Digital Business System
(Digital Key Telephone Series)

Before using this phone, please read these instructions completely.

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Issued March 1995
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- Volume and Display Settings

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Preface

The Station User Guide is for anyone who uses a Panasonic digital telephone in conjunction with the Panasonic DBS Series Telephone System (DBS 40, DBS 72, DBS 96, DBS 824). The Panasonic Digital Business System provides you with a powerful set of features for handling calls.

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

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:

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</tr>
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<td>Describes features of Panasonic digital telephones.</td>
</tr>
<tr>
<td>Chapter 2, “Setting Up Your Phone”</td>
<td>Provides procedures for setting up telephone features such as display contrast.</td>
</tr>
<tr>
<td>Chapter 3, “Placing Outside Calls”</td>
<td>Provides several procedures for making outside calls.</td>
</tr>
<tr>
<td>Chapter 4, “Answering Calls”</td>
<td>Provides several procedures for answering calls.</td>
</tr>
<tr>
<td>Chapter 5, “Communicating Within Your Office”</td>
<td>Provides procedures for handling internal calls.</td>
</tr>
<tr>
<td>Chapter 6, “Using Additional Features”</td>
<td>Provides procedures for using advanced features.</td>
</tr>
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Preface

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 9.
- 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).

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## 1. Understanding Your Phone

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

**Note:** Some features may not be available on your phone. For information, see your system administrator or DBS dealer.

This chapter covers the following topics:

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</tr>
<tr>
<td>Display Information</td>
<td>5</td>
</tr>
</tbody>
</table>

### Function

<table>
<thead>
<tr>
<th>Function</th>
<th>* Dial Code</th>
<th>FF Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save Dial Access</td>
<td>AUTO + *</td>
<td>Yes</td>
</tr>
<tr>
<td>Save Dial Registration</td>
<td>AUTO + AUTO + *</td>
<td>Yes</td>
</tr>
<tr>
<td>Tone/Voice Switch</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Note: You can assign this feature as an &quot;Any Key.&quot; See &quot;Any Key Assignment&quot; on page 61.</td>
<td></td>
</tr>
<tr>
<td>Transfer</td>
<td>PROG</td>
<td>No</td>
</tr>
<tr>
<td>Outside Line Queuing</td>
<td>2</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Note: You can assign this feature as an &quot;Any Key.&quot; See &quot;Any Key Assignment&quot; on page 61.</td>
<td></td>
</tr>
<tr>
<td>Night Answer Device (UNA) Pick-up</td>
<td>78</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Small-Display Phones

Small-display phones, such as the model illustrated below, have a smaller display than some other models. The annotated illustration in Figure 1 and Table 1 on page 3 explain the features that are typical of this type of phone.

Figure 1. Small-display phone

<table>
<thead>
<tr>
<th>Function</th>
<th>Dial Code</th>
<th>FF Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Least Cost Routing Access</td>
<td>9</td>
<td>Yes</td>
</tr>
<tr>
<td>Meet-Me Answer</td>
<td>77</td>
<td>Yes</td>
</tr>
<tr>
<td>Message Waiting Set</td>
<td>2</td>
<td>Yes</td>
</tr>
<tr>
<td>Message Waiting Answer</td>
<td>AUTO - REDIAL</td>
<td>Yes</td>
</tr>
<tr>
<td>Message Waiting Cancel</td>
<td>AUTO - FLASH</td>
<td>Yes</td>
</tr>
<tr>
<td>Mute Key Assignment</td>
<td>#</td>
<td>Yes</td>
</tr>
<tr>
<td>Night Mode Toggle On/Off</td>
<td>#52 or #520 (some systems) (attendant only)</td>
<td>Yes</td>
</tr>
<tr>
<td>Day Mode</td>
<td>#521 (some systems) (attendant only)</td>
<td>Yes</td>
</tr>
<tr>
<td>Night Mode</td>
<td>#522 (some systems) (attendant only)</td>
<td>Yes</td>
</tr>
<tr>
<td>Night2 Mode</td>
<td>#523 (some systems) (attendant only)</td>
<td>Yes</td>
</tr>
<tr>
<td>Offhook Voice Announce</td>
<td>5</td>
<td>Yes</td>
</tr>
<tr>
<td>Offhook Voice Announce Answer (Talkback)</td>
<td>*3 (must be stored in an FF key)</td>
<td>Yes</td>
</tr>
<tr>
<td>Page Call</td>
<td>#00 - #07</td>
<td>Yes</td>
</tr>
<tr>
<td>Personal Speed Dial</td>
<td>AUTO (90-99 or 900-939)</td>
<td>Yes</td>
</tr>
<tr>
<td>Pooled Trunk Access</td>
<td>9 or 81-86</td>
<td>Yes</td>
</tr>
<tr>
<td>Privacy Release</td>
<td>CONF</td>
<td>No</td>
</tr>
<tr>
<td>Redial</td>
<td>REDIAL</td>
<td>No</td>
</tr>
<tr>
<td>Release Key Assignment</td>
<td>*2</td>
<td>Yes</td>
</tr>
<tr>
<td>Station Lockout Off/On</td>
<td>74 + 4-digit lockout code (optional)</td>
<td>Yes</td>
</tr>
<tr>
<td>System Speed Dial</td>
<td>AUTO + (99-89 or 900-199)</td>
<td>Yes</td>
</tr>
</tbody>
</table>
### Table 1. Small-display phone features

