-Touch or Soft Keys

1. Pick up the handset or press **ON/OFF**.

   Note: On a large-display phone, you will need to be in Personal Speed Dial mode before you can assign PSD numbers. If you are not sure you are in this mode, press the **MENU** key to display the Main Menu, then press the key to the left of PERSONAL DIAL on the Main Menu.

2. Press **PROG**.

3. Press the desired one-touch or soft key (or press AUTO, then enter the desired PSD bin number). The PSD bin for that key appears on the display (e.g., "Enter PSD 901"). You may want to write down the bin number for the key - you will need this information to assign a name to the key.

4. Enter the phone number you want to be speed-dialed from that key (maximum length = 16 characters).

Note: You can insert the following characters into the number:

To insert a . . .	Press . . .
Outside line access code	**a.** CONF **b.** Dial the access code (9 or 1-6). **Notes:** • Each PSD should begin with an outside line access code. • If your outside line access code is 81 - 86, use only the last digit (1-6).
Pause	REDIAL
Flash	FLASH
Hyphen (-) (Appears when the number is dialed or checked, but not during programming.)	FF6 (flexible function key 6)
*	*
#	#

5. Press **HOLD**.

6. Replace the handset or press **ON/OFF**.

Checking PSD Numbers

1. Pick up the handset or press **ON/OFF**.

2. Press **CONF.**

3. Press the desired one-touch or soft key.

   The speed dial number appears on the first line of the display. If no speed dial number has been assigned to the key, the first line will read "Not Entered".

   The PSD bin for that key appears on the second line of the display (for example, "90", "905", etc.), along with any name that has been assigned to the PSD number.

4. Replace the handset or press **ON/OFF**.

Clearing a PSD Number From a One-Touch or Soft Key

1. Pick up the handset or press **ON/OFF**.

2. Press **PROG**.

3. Press the desired one-touch or soft key.

4. Press **HOLD**.

5. Replace the handset or press **ON/OFF**.

Assigning Names to PSD Numbers

After assigning a PSD Number to a one-touch or soft key, you can assign a name such as "Home", etc., to the key. PSD names are displayed when you are in the Personal Speed Dial mode.

Note: You will need to know the PSD bin number for the key in order to assign a name to it. To check the bin number for a key, see "Checking PSD Numbers", above.

1. Pick up the handset or press **ON/OFF**.

2. Press **PROG**.

3. Dial **#1**.

4. Press **AUTO**.

5. Enter the PSD bin number for the key you want to assign a name to (Example: 91, 903, etc.).

6. Press **AUTO** as many times as necessary to clear out the default name. (The **AUTO** key can also be used to backspace if an error is made while programming PSD and SSD names.)

7. Enter the first character of the name you want to assign to the key. Use the information in Table 4 as a guide.

   Note: To enter numbers into a name, press **CONF**. To resume entering letters, press **CONF** again.

8. Press **FLASH** to move to the next character in the name.

9. Repeat steps 7-8 for each character in the name until the entire name is entered. (If you make a mistake, you can backspace by pressing AUTO.)

10. When the name is complete, press **FLASH.**

11. Press **HOLD**.

   Note: To enter more names, repeat steps 4-10.

Table 4. Speed dial alphabet entry

To enter:	Press this key:	This many times:	To enter:	Press this key:	This many times:
A	2	1	a	2	4
B	2	2	b	2	5
C	2	3	c	2	6
D	3	1	d	3	4
E	3	2	e	3	5
F	3	3	f	3	6
G	4	1	g	4	4
H	4	2	h	4	5
I	4	3	i	4	6
J	5	1	j	5	4
K	5	2	k	5	5
L	5	3	l	5	6
M	6	1	m	6	4
N	6	2	n	6	5
O	6	3	o	6	6
P	7	1	p	7	4
Q	1	2	q	1	5
R	7	2	r	7	5
S	7	3	s	7	6
T	8	1	t	8	4
U	8	2	u	8	5
V	8	3	v	8	6
W	9	1	w	9	4
X	9	2	x	9	5
Y	9	3	y	9	6
Z	1	3	z	1	6
.	0	1, 3, 4, or 6	:	0	2 or 5
*	*	1 or 4	-	*	2 or 5
?	*	3 or 6	#	#	1 or 4
/	#	2 or 5	!	#	3 or 6
space	1	1 or 4			

Clearing Out a Name Assigned To a PSD Key

> **Note:** You will need to know the PSD bin number for the key in order to clear out an assigned name. To check the bin number for a key, see "Checking PSD Numbers" on page 29.

1. Pick up the handset or press **ON/OFF**.

2. Press **PROG**.

3. Dial **#1**.

4. Press **AUTO**.

5. Enter the PSD bin number for the key you want to clear (Example: 91, 903, etc.).

6. Press **AUTO** as many times as necessary to clear out the name.

> **Note:** It is strongly recommended that you assign the PSD bin number as a name for the key at this point so that it will appear on the display for future use. The bin number should be entered in the following format: "-PSDxx (or xxx)" where xx or xxx = the actual bin number. Example: "-PSD901". Use the information in steps 7-10 under "Assigning Names to PSD Numbers" on page 30 as a guide.

7. Press **HOLD**.

8. Press **ON/OFF**.

> **Note:** If using a large-display phone, press **MENU**, then the key to the left of PERSONAL DIAL to have the change reflected on the display.

This page intentionally left blank.

3. Placing Outside Calls

Your digital phone, in conjunction with the DBS, provides several ways for you to place outside calls.

This chapter covers the following topics:

Making Calls

Using an Outside Line Access Group

You can dial 9, 81, 82, 83, 84, 85, or 86 to access an outside line. Each of these codes gives you access to a group of outside lines. The DBS automatically picks an outside line from the group for you.

