

**DSX**

**DSX Telephone Feature  
Handbook**

**P/N 1093099**

Printed in U.S.A.  
1093100-0025-092209

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# Introduction

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## Dial Codes by Feature

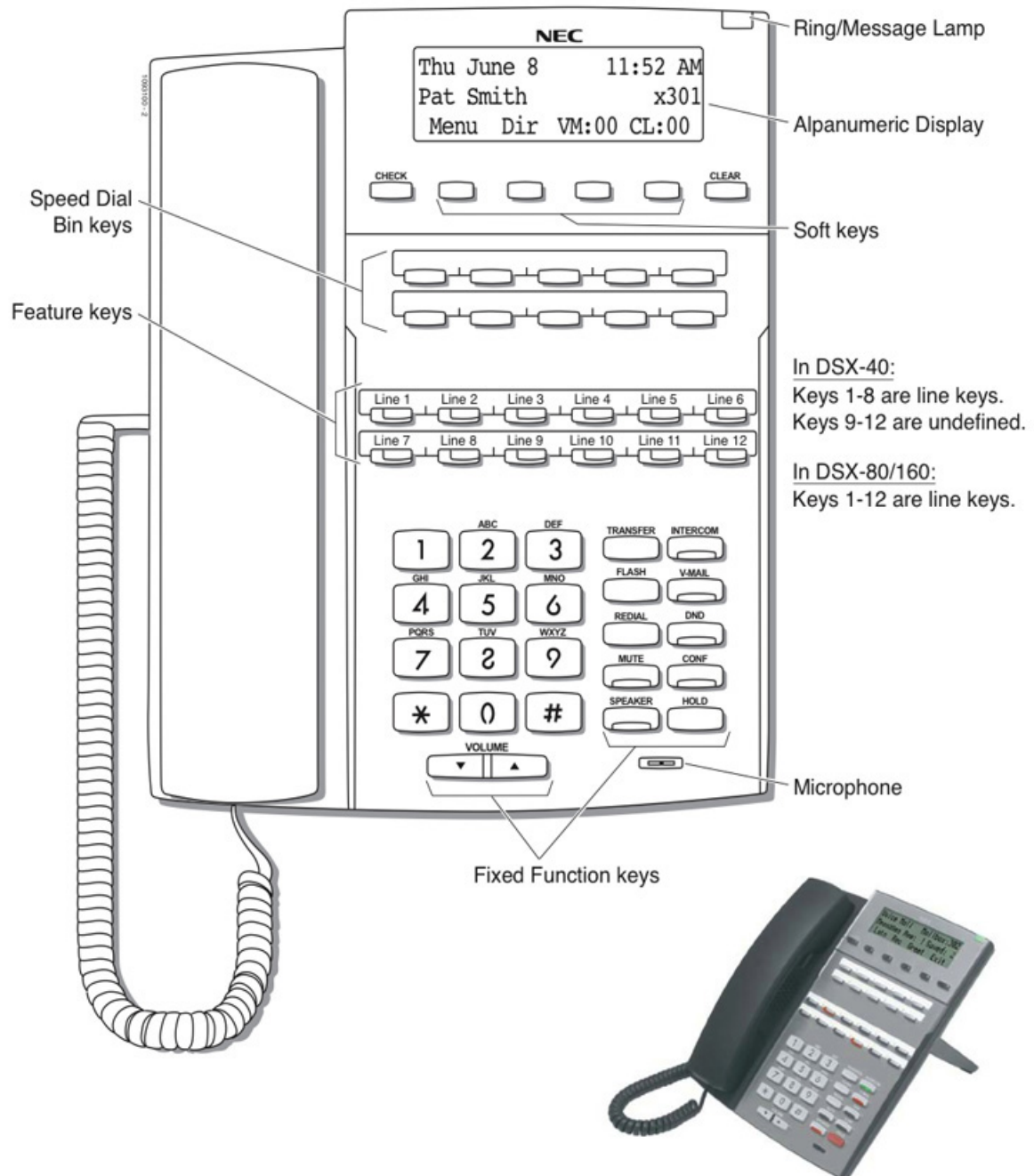
### DSX Dial Codes Sorted by Feature

Dial Codes by Feature		
For this feature	Dial this code	When you are
<u>Barge In (Intrusion)</u>	<b>4</b>	Barging-In on a co-worker's call
<u>Call Waiting / Camp-On</u>	<b>INTERCOM + #9</b> + Line number (e.g., 01)	Using Line Dial-Up to place an outside call
<u>Central Office Calls, Placing</u>	<b>INTERCOM + #9</b> + Line number (e.g., 01)	Using Line Dial-Up to place an outside call
	<b>INTERCOM</b> + Line extension number (e.g., 101)	Using Direct Line Access to place an outside call
	<b>INTERCOM + 9</b> or <b>90-98</b>	Accessing a Line Group to place an outside call
<u>Dial Number Preview</u>	<b>*</b>	Previewing a number before dialing
<u>Directed Call Pickup</u>	<b>INTERCOM + **</b> + Extension	Intercepting a call ringing a co-worker's extension
<u>Flash</u>	<b>#3</b>	Flashing a line at a single line extension
<u>Forced Line Disconnect</u>	<b>#</b>	Using Forced Line Disconnect to disconnect a busy outside line
<u>Group Call Pickup</u>	<b>INTERCOM + *#</b>	Answering a call ringing a phone in your Pickup Group
<u>Hold</u>	<b>INTERCOM + *4</b> + Line number (e.g., 01)	Picking up an outside call on System Hold at a co-worker's extension
<u>Intercom</u>	<b>INTERCOM</b> + Extension (e.g., 301)	Placing an Intercom call to a co-worker
<u>Meet-Me Conference</u>	<b>INTERCOM + #11</b> or <b>#12</b>	Setting up or joining a Meet-Me Conference
<u>Monitor / Silent Monitor</u>	<b>6</b>	Setting up Monitor after calling a busy co-worker
<u>Night Service / Night Ring</u>	<b>**</b> + UNA code (01-04)	Answering a call ringing UNA at night
<u>Paging</u>	<b>INTERCOM + *1</b> + Page zone (1-7 or 0 for All Call)	Making an internal Paging announcement
<u>Park</u>	<b>INTERCOM + *</b> + System Park Orbit (60-69)	Parking or retrieving a call from System Park Orbit

	<b>INTERCOM</b> + ** + Extension (e.g., 301)	Using Personal Park to Park or retrieve a call at a co-workers extension
<u>Removing Lines and Extensions from Service</u>	<b>INTERCOM</b> + #40 + Extension (e.g., 301) or line (e.g., 101) + 4 (to return) or 6 (to remove)	Removing or returning an extension or line to service
<u>Selectable Display Messaging</u>	<b>INTERCOM</b> + *38 + Message (00-16) + Hold + Add additional digits + <b>HOLD</b>	Enabling a Selectable Display Message
<u>Speed Dial</u>	<b>INTERCOM</b> + # + System bin (201-299) or Personal number (701-720)	Dialing a System or Personal Speed Dial number
<u>Transfer</u>	<b>TRANSFER</b> + Extension (e.g., 301)	Transferring a call to a co-worker's extension
	<b>TRANSFER</b> + Extension (e.g., 301) + <b>V-MAIL</b>	Transferring a call to a co-worker's mailbox
<u>Voice Mail (IntraMail)</u>	<b>V-MAIL</b>	Calling your mailbox from your keyset
	Lift handset + *8	Calling your mailbox from your single line telephone
	<b>TRANSFER</b> + Extension (e.g., 301) + <b>V-MAIL</b>	Transferring a call to a co-worker's mailbox from your keyset
	Hookflash + Extension (e.g., 301) + 8	Transferring a call to a co-worker's mailbox from your single line telephone
	<b>INTERCOM</b> + *37 + 2 (all calls) or 8 (outside calls)	Setting up Personal Answering Machine Emulation
	<b>INTERCOM</b> + *30	Canceling Personal Answering Machine Emulation
<u>Voice Over</u>	9	Initiating a Voice Over to a busy extension (after hearing busy/ring tone)