<table>
<thead>
<tr>
<th>#</th>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Display</td>
<td>Displays information about phone's current status.</td>
</tr>
<tr>
<td>2</td>
<td>PROG Key</td>
<td>Use 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.</td>
</tr>
<tr>
<td>3</td>
<td>MUTE Key</td>
<td>Use to turn speakerphone's microphone on or off.</td>
</tr>
<tr>
<td>4</td>
<td>CONF Key</td>
<td>Use to establish conference calls, check FF key and one-touch features, and scroll through messages.</td>
</tr>
<tr>
<td>5</td>
<td>AUTO Key</td>
<td>Use to access speed dialing, enter account codes, or for message waiting answer/cancel.</td>
</tr>
<tr>
<td>6</td>
<td>Volume Control Keys</td>
<td>Use to adjust the level of tones, background music, ringing, receiver volume and display contrast.</td>
</tr>
<tr>
<td>7</td>
<td>One-Touch Keys</td>
<td>Use to make outside calls or to access call-handling features.</td>
</tr>
<tr>
<td>8</td>
<td>Flexible Function (FF) Keys</td>
<td>Use to access outside lines or to access call-handling features.</td>
</tr>
<tr>
<td>9</td>
<td>Speaker</td>
<td>Outputs tones and voice at your extension.</td>
</tr>
<tr>
<td>10</td>
<td>DND/CF Indicator</td>
<td>Indicates that Do-Not-Disturb, Call Forward, or Absence Message is set.</td>
</tr>
<tr>
<td>11</td>
<td>EXT Indicator</td>
<td>Lights when you are on a call; flashes when you hold a call.</td>
</tr>
<tr>
<td>12</td>
<td>MUTE Indicator</td>
<td>Indicates that the microphone is turned off.</td>
</tr>
<tr>
<td>13</td>
<td>MSGE Indicator</td>
<td>Indicates that you have a message.</td>
</tr>
<tr>
<td>14</td>
<td>REDIAL Key</td>
<td>Use to redial numbers.</td>
</tr>
<tr>
<td>15</td>
<td>FLASH Key</td>
<td>Use to end an outside call and to restore dial tone without hanging up receiver</td>
</tr>
</tbody>
</table>
Appendix. 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>
<thead>
<tr>
<th>Table 5. Dial codes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Function</strong></td>
</tr>
<tr>
<td>Absence Message Set</td>
</tr>
<tr>
<td>Specific message: message number (0-9) + time/date (0000-9999)</td>
</tr>
<tr>
<td>Absence Message Cancel</td>
</tr>
<tr>
<td>Account Codes</td>
</tr>
<tr>
<td>Unverified Account Codes</td>
</tr>
<tr>
<td>Verified Account Codes</td>
</tr>
<tr>
<td>Alarm Set/Cancel</td>
</tr>
<tr>
<td>Specific time: hour (01-12); minutes (00-59); a.m. or p.m. (1=a.m., 2=p.m.)</td>
</tr>
<tr>
<td>Answer Key Assignment</td>
</tr>
<tr>
<td>&quot;Any Key&quot; Assignment</td>
</tr>
<tr>
<td>Note: &quot;Any Key&quot; Assignment allows you to assign any digits other than extension numbers or feature codes. Examples include a voice mail password or account codes.</td>
</tr>
</tbody>
</table>
Table 2. Large-display phone features