Note: This feature requires system programming or a specific DBS configuration, and therefore may not be available from your phone. For information, see your system administrator or DBS dealer.

1. Pick up the handset or press **ON/OFF**.

2. Dial an access code for an outside line access group (9, 81-86) and the telephone number.

Notes:

- If all outside lines in the group are busy, you will hear a busy tone.

- If the system is set up for LCR (least-cost-routing) dialing, the LCR function is activated when you dial 9. LCR automatically routes your call to the least expensive outside line.

Accessing an Outside Line with an FF Key

1. Pick up the handset or press **ON/OFF**.

2. Press an FF key that is dedicated to an outside line or to a group of outside lines.

3. Dial the desired number.

Calling If the DBS is Behind a PBX

1. Pick up the handset or press **ON/OFF**.

2. Access an outside line.

3. Dial the PBX access code (see your system administrator or dealer for the code).

4. When you hear the outside line dial tone, dial the telephone number.

Having an Open Line Call You Back

If all outside lines are busy, you can have the DBS notify you when an outside line is available.

1. Pick up the handset or press **ON/OFF**.

2. Attempt to access an outside line.

3. When you hear the busy tone, press **2**.

4. Press **ON/OFF** again.

   When the outside line is available, your phone rings and the FF key for the outside line flashes.

5. Pick up the handset or press **ON/OFF**.

6. Dial the phone number.

Using Speed Dialing

Using Personal Speed Dialing

You can assign Personal Speed Dial (PSD) numbers to the one-touch keys on a non-display or small-display phone, or to the soft keys on a large-display phone. Once the PSD numbers have been assigned, you can quickly dial them by simply pressing the appropriate key. For information on assigning Personal Speed Dial numbers, See "Setting Up Personal Speed Dialing" on page 26..

Dialing a PSD Number

1. Pick up the handset or press **ON/OFF**.

2. If necessary, access an outside line.

3. Press the desired one-touch or soft key.

Using System Speed Dialing

System Speed Dial (SSD) numbers are numbers that are frequently called by many different individuals at your location, such as a branch or corporate office, a package delivery service, or a travel agent. SSD numbers must be

programmed from the attendant's phone. Once programmed, they are available for everyone to use.

A maximum of 90, 200, or 500 SSD numbers are allowed, depending on the system. SSD numbers are assigned to speed dial bins as follows:

Maximum SSD Numbers	Speed Dial Bins
90	00-89
200	000-199
500	000-499

You dial SSD numbers by entering the appropriate bin number. On small-display and large-display phones, you can also use soft keys to dial a system speed dial number in the SSD directory.

Dialing an SSD Number by Entering the SSD Bin Number

1. Pick up the handset or press **ON/OFF**.

2. If necessary, access an outside line.

3. Press **AUTO**.

4. Dial the appropriate SSD bin number.

Dialing an SSD Number Using the Soft Keys on a Small Display Phone

Note: Soft key functionality on the 44-Series small-display phone requires DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M v. 2.0 or higher, or CPC-EX v. 1.0 or higher.

1. Press the **MODE** key one time. "SSD" and "PSD" appears on the second line of the display.

2. Press the soft key next to SSD. The first two SSD entries appear on the second line of the display. To display the next two entries, press the "#" key. To display the previous two entries, press the "*" key.

   To jump to another letter in the directory, press the numeric key for it. For example, press the "6" key to jump to the M's, N's and O's. The M's will appear first. Press "6" again to jump to the N's, and again to jump to the O's.

   • For names beginning with Q or Z, use the 1 key.

---

3. Pick up the handset or press **ON/OFF**.

4. If necessary, access an outside line.

5. Press the soft key next to the desired SSD number to initiate dialing.

Dialing an SSD Number Using the Soft Keys on a Large Display Phone

1. From the Main Menu, press the key to the left of "System Dial." The System Speed Dial directory will be displayed. This is an alphabetical directory.

2. Press the appropriate key on the SSD Directory. Either 5 or 10 system speed dial names will be displayed, depending on how your system is programmed. To scroll forward in the name directory, press the **NEXT** key. To scroll backwards in the directory, press the **PREV** key.

3. Pick up the handset or press **ON/OFF**.

4. If necessary, access an outside line.

5. Press the soft key next to the desired SSD entry to initiate dialing.

Checking SSD Numbers

To check an SSD number on a small-display or large-display phone, press the soft key next to the entry in the SSD directory.

Checking SSD Numbers by Entering the SSD Bin Number

1. Pick up the handset or press **ON/OFF**.

2. Press **CONF**.

3. Press **AUTO**.

4. Dial the appropriate SSD bin. The SSD number appears on the display.

Checking SSD Numbers Using the Soft Keys

1. Scroll through the System Speed Dial directory until the desired SSD name is displayed.

2. Pick up the handset or press **ON/OFF**.

3. Press **CONF**.

4. Press the soft key next to the SSD entry. The SSD number appears on the display.

Chaining Speed Dial Numbers

To handle phone numbers longer than 16 characters, you can chain SSD codes to a PSD code. When you dial the PSD code, the system will dial each SSD number contained in the chain.

- Systems using DBS software version CPC-EX v. 1.0 or higher also allow you to chain SSD codes to each other, and to chain PSD codes to each other. (You cannot, however, chain PSD codes to an SSD code.)

- A maximum of 16 characters, including other speed dial codes, can be entered into a speed dial code.

Note: Before chaining, enter the parts of the phone number into one-touch or soft keys, or into speed dial bins. For example, program the first part into one-touch key #1, the second part into one-touch key #2, etc.