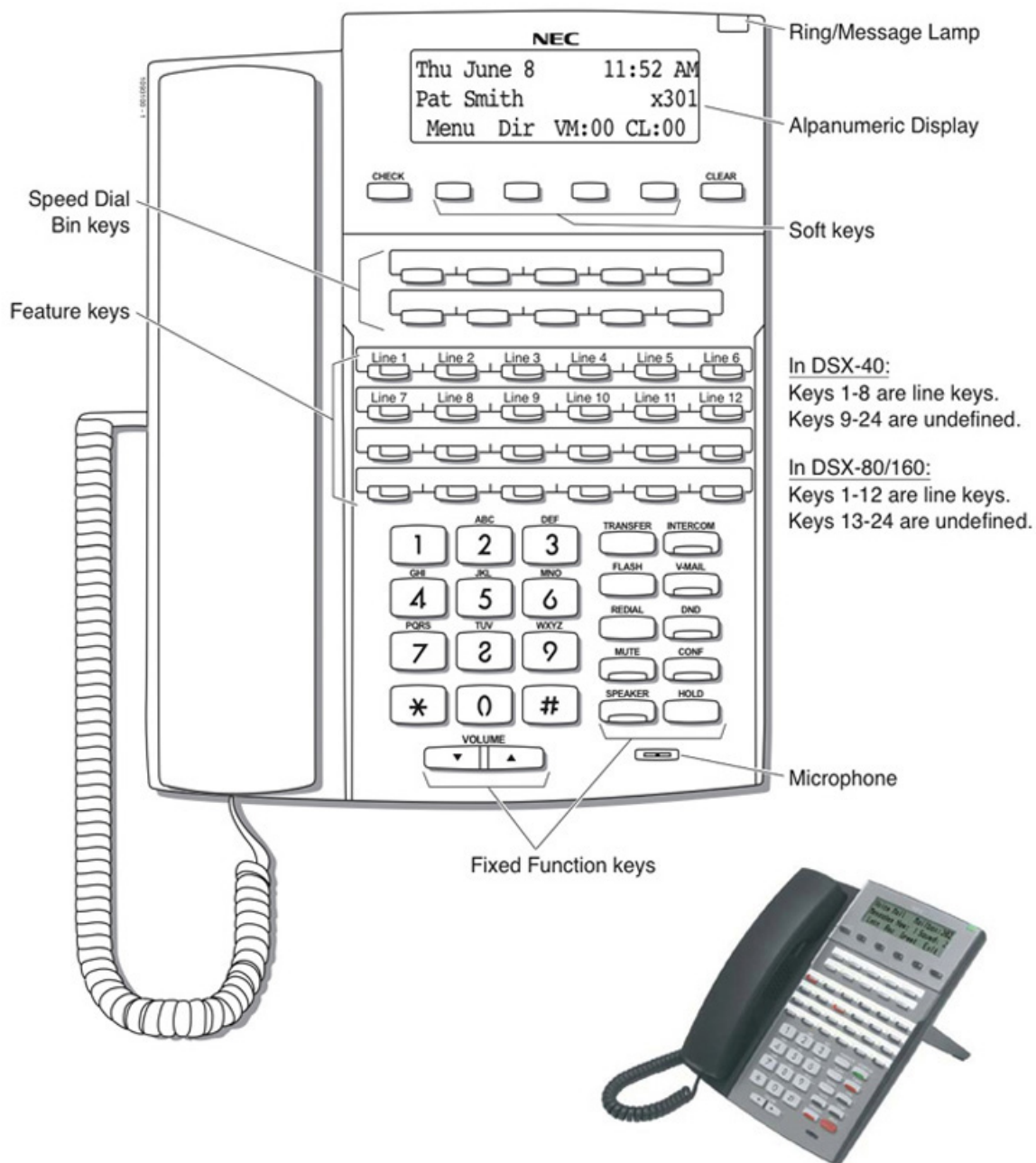
## 22-Button Display Telephone

### 22-Button Display Telephone Key Layout



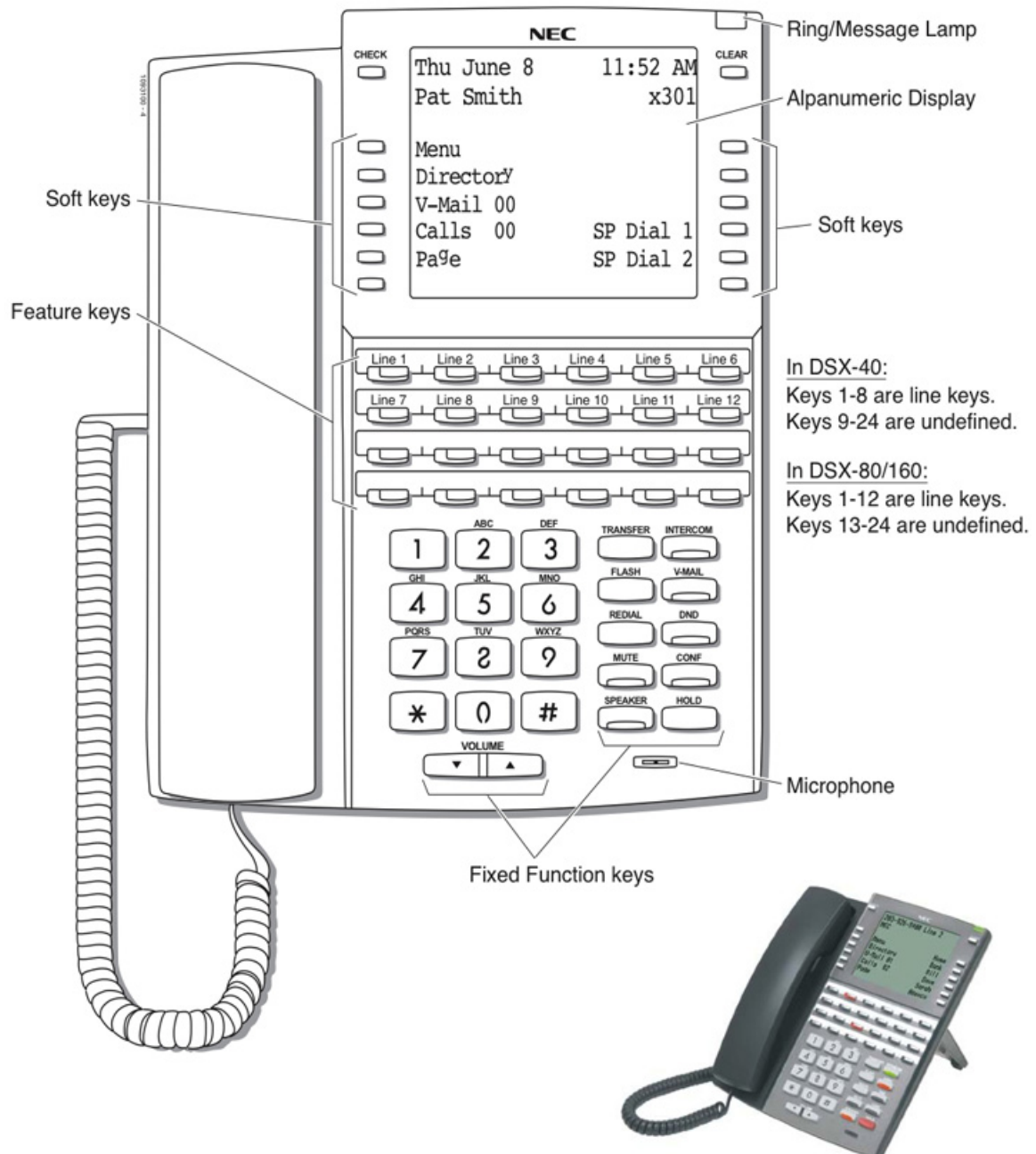
## 34-Button Display Telephone

### 34-Button Display Telephone Key Layout



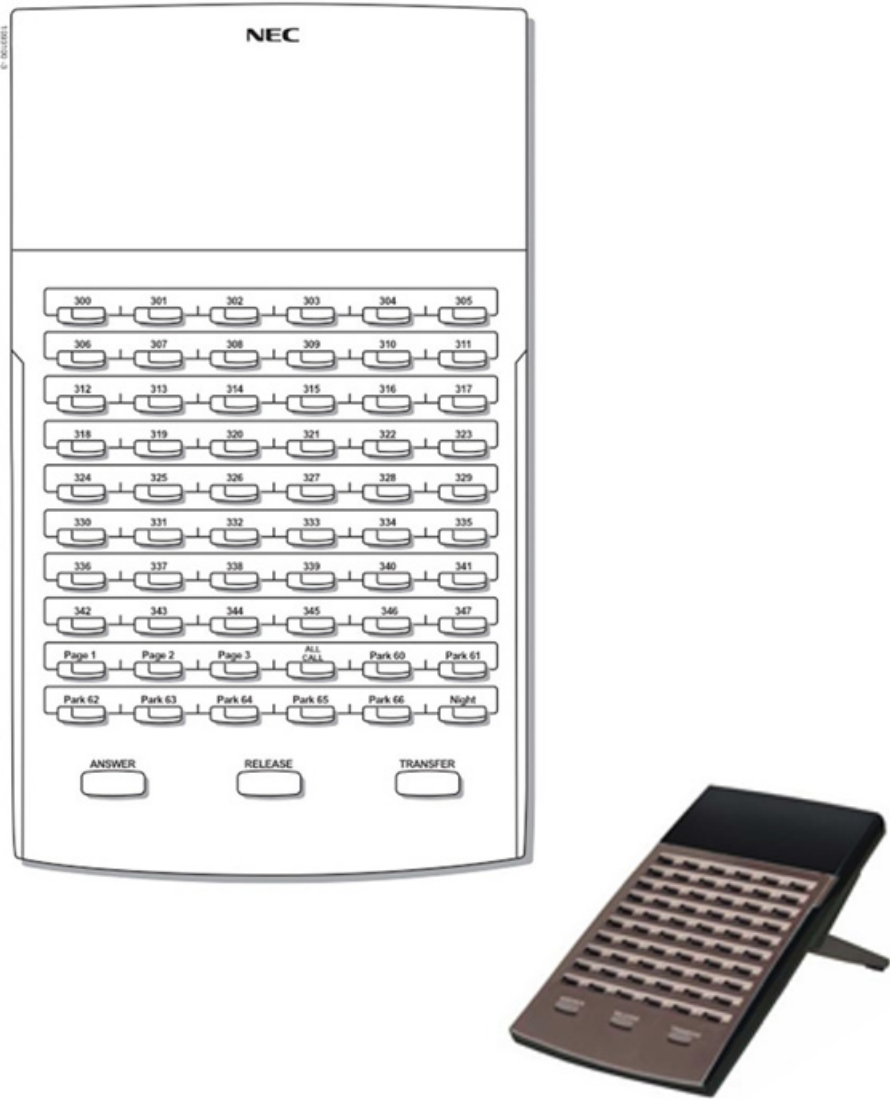
## 34-Button Super Display Telephone

### 34-Button Super Display Telephone Key Layout



# 60-Button DSS Console

## 60-Button DSS Console Key Layout





## Features

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## About Your Telephone Display and Dial Pad

Your telephone's display helps you process calls, identify callers and customize features.

### Display Types

The 22- and 34-Button Display Telephones have a three-line alphanumeric display that shows the date and time, feature status messages, and a row of soft key definitions.

The 34-Button Super Display Telephone has a nine-line alphanumeric display that also shows the date and time and feature status messages. Additionally, it has six more rows for the extensive soft keys.

The 34-Button Display and 34-Button Super Display Telephones have a backlit display; the 22-Button Telephones do not.

### Display Contrast Control

While your phone is idle, you can press **VOLUME Up** or **VOLUME Down** to adjust the contrast of the display. The system "remembers" your settings.

### Contrast Control Preset

Use the Contrast Control Preset to set the default contrast level.

### Backlit Display Brightness Control Presets

You can preset the default idle backlight brightness and active backlight brightness for your 34-Button Display or 34-Button Super Display Telephone display. You set one brightness level for when your phone is idle and another for when it is active. The 22-Button Telephone doesn't have a backlit display so the idle and active presets are not available.

### Automatic Backlight with Ambient Light Sensitivity Adjustment

The 34-Button Display and 34-Button Super Display Telephones have a Light Sensitivity Adjustment which you can optionally set. In a brightly lit room (and when you are busy on the phone) the display will stay at its maximum backlit level. If the room light dims or goes out, the display will automatically change to the minimum backlit level.

Turn the sensitivity adjustment down for a bright room and up for a dimly lit room.

### Illuminated Dial Pad

The 34-Button Display and 34-Button Super Display Telephones also have an illuminated dial pad. The dial pad lights when you are using the phone and goes dark when the phone is idle. You'll be sure to find dial pad illumination helpful if you work in a difficult lighting area.

### Using the Display Presets

- Use these presets set the default values of your display's contrast and backlight options.

### To set up the display presets at a keyset:

Setting up the Display Presets (Keyset)	
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.	
<b>Menu + 21</b>	Select the contrast preset.

Setting up the Display Presets (Keyset)		
	<b>Down</b>	Turn the display contrast down.
	<b>Up</b>	Turn the display contrast up.
	<b>Back</b>	Save your setting and back up to the previous level.
<b>Menu + 22</b>	Select the minimum brightness preset.	
	<b>Down</b>	Turn the display minimum brightness level down.
	<b>Up</b>	Turn the display minimum brightness level up.
	<b>Back</b>	Save your setting and back up to the previous level.
<b>Menu + 23</b>	Select the maximum brightness preset.	
	<b>Down</b>	Turn the display maximum brightness level down.
	<b>Up</b>	Turn the display maximum brightness level up.
	<b>Back</b>	Save your setting and back up to the previous level.
<b>Menu + 24</b>	Select the Automatic Backlight Light Sensitivity preset.	
	<b>Down</b>	Turn the light sensitivity level down (for bright rooms). The minimum setting is off.
	<b>Up</b>	Turn the light sensitivity level up (for dimly lit rooms).
	<b>Back</b>	Save your setting and back up to the previous level.

#### To set up the display presets at a Super Display:

Setting up the Display Presets (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Display</b>	Select the Display Presets sub-menu.	
	<b>Contrast</b>	Select the contrast preset.
	<b>VOLUME v</b>	Turn the display contrast down.