<table>
<thead>
<tr>
<th>#</th>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Large display</td>
<td>Displays menus, information about phone's current status. Also provides access to personal speed dial, system speed dial, extension number, function, and help menus. In newer systems, the function menus can be customized according to how your company uses its large-display phones. See your system administrator or DBS dealer for more information.</td>
</tr>
<tr>
<td>2</td>
<td>MENU Key</td>
<td>Use to return to the main menu screen.</td>
</tr>
<tr>
<td>3</td>
<td>PREV Key</td>
<td>Use to scroll to the previous menu.</td>
</tr>
<tr>
<td>4</td>
<td>NEXT Key</td>
<td>Use to scroll to the next menu.</td>
</tr>
</tbody>
</table>

Display Information

Both large and small displays indicate the status of the phone. Several of the more common displays are illustrated here.

Figure 3. Idle condition (default display)

```
10:40 Wed MAR 17
User name: Brandy 113
```

Extension

Figure 4. Messages received

```
10:40 Wed MAR 17
Number of messages: 3 Msg Carter
```

Person that left the first message
Figure 5. Alarm time

10:40 Wed MAR 17

Figure 6. Absence message

10:40 Wed MAR 17
In Meeting

Figure 7. Incoming outside call

Incoming outside call
Carter, J. 115

Figure 8. Outside call in progress

CO TALK 0'15
Alan 116

Figure 9. Internal calling in use

Talk Greg
Helen 117

Figure 16. Call Log format for the large-display phone--detailed call information

- Number of last entry viewed through top display
- Name of last entry viewed through top display
- Number
- Name
- Time, day and date
- Whether the call was answered
- How the call was routed

Press any soft key to return to the calling number listing form, as shown in Figure 15.

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 new selected log entry.

Exit the Call Log display by pressing the ON/OFF key.
Using Caller ID

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:

<table>
<thead>
<tr>
<th>Figure 15. Call log format for the large-display phone--calling number</th>
</tr>
</thead>
<tbody>
<tr>
<td>404-555-0001</td>
</tr>
<tr>
<td>ABC COMPANY</td>
</tr>
<tr>
<td>404-555-0001</td>
</tr>
<tr>
<td>404-555-8888</td>
</tr>
<tr>
<td>404-555-9999</td>
</tr>
<tr>
<td>404-555-7777</td>
</tr>
<tr>
<td>404-555-6666</td>
</tr>
</tbody>
</table>

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.

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:

<table>
<thead>
<tr>
<th>Topic</th>
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</thead>
<tbody>
<tr>
<td>Volume and Display Settings</td>
<td>8</td>
</tr>
<tr>
<td>FF Keys</td>
<td>9</td>
</tr>
</tbody>
</table>
Volume and Display Settings

Adjusting Sound Volumes

You can adjust the volume of the following while they are in use by pressing the VOL keys:

- Ringer
- Speaker
- Handset.

Adjusting the Ringing Volume

When your phone is not in use, you can adjust its ring volume using the following steps.

1. Press ON/OFF.
2. Press PROG.
4. Press a VOL key.
   The phone produces a tone.
5. Press the VOL keys to adjust the loudness of the tone.
6. Press ON/OFF.