Complete the following steps to chain speed dial numbers:

1. Pick up the handset or press **ON/OFF**.

2. Press **PROG, AUTO**.

3. Enter the speed dial code (or press the one-touch key if using a PSD number) you are chaining the other codes to.

4. Press **AUTO** and enter the speed dial code containing the first part of the number to be dialed.

5. Repeat step 4 for each remaining speed dial code to be contained in the chain.

6. Press **HOLD**.

Redialing Outside Numbers

Redialing

1. Pick up the handset or press **ON/OFF**.

2. Access an outside line.

3. Press **REDIAL**.

   The phone dials the last outside number dialed.

Auto-Redial

Some systems allow the last number dialed (either outside or inside call) to be redialed simply by pressing the **REDIAL** key.

1. When your phone is idle or receiving dial tone, press **REDIAL**.

Auto-Repeat Dialing

With some systems, if the outside number is busy, pressing the **REDIAL** key will repeatedly redial the number until answered or the number of retries reaches a set limit.

1. After receiving busy tone when dialing an outside number, press the **REDIAL** key before disconnecting.

To cancel Auto-Repeat Dialing

Replace the handset or press **ON/OFF**.

Saving and Redialing a Number

You can save an outside number for redialing. A saved number can be redialed even if it is not the last number dialed.

Saving a Number

1. Dial the desired phone number.

2. Press **AUTO** twice.

3. Press *****.

4. Replace the handset or press **ON/OFF**.

Redialing a Saved Number

1. Access an outside line.

2. Press **AUTO**.

3. Press *****.

4. Answering Calls

Calls can reach your digital phone from several different sources, and can be handled in a variety of ways.

This chapter covers the following topics:

Picking Up Calls

To answer various types of calls, use the following procedures.

1. Pick up the handset or press **ON/OFF**.

2. Do one of the following:

To answer . . .	Do the following . . .
A call ringing at someone else's phone	Press the flashing FF key.
An extension in your paging group*	Dial **70**. **Note:** Calls are answered in the following priority order: • Page call • Internal call • Outside line.
An extension outside your paging group*	a. Dial **79**. b. Dial the number of the ringing extension.
After-hours calls ringing over a paging speaker or night answer device [**]	a. Pick up the handset or press **ON/OFF**. b. Dial **78**.

*The DBS allows extensions to be grouped into paging groups. When you issue a page, you can specify the paging group, so that your announcement is heard only on the phones that are members of that group. Paging groups often include people whose work is related. (See "Paging" on page 50.)

[**] Some offices have after-hours calls ring on a central bell (often called a "universal night answer" device) or over a paging system using an external speaker. Dialing "78" allows you to answer these after-hours calls.

Holding Calls

Putting a Call on Hold

Press **HOLD** during a call.

If the call is on an outside line, retrieve the call by pressing the appropriate line key. (The line key will be flashing green.)

If the call is an extension, retrieve it by pressing **HOLD** a second time, or by pressing the flashing FF key.

Answering Two Calls

1. Press **HOLD** to put the first call on hold.

2. Press the green flashing FF key for the second call.

3. Press **HOLD** to put the second call on hold.

4. Press the green flashing FF key to return to the first call.

Notes:

- If you do not pick up a held call in a certain period of time, you will hear a tone indicating that the call is still waiting.

- The EXT indicator flashes when you hold an internal call or an outside line that is not assigned to an FF key.

Using Call Park

Use Call Park to send an outside call to someone you cannot locate. You can park the call and page the intended recipient of the call. Then the intended recipient can pick up the call.

Note that attendants park calls somewhat differently than other extensions. Attendants can park calls on any of 10 "park numbers." With extensions, calls are parked on the user's extension number.

Note: If a parked call is not answered within a certain time, the call returns to the extension that parked it.

Parking Calls from an Attendant Phone

1. Press **HOLD** during an outside call.

2. Dial **75**.

3. Dial the system park number **(00-09)**.

4. Replace the handset or press **ON/OFF**.

5. If necessary, page the intended recipient of the call.

Picking Up Calls Parked by the Attendant

1. Pick up the handset or press **ON/OFF**.

2. Dial **76**.

3. Dial the appropriate system park number **(00-09)**.

Parking Calls from an Extension

1. Press **HOLD** during an outside call.

2. Dial **75**.

3. Replace the handset or press **ON/OFF**.

Picking Up Calls Parked by an Extension

1. Pick up the handset or press **ON/OFF**.

2. Dial **76**.

3. Dial the extension number of the person that parked the call.

Transferring Calls

Note: If a transferred call is not answered within a specified time, the call rings again at the extension that transferred it.

Screened Transfers

In a screened transfer, you announce the call before transferring it. This allows you to give the recipient information about the call.

1. During a call, press **HOLD**.

2. Dial the extension number to which the call will be transferred.

3. When the recipient answers, announce the call.

4. Do one of the following (ask your dealer or system administrator which is appropriate):

   • Replace the handset or press **ON/OFF**

• Press **PROG** and then replace the handset or press **ON/OFF**.

Unscreened Transfers

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

In an unscreened transfer, you do not announce the call to the person receiving the transfer. The call simply rings at the phone to which it is transferred.

1. During a call, press **HOLD**.

2. Dial the extension number to which the call will be transferred.

3. Do one of the following (ask your dealer or system administrator which is appropriate):

    • Replace the handset or press **ON/OFF**, or
    • Press **PROG** and then replace the handset or press **ON/OFF**.

This page intentionally left blank.

5. Communicating Within Your Office

The DBS provides a variety of features for handling calls within your office.

This chapter covers the following topics:

Calling Other Extensions

Making Internal Calls

1. Pick up the handset or press **ON/OFF**.

2. Dial the desired extension, or dial **0** for the operator.

Switching Between Tone and Voice Calling

A voice call to another extension performs like an intercom call in that it is connected immediately, without making the called extension ring. (If desired, the called party can reply without lifting the handset.) Tone calling sends ringing to the called extension.