	<b>VOLUME ^</b>	Turn the display contrast up.
	<b>Min Brightness</b>	Select the minimum brightness preset.
	<b>VOLUME v</b>	Turn the display minimum brightness level down.
	<b>VOLUME ^</b>	Turn the display minimum brightness level up.
	<b>Max Brightness</b>	Select the maximum brightness preset.
	<b>VOLUME v</b>	Turn the display maximum brightness level down.
	<b>VOLUME ^</b>	Turn the display maximum brightness level up.

Setting up the Display Presets (Super Display)		
	<b>Auto Backlight</b>	Select the Auto Backlight/Light Sensitivity brightness preset.
	<b>VOLUME v</b>	Turn the light sensitivity level down (for bright rooms). The minimum setting is off.
	<b>VOLUME ^</b>	Turn the light sensitivity level up (for dimly lit rooms).
	<b>Back</b>	Save your setting and black up to the previous level.
	<b>Exit</b>	Save your setting and black up to the idle menu display.

## Enabling Dial Pad Illumination

To enable or disable Illuminated Dial Pad at a keyset:

Enabling or Disabling Illuminated Dial Pad (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 35</b>	Select the Illuminated Dialpad sub-menu	
	<b>On</b>	Enable Illuminated Dial Pad.
	<b>Off</b>	Disable Illuminated Dial Pad.
	<b>Back</b>	Save your setting and go back to the previous level.

To enable or disable Illuminated Dial Pad at a Super Display:

Enabling or Disabling Illuminated Dial Pad (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + More + Illuminated Dialpad</b>	Select the Illuminated Dialpad sub-menu	
	<b>On</b>	Enable Illuminated Dial Pad.
	<b>Off</b>	Disable Illuminated Dial Pad.
	<b>Back</b>	Save your setting and go back to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

## Account Codes

---

Account Codes are user-dialed codes that help categorize and/or restrict outside calls. Account Codes are from 2-10 digits long, using any combination of the digits 0-9. There are three types of Account Codes:

- Optional (Unforced Account Codes)
- Forced Account Codes
- Verified Account Codes

Optional Account Codes allow you to enter an Account Code while placing an outside call or any time while on a call. This type of Account Code is optional: you do not have to enter it. If you are already talking on an outside call, your conversation continues uninterrupted while you enter an Account Code.

Forced Account Codes require that you enter an Account Code every time you place an outside call. If you don't enter the code, the system prevents the call. The system can require Forced Account Codes for all outside calls, or just for toll calls. Note that Forced Account Codes do not pertain to incoming calls.

With Verified Account Codes, the system compares the Account Code you enter with a list of codes stored in the system's Verified Account Codes table. If the Account Code is in the table, your call will go through (provided Toll Restriction doesn't block the call). If the code is not in the table, the system prevents the call. Verified Account Codes, if enabled, apply only to Forced Account Codes.

---

### Optional (Unforced) Account Codes

- For keysets, Optional Account Codes apply to both incoming and outgoing calls. For outgoing calls, you can enter the Account Code before or after dialing the outside number.
- For Single Line sets, Optional Account Codes apply only to outgoing calls. You must enter the Account Code after getting dial tone on the line but before dialing the outside number.

#### To enter an Optional (Unforced) Account Code:

1. Place or answer outside call.
2. Press your **Account Code Feature Key** or dial # (if enabled).
3. When your display shows *Enter Account Code*, enter the Account Code.
  - a) An Account Code can be up to 10 digits long, using the digits 0-9.
4. Press an **Account Code Feature Key** or dial # (if enabled).
5. For outside calls only: Dial your outside number.
  - a) Toll Restriction may still prevent you from dialing certain outside numbers.
  - b) If the number doesn't dial out within 6 seconds, your system probably has *Store and Forward* enabled. Just dial # to have the call go through.

---

### Forced Account Codes

- *Forced Account Codes may prevent Speed Dial from dialing 911 emergency services.*

- Forced Account Codes do not apply to incoming calls.