2. To display the next level of information, press the CONF key.

Figure 12. Call log format for the 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 13. 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 14. 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.
Using Caller ID

- 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 11. Call Log format for the small-display phone--calling number and name**

   | First Level of Call Log Information | 404-555-1212 ← Calling number | Bill Smith ← Calling name |

---

**Adjusting the Display Contrast**

1. When the phone is not in use, press #.
2. Press the VOL keys to adjust the contrast of the display.

**FF Keys**

You can set up FF (flexible function) 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 FF key.
4. Do one of the following:

<table>
<thead>
<tr>
<th>If...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>You want to assign a dial code that will initiate a particular feature.</td>
<td>Enter one of the dial codes listed in the Appendix, &quot;Dial Code List.&quot; Note: Not all dial codes can be stored in FF keys. See the Appendix for more information.</td>
</tr>
<tr>
<td>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.</td>
<td>Enter the extension number</td>
</tr>
<tr>
<td>Note: If you assign an extension number to an FF key, the FF key will light red when the extension is busy. In addition, you can pick up a call that is held or ringing at the extension by simply pressing the FF key when it is flashing.</td>
<td></td>
</tr>
</tbody>
</table>
| You want to assign up to six 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 up to six digits. |

5. Press HOLD.

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

**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 10. Example Caller ID display.*

```
404-555-5512  ← First line: calling number (7 or 10 digits)
ABC COMPANY  ← Second line: calling name (up to 15 characters)
```

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**

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:
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.

Using the Reminder Alarm

1. Pick up the handset or press ON/OFF.
2. Do one of the following:

<table>
<thead>
<tr>
<th>If . . .</th>
<th>Then . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>You want to set the alarm</td>
<td>a. Dial #4.</td>
</tr>
<tr>
<td></td>
<td>b. Enter the time using 12-hour format (HH:MM), followed by 1 for a.m. or 2 for p.m.</td>
</tr>
<tr>
<td>You want to cancel the alarm</td>
<td>Dial #4.</td>
</tr>
</tbody>
</table>
3. 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.

 Setting Up Your Phone
Dropping Out of a Conference Call

To drop out of a conference call, 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.
Switching Between Pulse and Tone Calling

When you dial your phone, 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.

3. Placing Outside Calls

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

This chapter covers the following topics:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Making Calls</td>
<td>14</td>
</tr>
<tr>
<td>Using Speed Dialing</td>
<td>16</td>
</tr>
<tr>
<td>Redialing Outside Numbers</td>
<td>21</td>
</tr>
<tr>
<td>Waiting for an Outside Line</td>
<td>23</td>
</tr>
<tr>
<td>Using Account Codes</td>
<td>23</td>
</tr>
</tbody>
</table>
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 one 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 may not be available. 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 the outside lines in the group are busy, you 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. Press an FF key that is dedicated to an outside line or to a group of outside lines
2. 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.

To Assign a Walking COS Code

1. Pick up the handset or press ON/OFF.
2. Dial "#12."
3. Enter the four-digit Walking Class of Service code (0001 ~ 9999).
4. Press "."
5. Replace the handset or press ON/OFF.

To Use a Walking COS Code

1. From the other extension, pick up the handset or press ON/OFF.
2. Dial "#13."
3. Enter your extension number.
4. Enter your Walking Class of Service code.
5. Press "."
6. Access an outside line.
7. Dial the telephone number.

The Walking Class of Service will remain in effect until you hang up.

Note: The same Walking Class of Service code may be used by more than one extension.
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.

Controlling Your Extension Lock

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: Lockout codes can be set up by your system administrator or DBS dealer.

Using Your Calling Privileges from Another Phone

Walking Class of Service (COS) allows you to use your own calling privileges at another phone. For example, you may be allowed to make long-distance calls from your phone, but a phone in your company's warehouse may be restricted from long-distance calls.

To make long-distance calls from the restricted phone, you can go to that phone and enter a Walking COS code before dialing the number.

Before using this feature, you must assign a COS code for your phone.

The following instructions explain how to assign the code as well as dial it before placing a call.

Dialing a Specific Outside Line

1. Pick up the handset or press ON/OFF.
2. Dial 88.
3. Dial the outside line number (01-64).
4. Dial the telephone number.

Note: Your system may be set up to use the forced Least Cos Routing feature. If so, you cannot dial a specific outside line. See your DBS administrator or dealer for more information.

Making Emergency Calls (911 Calls)

In newer DBS systems, all extensions can access an outside line then dial 911, regardless of the calling restrictions assigned to the extension. In older DBS systems, 911 calls can only be made from extensions that are allowed to make outside calls.

Use the following procedure to dial 911 calls. (For older system, you may have to dial these digits from a phone that is allowed to make outside calls.)