The default calling mode is determined by system programming. To switch between tone and voice, press **1** after dialing the extension number.

Paging

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

Calling Paging Groups 00-07

The DBS allows extensions to be organized into paging groups. When you issue a page, you specify the paging group, so that your announcement is heard only on the phones that are members of that group. Paging groups often include people whose work is related.

1. Pick up the handset or press **ON/OFF**.

2. Press # and the page group number (00-07).

3. Make your announcement.

4. Do one of the following:

If . . .	Then . .
You want to end the page	Replace the handset or press **ON/OFF**. **Note:** To avoid an abrupt "hang-up" sound, press **FLASH** before replacing the handset.
You want to get a response from some-one answering the page at an extension	Do not hang up; wait for the paged party to answer.

Answering a Page (Meet-Me Answer)

You can answer a page from any extension using the Meet-Me Answer feature.

1. Pick up the handset or press **ON/OFF**.

2. Dial **77** to speak to the paging party.

Using Call Forwarding

Calls can be automatically forwarded to another number when you are not at your phone.

Setting Up Call Forwarding

1. Pick up the handset or press **ON/OFF**.

2. Dial one of the following combinations:

To forward . . .	Dial . . .	Then . . .
All calls	720	Dial the extension number that you want to forward to.
Calls when your phone is busy or does not answer	721	Dial the extension number that you want to forward to.
Calls when your phone is busy	722	Dial the extension number that you want to forward to.

To forward . . .	Dial . . .	Then . . .
Calls to an outside line **Note:** To forward to an outside number, you must first assign the outside number (including a trunk access code, such as 9 or 81-86) to a personal or system speed dial. [1]	723 or 720, 721, 722, or 724 [2]	Press **AUTO** and dial the appropriate speed dial number. **Note:** When forwarding with 723, you can only forward internal calls to an outside number. You cannot forward outside calls to an outside number.
Calls when your phone does not answer	724	Dial the extension number that you want to forward to.

[1.] Some systems will not allow "9" trunk access code with call forwarding when least cost routing is active.

[2.] Some systems only allow the use of 723 to call forward outside. Other systems call forward outside for all types including 720 (All), 721 (Busy/Don't Answer), 722 (Busy), and 724 (Don't Answer). Check with your dealer for more information on your system.

3. Replace the handset or press **ON/OFF**.

Cancelling Call Forwarding

1. Pick up the handset or press **ON/OFF**.

2. Dial **72**.

3. Replace the handset or press **ON/OFF**.

Using Call Waiting

Call waiting allows you to send a tone and an optional text message to a busy extension.

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

Setting Up Call Waiting

1. Pick up the handset or press **ON/OFF**.

2. Dial the extension number.

3. When you hear a busy tone, press **3**.

4. If you want to send a text message with call waiting (optional), press one of the following:

   • 5 = Visitor Here

   • 6 = Need Help

   • 7 = Important

   • 8 = Urgent

   • 9 = Emergency

5. To wait for the called extension to answer, remain on the phone. To "camp-on" to the extension, hang up. When the extension becomes free, it will automatically call your number.

Notes:

   • If call waiting is accepted, the busy tone changes to a ringing tone.

- You cannot send a call waiting message to an extension that has an Absence Message or Do-Not-Disturb registered.

Answering Call Waiting

1. Do one of the following:

If . . .	Then . . .
You want to answer the call	Press the Talkback key. The current call is put on hold.
You want to reply with a text message	Press **CONF**.

2. Do one of the following:

If . . .	Then . . .
You answered and want to handle both calls at once	Press the Talkback key to toggle between the two calls.
You answered and want to handle the calls separately	Finish the second call and terminate it. You are returned to the original call.
You want to reply with a text message **Note:** Text messages are only available to other extensions with displays.	Dial one of the following digits: 1 = Take A Message 2 = Please Hold 3 = Will Call Back 4 = Transfer 5 = Unavailable

Notes:

- The Talkback key is an FF key that has been assigned to the Talkback function. The Talkback function is typically used in situations where the extension user must handle more than one call.

- If a Talkback key is not set up, you must end the call in progress before answering the waiting call.

- Your original conversation is not interrupted by sending a text message.

Using Camp-on

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

The camp-on feature alerts you when a busy extension is free.

1. Pick up the handset or press **ON/OFF**.

2. Dial the extension number.

3. When you hear a busy tone, press **3**.

4. When you hear a ringing tone, replace the handset or press **ON/OFF**.

   Your extension rings when the busy extension becomes free.

Using Callback Messages

Your phone's message indicator lamp flashes when a message has been received. This can be either a callback message from another extension or, if your system uses voice mail, a voice message.

The display also indicates that a message has been received. For a callback message, the display reflects the extension that sent the message. For a voice message, the display reflects that a new message has been received.

If multiple messages have been received, the display reflects the number of messages and indicates the origin of the first message (i.e., the extension number or voice mail).

Sending a Callback Message

1. Pick up the handset or press **ON/OFF**.

2. Dial the extension number.

3. Press **2**.

4. Press **ON/OFF** or hang up.

Note: No more than four messages can be sent to an extension. If you do not hear a dial tone after dialing 2, the message cannot be accepted.

Responding to Callback Messages

1. Pick up the handset or press **ON/OFF**.

2. Press **AUTO**.

3. Do one of the following:

If . . .	Then . . .
You want to answer the message waiting request	Press **REDIAL**. You will be connected to the extension that left the message.
You want to cancel the message waiting request	Press **FLASH**.

Note 1: Multiple messages are accessed in the order in which they are received.