**To enter a Forced Account Code:**

1. Access a line for an outgoing call.
  - a) You hear three beeps.
2. When your display shows *Enter Account Code*, enter the Account Code.
  - a) An Account Code can be up to 10 digits long, using the digits 0-9.
  - b) If your system has Verified Account Codes enabled, you must enter one from the Verified Account Codes Table. If you enter an invalid Verified Account Code, your call will be cut off in the next step.
  - c) Skip this step to bypass Account Code entry (for example, when dialing a local call and your system requires Account Codes only for toll calls).
3. Press an **Account Code Feature Key** or dial **#** (if enabled).
4. Dial your outside number.
  - a) Toll Restriction may still prevent you from dialing certain outside numbers.
  - b) If the number doesn't dial out within 6 seconds, your system probably has *Store and Forward* enabled. Just dial **#** to have the call go through.

## Attendant Call Queuing (Intercom Queue Key)

---

The Intercom Queue Key helps minimize call congestion if you handle a lot of incoming Intercom calls. If you are busy on a call and receive a new Intercom call, the new call will ring the Intercom Queue Key. Additional new Intercom calls will "stack up" under the key. When you become free, the first (oldest) call rings the key first. Just press the Intercom Queue Key to answer the call, then repeatedly press the key to answer the remaining calls.

Your Intercom Queue Key is a visual reminder that additional Intercom calls are waiting to be answered. An unlimited number of Intercom callers can queue under your key. Your key winks on (green) when calls are queued and your extension receives Off-Hook Ringing. Your callers hear ringback while they wait — not busy tone.

---

### Using your Intercom Queue Key

#### To answer a call waiting on your Intercom Queue Key:

1. Press the flashing **Intercom Queue Key**.
  - a) You answer the waiting call.
2. Press the key repeatedly to answer additional waiting calls.



## Attendant Position

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If you are the attendant, your extension is the focal point for call processing within the system. Your system can have up to four attendants. In addition to the features of a standard keyset, an attendant also has the following unique capabilities (refer to the respective feature for details):

- Attendant Call Queuing
- Barge In (Intrusion)
- Direct Line Access
- Forced Line Disconnect
- line Queuing / Line Callback
- Night Service / Night Ring
- Removing Lines and Extensions from Service

For maximum efficiency, you should use a 34-Button Display or 34-Button Super Display Telephone. In addition, you should find a DSS Console helpful when processing calls.

---

### Calling the Attendant

#### To call the attendant:

1. Press **INTERCOM**.
2. Dial **0**.
  - a) You hear two beeps.
  - b) This calls the attendant assigned to your extension. If your system has multiple attendants, you can reach them by dialing **01-04**.
  - c) In a multiple attendant system, you can dial **0** and wait on the line to automatically call operator 1.

## Auto Redial

---

Instead of redialing, have Auto Redial periodically retry a busy outside number for you.

Auto Redial periodically redials a busy outside number. If you place an outside call and the call recipient is busy, you can press a soft key to enable Auto Redial. You don't have to retry the number, hoping it will go through.

Auto Redial will periodically retry the number up to 15 times. Auto Redial cancels when the called party rings or answers, or when you:

- Place or answer another outside call.
- Receive an Intercom voice announcement or answer an Intercom call by lifting the handset or pressing **SPEAKER**.
- Press **SPEAKER** to cancel Auto Redial.
- Press any other fixed feature key except **MUTE**.
- Lift and replace the handset.
- Push the **CANCEL** soft key (Super Display only).

---

### Using Auto Redial

#### To enable Auto Redial:

1. Place an outside call and receive busy tone.
2. Push **Auto Redial (Alnd)** to enable Auto Redial.
  - a) The system enables Auto Redial for the last outside call you dialed.
  - b) The display shows the interval between callout attempts (e.g., **WAITING (30 SEC)**), as well as how many times redial has occurred (e.g., **AUTO REDIAL 1 of 15**).
  - c) **SPEAKER** winks when your telephone has Auto Redial enabled.
3. The system periodically redials the call, up to 15 times.
  - a) Auto Redial cancels when you:
    - Place or answer another outside call.
    - Receive an Intercom voice announcement or answer an Intercom call by lifting the handset or pressing **SPEAKER**.
    - Press **SPEAKER**.
    - Lift and replace the handset.
    - Push **CANCEL** (Super Display only).
  - b) If a Caller ID call rings while Auto Redial is enabled, your display will show the number and optional name of the incoming caller. However, the ringing does not cancel Auto Redial. In addition, the Auto Redial display will be restored after the Caller ID call stops ringing.

## Background Music

---

Play music through your telephone's speaker for a more pleasing work environment.

If your company has a music source connected to your system, Background Music (BGM) can play music through your telephone's speaker when you're not on the phone. Incoming calls and Paging announcements temporarily turn off Background Music.

---

### Using Background Music

#### To turn Background Music on and off:

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

## Barge In (Intrusion)

---

In an emergency, use Barge In to get through to a co-worker right away.

Barge In permits you to break into a co-worker's call. This sets up a three-way conversation between you and the two parties on the initial call. You can Barge In on an Intercom call or outside call.

---

### Using Barge In

- **Caution:** Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

#### To Barge In on a call:

1. Place one of the following types of call:
  - Call busy extension.
  - Press line key for busy line.
  - Press **INTERCOM** and dial **101** for busy line (i.e., using Direct Line Access).
  - Press **INTERCOM** and dial **#901** for busy line (i.e., using Line Dial-up).
  - Press **INTERCOM** and dial Line Group access code (e.g., **9**).
2. Push **Barge In (Barge)** or dial **4**.
  - You hear two beeps.
3. Join the call in progress.

## Call Coverage Keys

Call Coverage keys allow you to cover a co-worker's calls from your telephone.

You can have Call Coverage keys for co-worker's extensions, Ring Group master numbers and UCD Group master numbers. The Call Coverage key:

- Lights red when your co-worker's extension is busy.
- Flashes slowly when your co-worker has an incoming call.
- Flashes more quickly when your co-worker has set Do Not Disturb for outside calls.
- Flashes fast when your co-worker has set Do Not Disturb for Intercom or all calls.
- Lights orange when your co-worker's extension has Room Monitor enabled.

Your Call Coverage key can ring immediately when a call comes into your co-worker's extension, ring after a delay, or not ring at all. In addition, you can press the Call Coverage key to intercept your co-worker's incoming call. You can also go off hook and press your Call Coverage key to call the covered extension.

### Using Call Coverage Keys

- Call Coverage keys **will** intercept the following types of calls:
  - Key Ring Calls
  - Ringing Intercom calls
  - Calls to a UCD Group master number
  - Calls ringing a Group Ring master number
  - Transferred calls

Call Coverage keys **will not** intercept a call ringing an extension's Intercom Queue Key (if programmed).

#### To answer a call ringing or flashing a Call Coverage key:

1. Press the flashing Call Coverage key.
2. You'll pick up the covered call.

#### To place a call from an idle Call Coverage key to the covered extension:

1. Press the Call Coverage key.
  - You hear two beeps or Intercom ringing.
2. Speak with the co-worker at the covered extension.
  - The Call Coverage key lights green while you are connected.

#### To Transfer your call using a Call Coverage key:

1. Do not hang up.
2. Press **TRANSFER**.
3. Press your Call Coverage key.
4. Do one of the following.

- a) Announce the call to make a Screened Transfer.
    - Hang up if your co-worker accepts the call.
  - b) Hang up to send the call through as an Unscreened Transfer.
  - c) Press the flashing line key to return to the call if your co-worker doesn't want it.
5. When you Transfer a call, it will recall to you if it is unanswered at the destination. If you don't answer the recall, it diverts to Key Ring.

**To set up Call Coverage key ringing at your keyset:**

Setting Up Call Coverage Key Ringing (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 41 + Next</b>	Select the Call Coverage keys sub-menu.	
	<b>Select</b>	Your Call Coverage keys will light. Press a key repeatedly to set its ringing mode. Dial a digit (0-4) to set the Ring Type: <ul style="list-style-type: none"> <li><b>0</b> for Standard</li> <li><b>1</b> for Ring Type A</li> <li><b>2</b> for Ring Type B</li> <li><b>3</b> for Ring Type C</li> </ul>

**To set up Call Coverage key ringing at your Super Display:**

Setting Up Call Coverage Key Ringing (Super Display)		
<b>Menu + Ringing</b>	Select the Ring Assignments sub-menu.	
	<b>Key Assignments</b>	Select the Key Assignments sub-menu.
	<b>Call Coverage</b>	Your Call Coverage keys will light. Press a key repeatedly to set its ringing mode. Dial a digit (0-4) to set the Ring Type: <ul style="list-style-type: none"> <li><b>0</b> for Standard</li> <li><b>1</b> for Ring Type A</li> <li><b>2</b> for Ring Type B</li> <li><b>3</b> for Ring Type C</li> </ul>

**To assign a Call Coverage key:**

1. Push **Menu**.
  - *Super Display:* Push **Key Assignment + Feature Keys**.
  - *Keyset:* Dial **51**.

2. See Feature Keys on page 89 for more.

## Call Forwarding

Call Forwarding ensures that your calls are covered when you are away from your work area.