1. Pick up the handset or press ON/OFF.
2. Dial 9 (or any other number used to access an outside line).
3. Dial 911.
Using Personal Speed Dialing (PSD)

You can assign PSD (personal speed dial) numbers to the one-touch keys on your phone. All systems provide at least ten PSDs numbered 90 to 99. Some systems optionally allow up to 40 PSDs numbered 900 to 939.

Each one-touch key corresponds to one of the personal speed dial codes. For example:

<table>
<thead>
<tr>
<th>One-touch key . . .</th>
<th>Corresponds to personal speed dial code . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>90 or 900</td>
</tr>
<tr>
<td>#2</td>
<td>91 or 901</td>
</tr>
<tr>
<td>#3</td>
<td>92 or 902</td>
</tr>
<tr>
<td>etc.</td>
<td></td>
</tr>
</tbody>
</table>

**Assigning PSD Numbers to One-Touch Keys**

1. Pick up the handset or press ON/OFF.
2. Press PROG.
3. Press the desired one-touch key.
4. Dial the phone number (no more than 16 characters).

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

6. Using Additional Features

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

This chapter covers the following topics:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using Station Lockout</td>
<td>50</td>
</tr>
<tr>
<td>Using Your Calling Privileges at Another Phone</td>
<td>50</td>
</tr>
<tr>
<td>Switching Between Pulse and Tone Calling</td>
<td>52</td>
</tr>
<tr>
<td>Making Conference Calls</td>
<td>52</td>
</tr>
<tr>
<td>Using a Headset</td>
<td>53</td>
</tr>
<tr>
<td>Controlling Internal Dial Tone</td>
<td>53</td>
</tr>
<tr>
<td>Controlling Background Music</td>
<td>54</td>
</tr>
<tr>
<td>Using the Reminder Alarm</td>
<td>54</td>
</tr>
<tr>
<td>Using Caller ID</td>
<td>55</td>
</tr>
</tbody>
</table>
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 six digits. If more than six digits are required, assign the numbers to a personal or system speed dial number, then store the speed dial number rather than your password under the voice mail key. (See “Using Speed Dialing” on page 16.)

7. Press HOLD.

Using a Voice Mail Transfer Key

1. When a call arrives, answer it then press the VM/TRF key. The system automatically puts the incoming call on hold.

2. When the caller asked to be transferred to a voice mailbox, press the desired DSS/BLF key or dial the extension number.

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

Using Speed Dialing

<table>
<thead>
<tr>
<th>To insert a ...</th>
<th>Press ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause</td>
<td>REDIAL</td>
</tr>
<tr>
<td>Flash</td>
<td>FLASH</td>
</tr>
<tr>
<td>Hyphen (-)</td>
<td>FF6 (flexible function key 6)</td>
</tr>
</tbody>
</table>

(Appears when the number is dialed or checked, but not during programming.)

*     #

Outside line access code

a. CONF
b. Dial the access code (9 or 1-6).

5. Press HOLD.

6. Replace the handset or press ON/OFF.

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 key.

Checking PSD Numbers

1. Pick up the handset or press ON/OFF.
2. Press CONF.
3. Press the desired one-touch key.

The PSD number appears on the display.

4. Replace the handset or press ON/OFF.
**Assigning Names to PSD Numbers**

PSD names are displayed when you dial the PSD number.

1. Pick up the handset or press ON/OFF.
2. Press PROG.
3. Dial #1.
4. Press AUTO.
5. Dial a PSD code (90-99, or 900-939).

   Note: PSD codes correspond to one-touch keys. Code 90 (or 900) = key 1, code 91 (or 901) = key 2, etc. For example, to assign a name to the PSD number on one-touch key 1, use PSD code 90 (or 901).

6. Press AUTO once to clear each character in the default name.
7. Enter the first character of the name. Use the information in Table 3 on page 19 as a guide.

   Note: To enter numbers into name, press CONF. To resume entering letters, press CONF again.
8. Press FLASH.
9. Repeat steps 7-8 for each character in the name until the entire name is entered.
10. When the name is complete, press FLASH.
11. Press HOLD.