Note 2: On the large-display phone, you can also use the **MSG** key to respond to callback messages (requires DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M, v. 2.0 or higher, or CPC-EX v. 1.0 or higher).

Scrolling Through Messages

1. Pick up the handset or press **ON/OFF**.

2. Press **CONF** twice to view the next message.

3. Press **#** to scroll through messages.

4. Press **ON/OFF**.

Using Do-Not-Disturb

Use DND (Do-Not-Disturb) to temporarily stop calls from coming to your extension.

Note: If your phone is set for permanent call forwarding on No Answer or Busy/No Answer (such as to voice mail), only calls from other extensions will be blocked. External (CO) calls will still ring through to your extension before being forwarded to voice mail. Permanent call forwarding is determined through system programming.

1. Pick up the handset or press **ON/OFF**.

2. Dial **73** to toggle DND on and off.

3. Press **ON/OFF**.

Using Absence Messages

Assigning the Absence Message

Absence messages appear on the display of any internal caller who calls your extension.

1. Pick up the handset or press **ON/OFF**.

2. Dial **71**.

3. Dial the message number (0-9).

4. If desired, enter the date or time of your return, using MM/DD or HH/MM (24-hour) format. This will appear on the display of a calling extension, along with the selected absence message.

5. Press **ON/OFF**.

Note: Five absence messages (0-4) are supplied with the DBS. Your system administrator or dealer can set up five more customized messages (5-9). The messages supplied with the system are:

Number	Message
0	In Meeting
1	At Lunch
2	Out of Office
3	Vacation
4	Another Office

Cancelling Absence Messages

1. Pick up the handset or press **ON/OFF**.

2. Dial **71**.

3. Press **ON/OFF**.

Announcing to Busy Extensions

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

This feature (also known as Off-Hook Voice Announcement) allows you to make an announcement to a busy extension.

- If the called party is using a digital key telephone, the announcement is heard only by the called party, not by the other party he or she is talking to. If, however, the called party is using a single-line telephone, both the called party and the party he or she is talking to will hear the announcement.

Making an Announcement

1. Pick up the handset or press **ON/OFF**.

2. Dial the extension number.

3. Press **5** if you hear the busy tone.

4. Make your announcement.

Your voice is heard on the extension, not on the other line.

Answering an Announcement

To answer an announcement, you may use the Talkback* key to speak to the announcing party or you may send a text message.

*The Talkback key is an FF key that has been assigned to the Talkback function. The Talkback function is typically used in situations where the extension user must handle more than one call. The Talkback key must be set up by the system administrator or dealer.

To Speak to the Announcing Party

1. Press the Talkback* key.

2. Speak with the announcing party.

3. Press the Talkback* key to return to the original call.

   *The Talkback key is an FF key that has been assigned to the Talkback function. The Talkback function is typically used in situations where the extension user must handle more than one call. The Talkback key must be set up by the system administrator or dealer.

To Answer with Text

1. While remaining on the line with the original party, press **CONF**.

2. Dial the digits 1 to 5 to send a text reply to the party that has just called.

Dialed Digit	Text Message
1	Take A Message
2	Please Hold
3	Will Call Back
4	Transfer
5	Unavailable

Notes:

- Your original conversation is not interrupted by sending a text message.

- Text messages can only be sent to callers within your facility.

- The caller must have a display phone to receive the text message.

- Text messages can be changed by your DBS administrator or dealer.

Transferring Calls with an Announcement

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

1. Press **HOLD**.

2. Dial the extension number.

3. When you hear a busy tone, press **5**.

4. When you are connected to the called party, press **ON/OFF**.

Breaking Into a Call

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

This feature allows you to interrupt a busy extension in your paging group.

1. Pick up the handset or press **ON/OFF**.

2. Dial the extension number.

3. When you hear the busy tone, press **4**.

Note: When you break into a call, both parties on the other end will be able to hear you.

This page intentionally left blank.

6. Using Additional Features

The DBS provides a variety of features you can use in your daily work.

This chapter covers the following topics:

Using the Mute Key

You can use the **MUTE** key on your phone to mute the handset or microphone so that the party on the other end cannot hear you. The Mute indicator flashes when using handset mute, and lights steadily when the microphone is muted.

1. Pick up the handset or press **ON/OFF**.

2. Dial the desired number.

3. Press **MUTE** to mute your conversation. Press **MUTE** again to turn the mute function off.

Note: Handset Mute requires DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M v. 2.0 or higher, or CPC-EX v. 1.0 or higher.

Using Off-Hook Monitor

Note: This feature requires DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M v. 2.0 or higher, or CPC-EX v. 1.0 or higher.

Off-Hook Monitor allows you to play a called or calling party's voice through the speaker on your phone, even if you are using the handset. This allows a third party to hear both sides of a conversation.

To use Off-Hook Monitor, press the **ON/OFF** key while using the handset during a conversation. The other party's voice will be played through both the handset and the speaker. To turn off Off-Hook Monitor, press the **ON/OFF** key again.

Note: Off-Hook Monitor does not activate your phone's microphone. The party at the other end will hear only audio transmitted through your handset.

Locking Your Extension

Use this feature to restrict unauthorized access to your phone. When your phone is "locked," it cannot be used to make outside calls. It can, however, be used to make internal calls. Lockout codes must be programmed by your system administrator or DBS dealer.

1. Pick up the handset or press **ON/OFF**.

2. Dial **74**.

3. Dial the 4-digit lockout code.

If your extension is locked, this step unlocks it. If your extension is unlocked, this step locks it.

4. Press **ON/OFF**.

Note: On a large-display phone, you can lock your extension by pressing the Lockout soft key while in the Function Menu, dialing the 4-digit lockout code, then pressing **ON/OFF**. Repeat this procedure to unlock your extension.