Call Forwarding allows you to redirect your call to another extension. The types of Call Forwarding are:

- Call Forwarding when Not Answered
  - Calls ringing the extension forward when not answered.
- Call Forwarding when Busy or Not Answered
  - Calls ringing the extension forward when not answered, and all calls forward while the extension is busy.
- Call Forwarding Immediate
  - All calls to the extension forward immediately.

You can set up your Call Forwarding to reroute all calls or just outside calls. If your extension is set to forward for outside calls, and you receive a screened Transfer, the initial voice-announcement broadcasts over your telephone's speaker. When your caller hangs up to complete the transfer, the outside call forwards as programmed.

### Call Forwarding Chaining

You can chain Call Forwards. For example, extension 301 can forward all calls immediately to 304, which in turn can forward all calls immediately to extension 302. Any co-worker calling 301 or 304 goes to 302 instead. If extension 302 is Call Forwarded to voice mail, callers to 301 or 304 go directly to 302's mailbox.

### Call Forwarding Cancel

If your telephone has access level 4 or 5, you can cancel all Call Forwarding in the system simultaneously. See [User Programmable Features](#) on page 179 for more.

### Call Forwarding Key

You can set up a Feature Key on your telephone as a Call Forwarding key. Just press this key to turn Call Forwarding on and off. The key flashes slowly when Call Forwarding is enabled; is off when Call Forwarding is disabled.

#### To set up Call Forwarding at a keyset:

Setting Up Call Forwarding (Keyset)			
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.			
<b>Menu + 60</b>		Select the Call Forwarding sub-menu	
	<b>Select</b>	Enter the Call Forwarding setup mode.	
	<b>On</b>	Turn Call Forwarding on (if set up and disabled).	
	<b>Off</b>	Turn Call Forwarding off (if set up and enabled).	
	<b>Edit</b>	Set up your Call Forwarding options.	
		<b>62: Call Forwarding Type</b>	
		Select the Call Forwarding Type and enter the options.	



Setting Up Call Forwarding (Keyset)	
	<p><b>None</b></p> <p>Remove your Call Forwarding setup.</p>
	<p><b>Immediate</b></p> <p>Immediately forward your calls to an extension, group, or voice mail (by pressing <b>V-MAIL</b>).</p> <p>Enter the destination, then:</p> <ol style="list-style-type: none"> <li>1. Push <b>All</b> to forward all calls, or <b>Line</b> to forward just outside calls.</li> <li>2. Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.</li> </ol>
	<p><b>Ring No Ans</b></p> <p>Forward your unanswered calls to an extension, group, or voice mail (by pressing <b>V-MAIL</b>).</p> <p>Enter the destination, then:</p> <ol style="list-style-type: none"> <li>1. Push <b>All</b> to forward all calls, or <b>Line</b> to forward just outside calls.</li> <li>2. Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.</li> </ol>
	<p><b>Busy No Ans</b></p> <p>Forward your unanswered calls and calls when you are busy on the phone to an extension, group, or voice mail (by pressing <b>V-MAIL</b>).</p> <p>Enter the destination, then:</p> <ol style="list-style-type: none"> <li>1. Push <b>All</b> to forward all calls, or <b>Line</b> to forward just outside calls.</li> <li>2. Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.</li> </ol>
	<p><b>Off Premise Speed Dial</b></p> <p>See <u>Call Forwarding Off Premises</u> on page 36 for more.</p>
	<p><b>Off Premise Speed Number</b></p> <p>See <u>Call Forwarding Off Premises</u> on page 36 for more.</p>
	<p><b>AME</b></p> <p>See <i>Answering Machine Emulation</i> in the <i>IntraMail Feature Handbook</i> for more.</p>
	<p><b>Display Message</b></p> <p>See <u>Selectable Display Messaging</u> on page 164 for more.</p>

**To set up Call Forwarding at a Super Display:**

Setting Up Call Forwarding (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Call Forward</b>	Select the Call Forwarding sub-menu	
	<b>On</b>	Turn Call Forwarding on (if set up and disabled).
	<b>Off</b>	Turn Call Forwarding off (if set up and enabled).
	<b>Edit</b>	Set up your Call Forwarding type and options.
	<b>Immediate</b> Immediately forward your calls to an extension, group, or voice mail (by pressing <b>V-MAIL</b> ). Enter the destination, then: 1. Push <b>All</b> to forward all calls, or <b>Line Only</b> to forward just outside calls. 2. Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.	
	<b>Ring No Answer</b> Forward your unanswered calls to an extension, group, or voice mail (by pressing <b>V-MAIL</b> ). Enter the destination, then: 1. Push <b>All</b> to forward all calls, or <b>Line Only</b> to forward just outside calls. 2. Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.	
	<b>Busy No Answer</b> Forward your unanswered calls and calls when you are busy on the phone to an extension, group, or voice mail (by pressing <b>V-MAIL</b> ). Enter the destination, then: 1. Push <b>All</b> to forward all calls, or <b>Line Only</b> to forward just outside calls. 2. Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.	
	<b>Off-Premise</b> See <u>Call Forwarding Off Premises</u> on page 36 for more.	
	<b>Display Message</b> See <u>Selectable Display Messaging</u> on page 164 for more.	
	<b>AME</b> See <i>Answering Machine Emulation</i> in the <i>IntraMail Feature Handbook</i> for more.	
	<b>None</b> Remove your Call Forwarding setup.	

To quickly turn off Call Forwarding and clear your Call Forwarding setup:

1. Press **CLEAR**.
2. Push **Call Forward (Cfwd)**.
3. Push **Yes** to clear Call Forwarding or **Cancel** to quit the procedure without clearing.

#### Clear All Call Forward Using the Menu Soft Key

- This operation clears all Call Forwarding system-wide and requires access level 4 or 5.

To clear all Call Forwarding using the Menu Soft Key on your keyset:

Clearing All Call Forwarding (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 05</b>		Select the Clear All Call Forwarding sub-menu.
	<b>Yes</b>	Clear all Call Forwarding system-wide.
	<b>Cancel</b>	Cancel without clearing the system-wide forwarding.

To clear all Call Forwarding using the Menu Soft Key on your Super Display:

Clearing All Call Forwarding (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Admin + Clear All Call Fwd</b>		Select the Clear All Call Forwarding sub-menu.
	<b>Yes</b>	Clear all Call Forwarding system-wide.
	<b>Cancel</b>	Cancel without clearing the system-wide forwarding.
	<b>Back</b>	Cancel and go back to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

## Call Forwarding Off Premises

When you are out of the office, you can send your calls to your home office or cell phone.

Off Premises Call Forwarding allows you to automatically forward your calls to an off-site location (such as a cell phone or remote office). To set up Off Premises Call Forwarding, you select the line, Line Group, or Prime Line over which your calls should route, as well as the number the system should dial. The number dialed can be one of your Personal Speed Dial numbers containing an outside number, or you can enter an outside number directly. When a call rings the forwarded extension, the system selects the specified route and then outdials the stored number.

Off Premises Call Forwarding can reroute:

- Intercom calls
- Transferred calls
- Direct Inward Lines
- UTRF (unscreened transfer) calls routed from the voice mail Automated Attendant
- Circular and Terminal Extension Hunting calls

Off Premises Call Forwarding can not reroute:

- Key Ring calls
- Group Ring calls (i.e., calls to a Ring Group master number)
- UCD Group Calls (i.e., calls to a UCD Group master number)
- Ringing Call Coverage key calls

You can set up Off Premises Call Forwarding to reroute all your calls or just outside calls. If your extension has forwarding set for outside calls and you receive a screened Transfer, the initial voice-announcement broadcasts over your telephone speaker extension. When the caller hangs up to complete the transfer, the outside call forwards as programmed.

### To set up Call Forwarding Off Premises at a keyset:

Setting Up Call Forwarding Off Premises (Keyset)			
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.			
<b>Menu + 60</b>	Select the Call Forwarding sub-menu		
	<b>Select</b>	Enter the Call Forwarding setup mode.	
	<b>On</b>	Turn Call Forwarding on (if set up and enabled).	
	<b>Off</b>	Turn Call Forwarding on (if set up and enabled).	
	<b>Edit</b>	Set up your Call Forwarding options.	
		<b>62: Call Forwarding Type</b> Select the Call Forwarding Type and enter the options.	
		<b>Immediate</b> See <u>Call Forwarding</u> on page 32 for more.	
		<b>Ring No Ans</b> See <u>Call Forwarding</u> on page 32 for more.	