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

---

**Using a Voice Mail Key**

1. When the VM key flashes, press it to connect to your mailbox.
2. To enter numbers into name, press CONF. To resume entering letters, press CONF again.
3. When the name is complete, press FLASH.
4. Press HOLD.

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

---

**Using One-Touch Voice Mail Transfer**

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 One-Touch Voice Mail Transfer key allows you to quickly transfer callers directly into voice mail.

### 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.
Breaking Into an Outside 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.

1. Pick up the handset or press ON/OFF.
2. Dial the extension number.
3. When you hear the busy tone, press 4.

Note: In order to break into a busy extension, you must be in the same paging group as the extension.

Assigning a Voice Mail 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.

Using One-Touch Voice Mail Access

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 One-Touch Voice Mail key can be used to provide one-touch access to your voice mailbox. In addition, it also provides a flashing red light anytime you have voice mail messages.

Once the key is assigned, you will notice that the key flashes when you have a voice message. To dial voice mail, simply press the key.

Using Speed Dialing

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

Table 3. Speed dial alphabet entry
Using Speed Dialing

Using System Speed Dialing (SSD)

Up to 90 SSD (system speed dial) numbers can be assigned from the operator's phone. These SSD numbers are assigned to codes 00-89. Some systems allow up to 200 SSD numbers. These SSD numbers are assigned to codes 000-199. System speed dial numbers are available to everyone.

Dialing an SSD Number

1. Pick up the handset or press ON/OFF.
2. If necessary, access an outside line.
3. Press AUTO.
4. Dial the SSD code (00-89 or 000-199).

Checking SSD Numbers

1. Pick up the handset or press ON/OFF.
2. Press CONF.
3. Press AUTO.
4. Dial the SSD code (00-89 or 000-199).

The SSD number appears on the display.

Chaining Speed Dial Numbers

You can chain together up to five SSD or PSD numbers to handle phone numbers longer than 16 characters.

Note: Before chaining, enter the parts of the phone number into one-touch keys or speed dial codes. 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.

Notes:

- Your original conversation is not interrupted by sending 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.

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.

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.
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 allows you to make an announcement to a busy extension. The announcement is only heard by the called party, not by the other party he or she is talking to.

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 outside 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.

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.

<table>
<thead>
<tr>
<th>Dialed Digit</th>
<th>Text Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Take A Message</td>
</tr>
<tr>
<td>2</td>
<td>Please Hold</td>
</tr>
<tr>
<td>3</td>
<td>Will Call Back</td>
</tr>
<tr>
<td>4</td>
<td>Transfer</td>
</tr>
<tr>
<td>5</td>
<td>Unavailable</td>
</tr>
</tbody>
</table>

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.

4. Use the one-touch keys or speed dial codes to dial the remaining parts of the phone number until it is completed.
Auto-Repeat Dialing

With some systems, if the outside number dialed 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.

To cancel Auto-Repeat Dialing

1. 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 *.

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. Dial the date or time of your return, using MM/DD or HH/MM (24-hour) format.
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:

<table>
<thead>
<tr>
<th>Number</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>In Meeting</td>
</tr>
<tr>
<td>1</td>
<td>At Lunch</td>
</tr>
<tr>
<td>2</td>
<td>Out of Office</td>
</tr>
<tr>
<td>3</td>
<td>Vacation</td>
</tr>
<tr>
<td>4</td>
<td>Another Office</td>
</tr>
</tbody>
</table>

 Cancelling the Absence Message

1. Pick up the handset or press ON/OFF.
2. Dial 71.
3. Press ON/OFF.
Using Do-Not-Disturb

Responding to Message Waiting Requests

The MSGE indicator flashes when you have a message waiting.

1. Pick up the handset or press ON/OFF.
2. Press AUTO.
3. Do one of the following:

<table>
<thead>
<tr>
<th>If ...</th>
<th>Then ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>You want to answer the message waiting request</td>
<td>Press REDIAL.</td>
</tr>
<tr>
<td>You want to cancel the message waiting request</td>
<td>Press FLASH.</td>
</tr>
</tbody>
</table>

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.

1. Pick up the handset or press ON/OFF.
2. Dial 73.
   
   If DND is on, this step turns it off. If DND is off, this step turns it on.
3. Press ON/OFF.