Switching Between Pulse and Tone Calling

Pulse calling dials by sending out a certain number of pulses for each digit (as with old-fashioned rotary phones). With tone calling, your phone dials by sending a distinctive tone for each digit.

1. Pick up the handset or press **ON/OFF**.

2. Dial the desired number.

3. Press * or # to switch from pulse to tone calling, or vice versa.

Making Conference Calls

You may use your digital phone to create conference calls that include up to four parties.

Adding an Outside Line

1. To put your call on hold, press **HOLD** or the outside line key you are using.

2. Access another outside line.

3. Dial the number of the party to be included in the conference.

4. Press **CONF** after the call is answered.

Adding an Extension to a Conference

1. Press **HOLD.**

2. Dial the number of the extension you wish to add.

3. Press **CONF** after the extension answers.

Dropping Out of a Conference Call

To drop out of a conference call, hang up or press **FLASH** or **ON/OFF**.

Using a Headset

When headset mode is turned on, you can use a headset attached to your phone. When headset mode is turned off, the headset is inoperative.

1. Pick up the handset or press **ON/OFF**.

2. Dial **#51**.

   If headset mode is already on, these steps turn it off; if headset mode is off, these steps turn it on.

3. Replace the handset or press **ON/OFF**.

Controlling Internal Dial Tone

Internal dial tone is the tone you hear when you are dialing extensions within your office. If you want to, you can turn the internal dial tone off, so that you do not hear it.

1. Pick up the handset or press **ON/OFF**.

2. Dial **#50**.

   If intercom dial tone is already on, these steps turn it off; if intercom dial tone is off, these steps turn it on.

3. Replace the handset or press **ON/OFF**.

Controlling Background Music

If your system is set up with a music source, you can play music over the speaker of your phone.

1. Pick up the handset or press **ON/OFF**.

2. Dial **#53**.

   If background music is already playing through your speaker, these steps turn it off; if background music is off, these steps turn it on.

Note: On a large-display phone, you can turn background music on or off by simply pressing the BGM soft key while in the Function Menu.

Using the Reminder Alarm

You can program your phone to alert you at a designated time with an audible tone. To turn the tone off when it sounds, press **ON/OFF**.

Non-Display and Small-Display Phones

1. Pick up the handset or press **ON/OFF**.

2. Do one of the following:

If . . .	Then . . .
You want to set the alarm	a. Dial **#4**. b. Enter the time using 12-hour format (HH:MM), followed by **1** for a.m. or **2** for p.m.
You want to cancel the alarm	Dial **#4**.

3. Press **ON/OFF**.

Large-Display Phones

1. From the Function Menu, press the Reminder soft key.

2. To set the alarm, enter the time using 12-hour format (HH:MM), followed by **1** for a.m. or **2** for p.m.

   Skip this step to cancel a Reminder Alarm.

3. Press **ON/OFF**.

Using Caller ID

When the Caller ID (CID) feature is activated, your display telephone can display CID information as incoming calls ring at your extension. You have access to previous call information via the Caller ID Call Log feature.

Caller ID Display

The Caller ID display shows the Caller ID number and/or name, depending on the Caller ID format used.

Whenever a Caller ID call rings your phone, the following information appears on the phone display.

Figure 15. Example of a Caller ID display.

| 404-555-5512 | ◄——— First line: calling number (7 or 10 digits) |
| ABC COMPANY | ◄——— Second line: calling name (up to 15 characters) (Optional, depending on Caller ID format) |
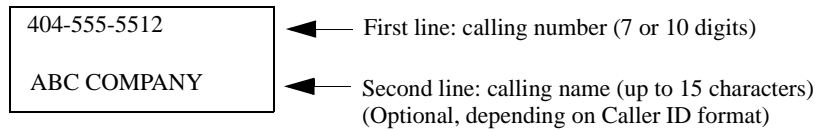
Once Caller ID information is received, it can be transmitted along with the call to another phone through call transfer, call forwarding, etc.

Caller ID Call Log

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

The Call Log keeps a record of Caller ID calls that ring your phone. An FF key can be assigned to flash when there is a new entry in the log. When you press the key to access the log, the LED turns off.

Call Log Information

Each Call Log entry includes the following call information:

- Calling number

- Calling name (if provided)

- Time and date

- How the call was answered

- How the call was routed.

Call Log Format

The most recent entries are stored first in the Call Log. When you view the log by pressing the **Call Log** key, you can scroll forward or backward through the entire contents of the log using the ***** and **#** keys. The log format varies between the Small-Display Phones and the Large Display Phone.

Call Log Format for Small-Display Phones

To view the call log, press the **Call Log** key. To view the next call in the log, press the **#** key. To view the previous call in the log, press the ***** key.

In addition to viewing the calling number information by pressing the Call Log Key, you can view the detailed information on each entry by pressing the **CONF** key.

Example:

1. Press the Call Log key. The following displays.

Figure 16. Call Log format for small-display phone--calling number and name

First Level
of Call Log
Information

```
404-555-1212        ◄── Calling number

   Bill Smith       ◄── Calling name
```
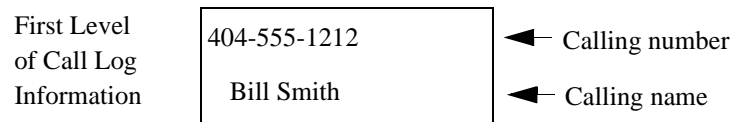
2. To display the next level of information, press the **CONF** key.

Figure 17. Call log format for small-display phone--time and date

Second Level
of Call Log
Information

```
10:30 WED JUNE 22    ◄── Time, day and date

   404-555-1212     ◄── Calling number
```
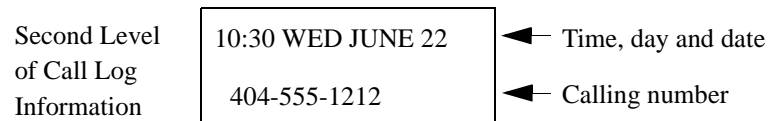
3. To display the next level of information, press the **CONF** key.