Setting Up Call Forwarding Off Premises (Keyset)	
	<b>Busy No Ans</b> See <a href="#">Call Forwarding</a> on page 32 for more.
	<b>Off Premise Speed Dial</b> Reroute your calls off premise using a number stored in your Personal Speed Dial. <ol style="list-style-type: none"> <li>1. Push <b>Select</b> then <b>&lt;&lt;</b> or <b>&gt;&gt;</b> to choose the Personal Speed Dial number.</li> <li>2. Push <b>Next</b>.</li> <li>3. Push <b>All</b> to forward all calls, or <b>Line</b> to forward just outside calls.</li> <li>4. Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.</li> </ol>
	<b>Off Premise Number</b> Reroute your calls off premise using a number stored at your phone. <ol style="list-style-type: none"> <li>1. Push <b>Select</b> then <b>&lt;&lt;</b> or <b>&gt;&gt;</b> to select the route over which your call should be forwarded (line, line group, or your Prime Line).</li> <li>2. If you pushed <b>Line</b>, enter the line number (1-64); if you pushed <b>Line Group</b>, enter the line group number (90-98).</li> <li>3. Push <b>Next</b>.</li> <li>4. Enter the number (16 digits max.) you want the system to dial when rerouting your call off premise.</li> <li>5. Push <b>Next</b>.</li> <li>6. Push <b>All</b> to forward all calls, or <b>Line</b> to forward just outside calls.</li> <li>7. Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.</li> </ol>
	<b>AME</b> See <i>Answering Machine Emulation</i> in the <i>IntraMail Feature Handbook</i> for more.
	<b>Display Message</b> See <a href="#">Selectable Display Messaging</a> on page 164 for more.

**To set up Call Forwarding Off Premises at a Super Display:**

Setting Up Call Forwarding Off Premises (Super Display)
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.

Setting Up Call Forwarding Off Premises (Super Display)		
<b>Menu + Call Forward</b>	Select the Call Forwarding sub-menu	
	<b>On</b>	Turn Call Forwarding on (if set up and enabled).
	<b>Off</b>	Turn Call Forwarding on (if set up and enabled).
	<b>Edit</b>	Set up your Call Forwarding options.
	<b>Immediate</b> See <a href="#">Call Forwarding</a> on page 32 for more.	
	<b>Ring No Answer</b> See <a href="#">Call Forwarding</a> on page 32 for more.	
	<b>Busy No Answer</b> See <a href="#">Call Forwarding</a> on page 32 for more.	
	<b>Off-Premise</b>	Select Off Premises Call Forwarding.
	<p>Push <b>Number</b> to reroute your calls off premise using a number stored at your phone.</p> <ol style="list-style-type: none"> <li>Do one of the following:               <ul style="list-style-type: none"> <li>Push <b>Line</b> to select a specific line as the route over which your call should be forwarded, then enter the line number (1-64).</li> <li>Push Line Group to select a Line Group as the route over which your call should be forwarded, then enter the line group number (90-98).</li> <li>Push Primeline to choose your Prime Line as the route over which your call should be forwarded.</li> </ul> </li> <li>Push <b>Next</b>.</li> <li>Enter the number (16 digits max.) you want the system to dial when rerouting your call off premise.</li> <li>Push <b>Next</b>.</li> <li>Push <b>All</b> to forward all calls, or <b>Line Only</b> to forward just outside calls.</li> <li>Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.</li> </ol>	
	<p>Push <b>Speed Dial</b> to reroute your calls off premise using a number stored in your Personal Speed Dial.</p> <ol style="list-style-type: none"> <li>Push <b>&lt;&lt;</b> or <b>&gt;&gt;</b> to choose the Personal Speed Dial number.               <ul style="list-style-type: none"> <li>Push <b>View Number</b> to display the number.</li> <li>Push <b>View Name</b> to display the name.</li> </ul> </li> <li>Push <b>Next</b>.</li> <li>Push <b>All</b> to forward all calls, or <b>Line Only</b> to forward just outside calls.</li> <li>Push <b>Save</b> to save your setup or <b>Cancel</b> to quit without saving.</li> </ol>	

Setting Up Call Forwarding Off Premises (Super Display)	
	<b>AME</b> See <i>Answering Machine Emulation</i> in the <i>IntraMail Feature Handbook</i> for more.
	<b>Display Message</b> See <u>Selectable Display Messaging</u> on page 164 for more.

---

**To quickly turn off Call Forwarding and clear your Call Forwarding setup:**

1. Press **CLEAR**.
2. Push **Call Forward (Cfwd)**.
3. Push **Yes** to clear Call Forwarding or **Cancel** to quit the procedure without clearing.

## Call Timer

---

Call Timer helps you keep track of your time on the phone.

Use Call Timer to show the duration of your outside call on the telephone display. You can activate the Call Timer manually or automatically. The Call Timer *automatically* activates for a call if you have an Automatic Call Timer key on your phone or if you activate the feature in the **Menu + Feature Preferences** sub-menu. You can *manually* activate the Call Timer from the soft keys or with a Manual Call Timer key.

The Call Timer also provides:

- **Review of Previously Timed Call**

Any time after hanging up from a timed call, you can review the duration of that call.

- **Timer Reset for Current Call**

While timing a call, press **CLEAR** at any time to reset the Call Timer to 00:00:00.

- **Automatic Timer Stop**

The Call Timer automatically stops when you hang up the call.

- **Wrap-up Timer Display**

After hanging up a timed call, a display will show the Call Timer data for 6 seconds before returning the display to idle. This gives you adequate time to make a record of the timed call, if desired.

---

### Using the Call Timer

#### To automatically time your outside call:

1. Check to be sure you have an Automatic Call Timer key or that the timer is enabled in the **Menu + Feature Preferences** sub-menu.
2. Do nothing - the Call Timer will automatically start and stop for outside calls as required.

#### To manually time your outside call:

1. Press your Call Timer key (automatic or manual).  
OR
2. Push **Time (Timer)**.

#### To manually stop timing your outside call:

1. Press your Call Timer key (automatic or manual).  
OR
2. Push **Time (Timer)**.

#### To check the duration of the previously timed call:

1. Press your Call Timer key (automatic or manual).
2. Optionally, see the Call Timer Menu Options charts below.



**To restart (reset) the Call Timer for your current call:**

1. Press **CLEAR**.
2. The Call Timer will restart at 00:00.

**To set the Call Timer Menu options at a keyset:**

Setting the Call Timer Menu Options (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 33</b>	Select the Automatic Call Timer sub-menu.	
	<b>On</b>	Enable the Automatic Call Timer.
	<b>Off</b>	Disable the Automatic Call Timer.
	<b>Check</b>	Check the duration of the previously timed call.

**To set the Call Timer Menu options at a Super Display:**

Setting the Call Timer Menu Options (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features</b>	Select the Feature Preferences sub-menu.	
	<b>Auto Call Timer</b>	Select the Automatic Call Timer sub-menu.
	<b>On</b>	Enable the Automatic Call Timer.
	<b>Off</b>	Disable the Automatic Call Timer.
	<b>Check</b>	Check the duration of the previously timed call.

## Call Waiting / Camp-On

---

Wait in line for a busy co-worker without hanging up.

With Call Waiting, you can call a busy co-worker and wait in line (Camp-On) without hanging up. When you Camp-On, the system signals the busy extension with two beeps letting them know your call is waiting. Your call goes through when your co-worker becomes free.

If your co-worker has more than one call waiting, they will hear the Camp-On beeps just for the first waiting call. The calls in line are processed on a first-in/first-out (FIFO) basis.

---

### Using Call Waiting / Camp-On

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

1. Call the busy extension.
  - a) Listen for busy or busy/ring tone.
  - b) With IntraMail installed, you will hear a voice prompt first.
2. Push **Camp On** (**Camp**) or dial **2** but do not hang up.
  - a) If you hang up, the system converts your Camp-On to a Callback.
3. When your co-worker hangs up their initial call, you hear:
  - a) Ringback as their telephone rings.
  - b) Your co-worker's voice when they answer.

## Callback

---

With Callback, you do not have to repeatedly call a busy extension back, hoping to find it idle.

When you call a busy co-worker, you can leave a Callback request for a return call. The system services your Callback request as follows:

1. You leave a Callback request at your co-worker's extension.

You can place or answer additional calls in the mean time.

2. When your co-worker becomes idle, the system rings you. This is the Callback ring.
3. Once you answer the Callback ring, the system rings your formerly busy co-worker.

If you don't answer the Callback ring, the system cancels your Callback.

4. As soon as your co-worker answers, the system sets up an Intercom call between the two of you.

You can leave a Callback at many co-worker's extensions simultaneously. The system processes the Callbacks as the co-workers become free. In addition, many co-workers can leave a Callback at your extension. The system processes these Callbacks on a first-in/first-out (FIFO) basis.

If you leave a Callback request and don't answer the Callback ring within four rings, the system cancels your Callback.

If your extension is set up to receive Camp-On tones for Intercom calls, and Camp-On tones are enabled system-wide, you will receive the tones when a user leaves a Callback.