Waiting for an Outside Line

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

Having an Open Line Call You Back

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 Account Codes

Account Codes can be used in different ways, depending on how your system is set up. The following table describes the type of account codes that may be available for your extension. This table also includes examples of how the different types of account codes can be used.

See your system administrator or DBS dealer for the account code capabilities assigned to your extension.
### Using Account Codes

#### Table 4. DBS account code usage

<table>
<thead>
<tr>
<th>Account Code Type</th>
<th>Description</th>
<th>Uses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voluntary Unverified</td>
<td>Account codes of up to 10 digits can be used on a voluntary basis. Account codes can be assigned before or during outgoing calls or during incoming calls.</td>
<td>To voluntarily assign account information for specific calls.</td>
</tr>
<tr>
<td>Forced Unverified</td>
<td>Account codes of up to 10 digits must be entered before dialing an outgoing call. Note: When using Forced Unverified Account Codes. Voluntary Unverified Account Codes can be entered during incoming calls.</td>
<td>To assign mandatory account information for specific calls.</td>
</tr>
<tr>
<td>Forced Verified</td>
<td>Preassigned account codes of up to 4 digits must be entered before dialing an outgoing call. Forced Verified Account codes are also associated with extension dialing privileges. For example, the Forced Verified Account Code “1111” could be associated with calling privileges that allow long-distance and international calls. Note: When using Forced Unverified Account Codes. Voluntary Unverified Account Codes can be entered during incoming calls.</td>
<td>To assign mandatory account information for specific calls.</td>
</tr>
</tbody>
</table>

### 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 Message Waiting

This feature allows you to leave another extension a message requesting a return call.

#### Sending a Message Waiting Request

1. Pick up the handset or press ON/OFF.
2. Dial the extension number.
4. Press ON/OFF.

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

Answering Call Waiting

1. Do one of the following:

<table>
<thead>
<tr>
<th>If...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>You want to answer the call</td>
<td>Press the Talkback* key. The current call is put on hold.</td>
</tr>
<tr>
<td>You want to reply with a text message</td>
<td>Press CONF.</td>
</tr>
</tbody>
</table>

2. Do one of the following:

<table>
<thead>
<tr>
<th>If...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>You answered and want to handle both calls at once</td>
<td>Press the Talkback* key to toggle between the two calls.</td>
</tr>
<tr>
<td>You answered and want to handle the calls separately</td>
<td>Finish the second call and terminate it. You are returned to the original call.</td>
</tr>
<tr>
<td>You want to reply with a text message</td>
<td>Dial one of the following digits: 1 = Take A Message 2 = Please Hold 3 = Will Call Back 4 = Transfer 5 = Unavailable</td>
</tr>
</tbody>
</table>

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 Account Codes

Using Voluntary Unverified Account Codes

You can enter an unverified account code before making a call or during a call.

1. Pick up the handset or press ON/OFF (unless you are already on a call).
2. Press AUTO.
3. Press #.
4. Dial the account code.
5. Press #.
6. If assigning the code before the call, access an outside line and dial the desired number.

Using Forced Unverified Account Codes

If your system is set up to use Forced Unverified Account Codes, you must enter an account code before dialing an outside number.

1. Pick up the handset or press ON/OFF.
2. Press AUTO.
3. Press #.
4. Dial the account code.
5. Press #.
6. Access an outside line and dial the desired number.
Using Account Codes

Using Forced Verified Account Codes
If your system is set up to use Forced Verified Account Codes, you must enter a valid account code before dialing an outside number.

1. Pick up the handset or press ON/OFF.
2. Dial #11.
3. Dial your account code.
4. Press #.
5. Access an outside line and dial the phone number.

Assigning Unverified Codes to PSD Numbers
You can store Unverified Account Codes under Personal Speed Dial Numbers. However, you can only use the PSD number to dial an account code before a call. You cannot use the PSD to dial an account code during a call.