Figure 18. Call log format for small-display phone--answer information

Third Level
of Call Log
Information

```
ANS-J. Jones 103    ◄── How the call was handled

   404-555-1212     ◄── Calling Number
```
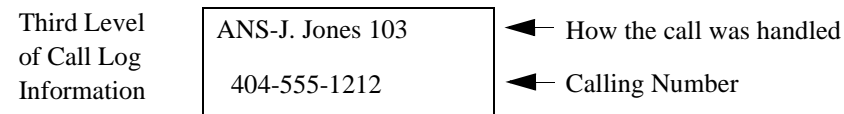
4. To display the next level of information, press the **CONF** key.

Figure 19. Call log format for small-display phone--routing information

Fourth Level
of Call Log
Information

DIRECT ◄── How the call was routed

404-555-1212 ◄── Calling number
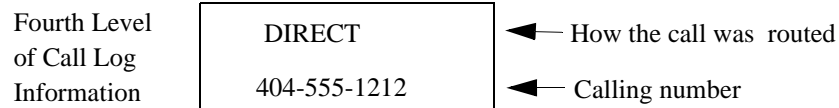
5. To return to the first level of call information, press the **CONF** key.

Other call log entries can be viewed by pressing the * or # key. A "<"
appears beside the oldest entry in the log.

6. Exit the Call Log display by pressing the **ON/OFF** key.

Call Log Format for the Large-Display Phone

If you have a large-display phone, you can view all four levels of the Call Log
on one screen.

Example:

Press the **Call Log** key. The following display appears:

Figure 20. Call log format for large-display phone--calling number

404-555-0001 ◄── Number of last entry viewed through top display

ABC COMPANY ◄── Name of last entry viewed through top display

404-555-0001 ◄── Number of selected entry

404-555-8888 ◄── Number of second log entry

404-555-9999 ◄── Number of third log entry

404-555-7777 ◄── Number of fourth log entry

404-555-6666 ◄── Number of fifth log entry
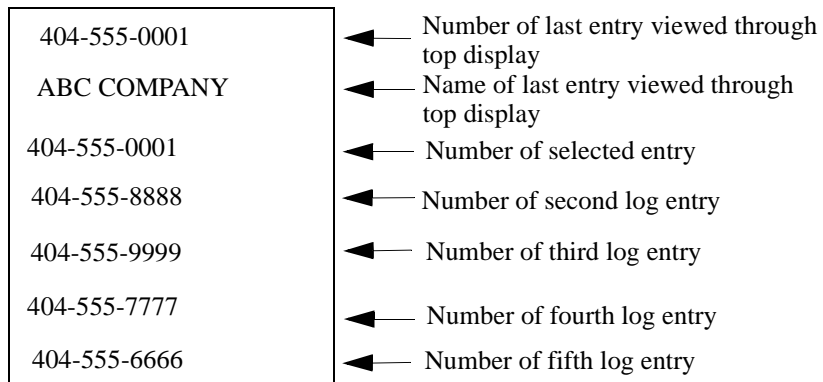
A "<" may appear to the right side of one of the entries. This indicates the
oldest entry in the log.

Press the soft key next to the desired entry to view the details of a particular call.

Figure 21. Call Log format for large-display phone--detailed call information

404-555-0001	Number of last entry viewed through top display
ABC COMPANY	Name of last entry viewed through top display
404-555-0001	Number
ABC COMPANY	Name
12:38 WED MAY 28	Time, day and date
ANSWER	Whether the call was answered
CFWD 130	How the call was routed

Press any soft key to return to the calling number listing format as shown in Figure 20.

Other Call Log entries can be viewed by pressing the ***** or **#** keys. If these keys are pressed while viewing detailed information, the detailed information is displayed for the newly selected log entry.

Exit the Call Log display by pressing the **ON/OFF** key.

Using Voice Mail

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

There are several ways your phone can be used with a voice mail system.

- You can assign a Personal Speed Dial number to provide access to your voice mailbox.

- You can assign an FF key to provide access to your voice mailbox.

- On a large-display phone, you can use the MSG key to access your voice mailbox.

- You can assign an FF key for transferring callers to another extension's voice mail.

Using a Personal Speed Dial Number for Voice Mail Access

To assign a PSD number for voice mail access, use the procedures under "Assigning PSD Numbers to One-Touch or Soft Keys" on page 28. (For step 4, enter the voice mail extension number.)

To retrieve a voice mail message, press the one-touch or soft key assigned to voice mail.

Using an FF Key for Voice Mail Access

You can assign an FF key as a Voice Mail Access Key. The indicator light on the key will flash when you have a voice message. To access your voice mail, simply press the key.

Assigning a Voice Mail Access Key

1. Pick up the handset or press **ON/OFF**.

2. Press **PROG**.

3. Press the FF key you want to assign.

4. Press **CONF**.

5. Press **AUTO**.

6. Enter the voice mail extension number and a password (if necessary.) Some Panasonic Voice Mail systems may require a # at the end.

   For example, if your voice mail number is 500 and you are not using a password, you would make the following entry:

      ON/OFF PROG FF key CONF AUTO 500

   Note: The length of the voice mail number, including the voice mail extension number, password, and # cannot exceed 6 digits (8 digits on some systems).

7. Press **HOLD**.

Using a Voice Mail Access Key

When the VM key flashes, press it to connect to your mailbox.

Using the MSG Key for Voice Mail Access

You can use the **MSG** key on the large-display phone (VB-44225) to retrieve a voice message.