---

### To leave a Callback at a busy co-worker's extension:

1. Call the busy extension.
  - a) Listen for busy or busy/ring tone.
  - b) With IntraMail installed, you will hear a voice prompt first.
2. Push **Callback (Clbk)**, or dial **2** and hang up.
  - a) Push **Camp** and stay on the line without hanging up if you want to Camp-On instead.
3. When your busy co-worker becomes free, you hear Intercom ringing.
4. Answer the Intercom ring.
  - a) The system automatically places a call to your co-worker.
  - b) Speak to your co-worker when the call goes through.

---

### To clear (cancel) a Callback you have left:

1. Press **CLEAR**.
2. Push **Callback (Clbk)**.
3. Push **Yes** to clear callbacks or **Cancel** to quit the procedure without clearing.
  - a) If you have left callbacks for several extensions, this simultaneously clears all your Callbacks.

## Caller ID

---

Your telephone can automatically display the phone number and optional name for incoming calls.

While an outside call is ringing your phone, the first two lines of the display can show the caller's name and number. Caller ID is a service provided by your telephone company, and your system must be set up to receive it. Check with your communications manager for more.

### Second Call Caller ID

If your phone is set up to receive Camp On tones or Off-Hook Ringing for waiting outside calls, you will also see the Caller ID for those calls. This is an internal system feature and does not use the telco's Call Waiting Caller ID.

### Call Waiting Caller ID

You can also use the telco's Call Waiting with Caller ID feature if it is enabled for the line you are on. When you hear the telco Call Waiting tone, check the incoming number on your display and then press FLASH to switch between your calls. Note that this is a telco feature, and is not the same as Second Call Caller ID.

### Third Party Caller ID Check

While your phone is idle or busy, third Party Caller ID Check lets you display the Caller ID data for another line. The line that you check can be ringing or busy.

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#### Using Caller ID

##### To temporarily hide the Caller ID display for a ringing call:

1. Press **CLEAR**.
2. Your telephone display will briefly show the standard soft keys and then return to the Caller ID display.

##### To use the telephone company Call Waiting Caller ID:

1. Hear the telco Call Waiting tone.
2. Check the number for the waiting call on your telephone display.
3. Press **FLASH** to switch between your current call and your waiting call.

##### To display the Caller ID data for a co-worker's call:

1. Press **INTERCOM** + **CHECK**.
2. Press one of the following keys for the call you want to check. You will see the Caller ID data for the line you select.

Press a line key while the call is ringing or connected to your co-worker.

Press a loop key while the call is ringing your co-worker.

Press a Hotline key while the call is connected to your co-worker.

Press a Call Coverage key while the call is ringing the third party.

3. Hang up when you are done.

## Caller ID Logging

Automatically stores your callers names and phone numbers for easy review and redialing.

If your system has Caller ID, Caller ID Logging stores the caller's number and name for each outside call that rings your phone. You can easily review and redial these stored calls. You can have your own individually stored call records or you can be part of a Logging Group that shares records.

### Using Caller ID Logging

#### To use Caller ID Logging at a keyset:

Using Caller ID Logging (Keyset)		
<b>CL: xx</b>	Push to access the Caller ID Logging options. The " <b>xx</b> " value is the number of new calls waiting for your review. <ul style="list-style-type: none"> <li><b>Total:</b> is the total number of calls that rang in and are stored in your log. It is the sum of unanswered and answered call.</li> <li><b>Unans:</b> is the number of calls that rang in and were not answered.</li> <li><b>New:</b> is the number of new calls that rang in that you have not yet reviewed.</li> <li><b>Ans:</b> is the total number of calls that rang in and were answered by you or a co-worker.</li> </ul> <div>             Total:xx      New:xx              Unans:xx      Ans:xx              All   Unan   Del*   Exit           </div> <p>Your Ring/Message Lamp will wink on (green) when you have Caller ID records that you have not yet reviewed.</p>	
<b>All</b>	Push to display all the calls in your Caller ID log.	
	<b>VOLUME</b>	Push <b>VOLUME</b> repeatedly to scroll through the log. The display has two modes (Name and Number), and you press <b>CHECK</b> to switch between the modes: <div> <b>Name Mode</b> <div>               Caller's Name      [Log #]                Date                      Time                Call Store   Del      Exit             </div> <b>Number Mode</b> <div>               Caller's Number      [Log #]                Line Name              Log Type                Call Store   Del      Exit             </div> </div>
	<b>Call</b>	Push to place a call to the displayed log.
	<b>Store</b>	Push to store the displayed log in a Personal Speed Dial number. <ol style="list-style-type: none"> <li>Enter the Personal Speed Dial location in which you want to store the logged number (701-720) + <b>Hold</b>.</li> <li>Enter the route over which the stored number should dial + <b>Hold</b>. The choices are:</li> </ol>

Using Caller ID Logging (Keyset)														
		<ul style="list-style-type: none"><li>• <b>INTERCOM</b></li><li>• Line (1-64)</li><li>• Line Group (90-98)</li></ul> <ol style="list-style-type: none"><li>3. Verify and optionally edit the number your want to store + <b>Hold</b>.</li><li>4. Verify and optionally edit the name for the number you want to store + <b>Hold</b>.</li><li>5. You return to the previous menu.</li></ol>												
	<b>Del</b>	Push to delete the displayed log.												
	<b>Exit</b>	Go back to the previous menu.												
	<b>Unan</b>	Push to display just the unanswered calls in your Caller ID log.												
	<b>VOLUME</b>	<p>Push <b>VOLUME</b> repeatedly to scroll through the log. The display has two modes (Name and Number), and you press <b>CHECK</b> to switch between the modes:</p> <p><b>Name Mode</b></p> <table><tr><td>Caller's Name</td><td>[Log #]</td></tr><tr><td>Date</td><td>Time</td></tr><tr><td>Call Store</td><td>Del Exit</td></tr></table> <p><b>Number Mode</b></p> <table><tr><td>Caller's Number</td><td>[Log #]</td></tr><tr><td>Line Name</td><td>Log Type</td></tr><tr><td>Call Store</td><td>Del Exit</td></tr></table>	Caller's Name	[Log #]	Date	Time	Call Store	Del Exit	Caller's Number	[Log #]	Line Name	Log Type	Call Store	Del Exit
Caller's Name	[Log #]													
Date	Time													
Call Store	Del Exit													
Caller's Number	[Log #]													
Line Name	Log Type													
Call Store	Del Exit													
	<b>Call</b>	Push to place a call to the displayed log.												
	<b>Store</b>	<p>Push to store the displayed log in a Personal Speed Dial number.</p> <ol style="list-style-type: none"><li>1. Enter the Personal Speed Dial location in which you want to store the logged number (701-720) + <b>Hold</b>.</li><li>2. Enter the route over which the stored number should dial + <b>Hold</b>. The choices are:<ul style="list-style-type: none"><li>• <b>INTERCOM</b></li><li>• Line (1-64)</li><li>• Line Group (90-98)</li></ul></li><li>3. Verify and optionally edit the number your want to store + <b>Hold</b>.</li><li>4. Verify and optionally edit the name for the number you want to store + <b>Hold</b>.</li><li>5. You return to the previous menu.</li></ol>												
	<b>Del</b>	Push to delete the displayed log.												
	<b>Exit</b>	Go back to the previous menu.												
	<b>Del*</b>	Delete all the calls in your Caller ID log.												
	<b>Yes</b>	Push to delete all the calls in your Caller ID log, then push <b>Exit</b> to go back to the idle menu display.												

Using Caller ID Logging (Keyset)		
	<b>No</b>	Go back to the previous menu without deleting.
	<b>Exit</b>	Exit to the idle display without making any changes.

### To use Caller ID Logging at a Super Display:

Using Caller ID Logging (Super Display)		
<b>Calls xx</b>	<p>Push to access the Caller ID Logging options. The "<b>xx</b>" value is the number of new calls waiting for your review.</p> <ul style="list-style-type: none"> <li><b>Total:</b> is the total number of calls that rang in and are stored in your log. It is the sum of unanswered and answered call.</li> <li><b>Unans:</b> is the number of calls that rang in and were not answered.</li> <li><b>New:</b> is the number of new calls that rang in that you have not yet reviewed.</li> <li><b>Ans:</b> is the total number of calls that rang in and were answered by you or a co-worker.</li> </ul> <div> <div>Total:xx</div> <div>New:xx</div> <div>Unans:xx</div> <div>Ans:xx</div> </div> <p>Your Ring/Message Lamp will wink on (green) when you have Caller ID records that you have not yet reviewed.</p>	
	<b>View All</b>	Push to display all the calls in your Caller ID log.
	<b>VOLUME</b>	<p>Push <b>VOLUME</b> repeatedly to scroll through the log. The display shows the caller's name and number and other information about the call.</p> <div> <div>Caller's Name</div> <div>Caller's Number</div> <div>Date</div> <div>Line Name</div> <div>[Log #]</div> <div>Time</div> <div>Log Type</div> </div>
	<b>Callback</b>	Push to place a call to the displayed log.
	<b>Store</b>	<p>Push to store the displayed log in a Personal Speed Dial number.</p> <ol style="list-style-type: none"> <li>Enter the Personal Speed Dial location in which you want to store the logged number (701-720) + <b>Hold</b>.</li> <li>Enter the route over which the stored number should dial + <b>Hold</b>. The choices are: <ul style="list-style-type: none"> <li><b>INTERCOM</b></li> <li>Line (1-64)</li> <li>Line Group (90-98)</li> </ul> </li> <li>Verify and optionally edit the number you want to store + <b>Hold</b>.</li> <li>Verify and optionally edit the name for the number you want to store + <b>Hold</b>.</li> <li>You return to the previous menu.</li> </ol>
	<b>Delete</b>	Push to delete the displayed log.