1. Pick up the handset or press ON/OFF.
2. Press PROG.
3. Press a one-touch key.
5. Dial the account code.
6. Press #.
7. Press HOLD.
8. 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.
**Using Call Forwarding**

<table>
<thead>
<tr>
<th>To forward...</th>
<th>Dial...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>All calls</td>
<td>720</td>
<td>Dial the extension number that you want to forward to.</td>
</tr>
<tr>
<td>Calls when your phone is busy</td>
<td>721</td>
<td>Dial the extension number that you want to forward to.</td>
</tr>
<tr>
<td>Calls when your phone does not</td>
<td>722</td>
<td>Dial the extension number that you want to forward to.</td>
</tr>
<tr>
<td>Calls to an outside line</td>
<td>723</td>
<td>Press AUTO and dial the appropriate speed dial number.</td>
</tr>
<tr>
<td>Note: To forward to an outside</td>
<td>720, 721</td>
<td>Note: When forwarding with 723, you can only forward internal calls to an outside number. You cannot forward outside calls to an outside number.</td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calls when your phone does not</td>
<td>724</td>
<td>Dial the extension number that you want to forward to.</td>
</tr>
</tbody>
</table>

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.

**Using a PSD Number to Dial an Account Code**

1. Pick up the handset or press ON/OFF.
2. Press the one-touch key in which the account code is stored.
3. Access an outside line and dial the phone number.

** Cancelling Call Forwarding**

1. Pick up the handset or press ON/OFF.
2. Dial 72.
3. Replace the handset or press ON/OFF.

---

**Using Account Codes**

---

**3. Placing Outside Calls**
Using Account Codes

Using Call Forwarding

4. Do one of the following:

<table>
<thead>
<tr>
<th>If . . .</th>
<th>Then . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>You want to end the page</td>
<td>Replace the handset.</td>
</tr>
<tr>
<td>You want to get a response</td>
<td>Do not hang up; wait for the paged party to</td>
</tr>
<tr>
<td>from someone answering the</td>
<td>answer.</td>
</tr>
<tr>
<td>page at an extension</td>
<td></td>
</tr>
</tbody>
</table>

Answering a Page

1. Pick up the handset or press ON/OFF.
2. Dial 77 and speak to the paging party.

Using Call Forwarding

The calls you specify 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:
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

Voice calling causes calls to be connected immediately, without making the receiving extension ring. Tone calling sends ringing to the called extension.

During a call, press 1 to switch between tone and voice.

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 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.

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

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

3. Make your announcement.

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:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Picking Up Calls</td>
<td>30</td>
</tr>
<tr>
<td>Holding Calls</td>
<td>31</td>
</tr>
<tr>
<td>Using Call Park</td>
<td>32</td>
</tr>
<tr>
<td>Transferring Calls</td>
<td>33</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>To answer . . .</th>
<th>Do the following . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>A call ringing at someone else's phone</td>
<td>Press the flashing FF key.</td>
</tr>
</tbody>
</table>
| 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 36.)

# Some offices have after-hours calls ringing over 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.

5. Communicating Within Your Office

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

This chapter covers the following topics:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calling Other Extensions</td>
<td>36</td>
</tr>
<tr>
<td>Paging</td>
<td>36</td>
</tr>
<tr>
<td>Using Call Forwarding</td>
<td>37</td>
</tr>
<tr>
<td>Using Call Waiting</td>
<td>39</td>
</tr>
<tr>
<td>Using Message Waiting</td>
<td>41</td>
</tr>
<tr>
<td>Using Do-Not-Disturb</td>
<td>42</td>
</tr>
<tr>
<td>Using Absence Messages</td>
<td>43</td>
</tr>
<tr>
<td>Announcing to Busy Extensions</td>
<td>44</td>
</tr>
<tr>
<td>Breaking Into an Outside Call</td>
<td>46</td>
</tr>
<tr>
<td>Using One-Touch Voice Mail Access</td>
<td>46</td>
</tr>
<tr>
<td>Using One-Touch Voice Mail Transfer</td>
<td>47</td>
</tr>
</tbody>
</table>
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.

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.

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 a 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 operators park calls somewhat differently than other extensions. Operators can park calls on any of 10 “park numbers.” With extensions, called 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 Operator 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 Operator
1. Pick up the handset or press ON/OFF.
2. Dial 76.
3. Dial the appropriate system park number (00-09).

Transferring Calls

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.

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

Screened 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 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.

Answering Calls