Note: **MSG** key functionality requires DBS software version CPC-AII/B v. 8.0 or higher, CPC-S/M, v. 2.0 or higher, or CPC-EX v. 1.0 or higher).

1. When the **MSG** indicator flashes, press the **MSG** key. If the message is a voice message, you will be automatically connected to your voice mailbox.

2. Enter your voice mail access code (if not programmed into the MSG key).

Note: You can program your voice mail access code into the **MSG** key by pressing **PROG**, **MSG**, [5-digit access code], **HOLD**.

Using an FF Key for Voice Mail Transfer

You can assign an FF key as a Voice Mail Transfer Key. This allows you to transfer a caller to another individual's voice mailbox.

Assigning a Voice Mail Transfer Key

1. Pick up the handset or press **ON/OFF**.

2. Press **PROG**.

3. Press the FF key you want to assign.

4. Press **CONF.**

5. Press **AUTO** twice.

6. Enter the voice mail extension number and any special numbers that are required by the voice mail.

   For example, if the voice mail number is 500 and the voice mail requires an asterisk (*) at the end of the number, enter the following digits:

   ON/OFF PROG FF key CONF AUTO AUTO 500 *

Note: The length of the voice mail number and the special codes cannot exceed 6 digits (8 digits on some systems).

7. Press **HOLD**.

Using a Voice Mail Transfer Key

1. When a call arrives and the caller wishes to leave a voice message for another individual, press the voice mail transfer key.

   The system automatically puts the incoming call on hold.

2. Dial the extension number of the desired individual.

3. Press **RELEASE**, **ON/OFF**, or **PROG** to complete the transfer to the voice mailbox.

Appendix A. Dial Code List

This appendix contains a summary of the most commonly used dial codes. You can use many of these codes to program functions into FF keys.

Note: Some of these functions may not be available in the version of the DBS you have. For information, contact your system administrator or DBS dealer.

The following table lists the dial codes. The "FF Key" column indicates whether, the code can be programmed into an FF key.

Table 5. Dial Code Table

Function	Dial Code	FF Key
Absence Message Set	71	Yes
	Specific message: message number (0-9) + time/date (0000-9999)	No
Absence Message Cancel	71	Yes
Account Codes Unverified Account Codes Verified Account Codes	#7 or AUTO + #	Yes
	#11	Yes
Alarm Set/Cancel	#4	Yes
	Specific time: hour (01-12); minutes (00-59); a.m. or p.m. (1=a.m., 2=p.m.)	No
Analog Adapter Ring Toggle	*71	Yes
Answer Key Assignment	*1	Yes
"Any Key" Assignment **Note:** "Any Key" Assignment allows you to assign any digits other than extension numbers or feature codes. Examples include a voice mail password or account codes.	PROG + desired digits (a maximum of 6 or 8 digits may be assigned, depending on your system configuration.)	Yes
Attendant Call	0	Yes
Background Music Set/Cancel	#53	Yes
Busy Override	4 **Note:** You can assign this feature as an "Any Key." See "Any Key Assignment", above.	Yes
Caller ID Call Log	*6	Yes
Call Forward - All Calls	720 + extension number	Yes
Call Forward - Busy/No Answer	721 + extension number	Yes
Call Forward - Busy	722 + extension number	Yes
Call Forward - To Outside Line	723 + AUTO + (00-99)	Yes
Call Forward - No Answer	724 + extension number	Yes
Call Forward Cancel	72	Yes
Call Park	75	Yes

Function	Dial Code	FF Key
Call Waiting	3 **Note:** You can assign this feature as an "Any Key." See "Any Key Assignment" on page 76.	Yes
Conference	CONF	No
Dial Tone On/Off	#50	Yes
DND Set/Cancel	73	Yes
Direct Pick-Up	79 + extension number	Yes
Extension Call	Extension number	Yes
Extension Park Pick-up	76 + extension number	No
Flash	FLASH	No
Group Pick-up	70	Yes
Headset Mode On/Off	#51	Yes
Hold	HOLD	No
Intercom Key Assignment	#8	Yes
Least Cost Routing Access	9	Yes
Meet-Me Answer	77	Yes
Message Waiting Set	2 **Note:** You can assign this feature as an "Any Key." See "Any Key Assignment" on page 76.	Yes
Message Waiting Answer	AUTO - REDIAL	Yes
Message Waiting Cancel	AUTO - FLASH	Yes
Mute Key Assignment	*#	Yes
Night Answer Device (UNA) Pick-up	78	Yes
Night Mode On/Off	#52 (attendant only)	Yes
Offhook Voice Announce	5 **Note:** You can assign this feature as an "Any Key." See "Any Key Assignment" on page 76.	Yes
Offhook Voice Announce Answer (Talkback)	*3 (must be stored in an FF key)	Yes
Outside Line Queuing	2 **Note:** You can assign this feature as an "Any Key." See "Any Key Assignment" on page 76.	Yes

Function	Dial Code	FF Key
Page Call	#00 - #07	Yes
Personal Speed Dial	AUTO (90-99 or 900-909))	Yes
Pooled Trunk Access	9 or 81-86	No
Privacy Release	CONF	No
Redial	REDIAL	No
Release Key Assignment	*2	Yes
Station Lockout Off/On	74 + 4-digit lockout code (optional)	Yes
System Speed Dial	AUTO + (00-89 or 000-199)	Yes
Save Dial Access	AUTO + *	Yes
Save Dial Registration	AUTO + AUTO + *	Yes
Tone/Voice Switch	1 **Note:** You can assign this feature as an "Any Key." See "Any Key Assignment" on page 76.	Yes
Transfer	PROG	No
Variable Mode	*61	Yes

NOTES