Using Caller ID Logging (Super Display)		
	<b>Delete All</b>	Push to delete all the Caller ID logs.
	<b>Exit</b>	Go back to the previous menu.
	<b>View Unan</b>	Push to display just the unanswered calls in your Caller ID log.
	<b>VOLUME</b>	<p>Push <b>VOLUME</b> repeatedly to scroll through the log. The display shows the caller's name and number and other information about the call.</p> <div> <p>Caller's Name      [Log #]            Caller's Number            Date                      Time            Line Name              Log Type</p> </div>
	<b>Callback</b>	Push to place a call to the displayed log.
	<b>Store</b>	<p>Push to store the displayed log in a Personal Speed Dial number.</p> <ol style="list-style-type: none"> <li>1. Enter the Personal Speed Dial location in which you want to store the logged number (701-720) + <b>Hold</b>.</li> <li>2. Enter the route over which the stored number should dial + <b>Hold</b>. The choices are:               <ul style="list-style-type: none"> <li>• <b>INTERCOM</b></li> <li>• Line (1-64)</li> <li>• Line Group (90-98)</li> </ul> </li> <li>3. Verify and optionally edit the number your want to store + <b>Hold</b>.</li> <li>4. Verify and optionally edit the name for the number you want to store + <b>Hold</b>.</li> <li>5. You return to the previous menu.</li> </ol>
	<b>Delete</b>	Push to delete the displayed log.
	<b>Delete All</b>	Push to delete all the Caller ID logs.
	<b>Exit</b>	Go back to the previous menu.
	<b>View Ans</b>	Push to display all the calls that rang your extension but were answered by you or a co-worker.
	<b>VOLUME</b>	<p>Push <b>VOLUME</b> repeatedly to scroll through the log. The display shows the caller's name and number and other information about the call.</p> <div> <p>Caller's Name      [Log #]            Caller's Number            Date                      Time            Line Name              Log Type</p> </div>
	<b>Callback</b>	Push to place a call to the displayed log.



Using Caller ID Logging (Super Display)		
	<b>Store</b>	<p>Push to store the displayed log in a Personal Speed Dial number.</p> <ol style="list-style-type: none"> <li>1. Enter the Personal Speed Dial location in which you want to store the logged number (701-720) + <b>Hold</b>.</li> <li>2. Enter the route over which the stored number should dial + <b>Hold</b>. The choices are: <ul style="list-style-type: none"> <li>• <b>INTERCOM</b></li> <li>• Line (1-64)</li> <li>• Line Group (90-98)</li> </ul> </li> <li>3. Verify and optionally edit the number your want to store + <b>Hold</b>.</li> <li>4. Verify and optionally edit the name for the number you want to store + <b>Hold</b>.</li> <li>5. You return to the previous menu.</li> </ol>
	<b>Delete</b>	Push to delete the displayed log.
	<b>Delete All</b>	Push to delete all the Caller ID logs.
	<b>Exit</b>	Go back to the previous menu.
	<b>Delete All</b>	Push to delete all the Caller ID Logs
	<b>Exit</b>	Exit to the idle display without making any changes.

## Central Office Calls Answering

Outside calls can ring your extension.

If multiple calls are ringing your phone simultaneously, the system prioritizes them in the following order:

1. Ringing Intercom call.
2. Line or loop key (from lowest to highest).

### Answering Outside Calls

- An incoming call on a line or loop key will flash red.
- An incoming call on your Direct Inward Line will flash green.

#### To answer an outside call:

1. Lift the handset.
  - a) If you have Ringing Line Preference, this will answer the incoming call.
  - b) If you have Automatic Handsfree, you can press the line or loop key without first lifting the handset.
2. Press flashing line or loop key.
  - a) The key will be on (green) after you answer the call.

#### To set up Line Key ringing at your keyset:

Setting Up Line Key Ringing (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 41</b>	Select the Ring Key Assignments sub-menu.	
	<b>Select</b>	Your line keys will light. Press a line key repeatedly to set its ringing mode: <ul style="list-style-type: none"> <li>• Always (key LED is on green)</li> <li>• Night Ring (key LED flashes slow green)</li> <li>• Delay Ring (key LED flashes fast green)</li> <li>• Lamp Only (key LED is on red)</li> </ul> Dial a digit (0-4) to set the Ring Type: <b>0</b> for Standard <b>1</b> for Ring Type A <b>2</b> for Ring Type B <b>3</b> for Ring Type C

**To set up Line Key ringing at your Super Display:**

Setting Up Line Key Ringing (Super Display)			
<b>Menu + Ringing</b>	Select the Ring Assignments sub-menu.		
	<b>Key Assignments</b>	Select the Key Assignments sub-menu.	
		<b>Line</b>	<p>Your line keys will light. Press a line key repeatedly to set its ringing mode:</p> <ul style="list-style-type: none"> <li>• Always (key LED is on green)</li> <li>• Night Ring (key LED flashes slow green)</li> <li>• Delay Ring (key LED flashes fast green)</li> <li>• Lamp Only (key LED is on red)</li> </ul> <p>Dial a digit (0-4) to set the Ring Type:</p> <p><b>0</b> for Standard  <b>1</b> for Ring Type A  <b>2</b> for Ring Type B  <b>3</b> for Ring Type C</p>

**To assign a line key:**

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

**Setting the Ringing Volume Preset**

- This preset sets the default volume of your incoming ringing.

**To set the ringing volume preset at a keyset:**

Setting the Ringing Preset (Keyset)		
<b>Next</b> : Go to next selection. <b>Prev</b> : Go to previous selection. <b>Select</b> : Select current Option. <b>Back</b> : Back out of current option. <b>Exit</b> : Exit Menu setup.		
<b>Menu + 11</b>	Select the Ringing Preset sub-menu.	
	<b>Down</b>	Turn the default ringing volume down. The minimum setting is off.
	<b>Up</b>	Turn the default ringing volume up.
	<b>Back</b>	Save your entry and back up to the previous level.

To set the ringing volume preset at a Super Display:

Setting up the Ringing Preset (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Volume + Ring</b>	Select the Ringing Preset sub-menu.	
	<b>VOLUME v</b>	Turn the default ringing volume down. The minimum setting is off.
	<b>VOLUME ^</b>	Turn the default ringing volume up.
<b>Back</b>	Save your entry and back up to the previous level.	
<b>Exit</b>	Exit to the idle menu display.	

## Central Office Calls, Placing

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You can placing an outside call by:

- Pressing a Line Key

Your phone can have line keys for one-touch access to specific lines.

- Pressing a Loop Key

Loop Keys provide one-touch access to the assigned Loop Group. Loop Groups can consist of one or more Line Groups.

- Using Line Dial-Up

With Line Dial-Up, you can select a specific line by pressing **INTERCOM** and dialing the Line Dial-Up code (#9) followed by the line number (1-64).

- Using Direct Line Access

Direct Line Access allows you to access a line by pressing **INTERCOM** and dialing the line's extension number (e.g., 101 for line 1, 102 for line 2. etc.).

- Dialing a Line Group Access Code

You can also place outside calls by pressing **INTERCOM** and dialing a Line Group Access Code (90-98).

- Line Group Routing

If your system has Line Group Routing enabled, you get the first available line when you press **INTERCOM** and then dial **9**.

---

### Using Line Keys

**To place an outside call over a specific line using a line key:**

1. Lift handset.
2. Press line key.
  - a) You hear dial tone on the line you select and the line key lights green.
  - b) You can also use Loop Keys for placing outside calls.
3. Dial outside number.
  - a) If the number doesn't dial out within 6 seconds, your system probably has *Store and Forward* enabled. Just dial **#** to have the call go through.

---

### Using Line Dial-up or Direct Line Access

**To place an outside call using Line Dial-up or Direct Line Access:**

1. Lift handset.
2. Press **INTERCOM**.
3. Do one of the following:
  - a) For Line Dial-up, dial **#9** followed by the line number (e.g., 01 for line 1).

- If you hear busy tone, you may be able to dial 2 to queue for the busy line.
- b) For Direct Line Access, dial **1** plus the line number (e.g., 01 for line 1).  
If you hear busy tone, you may be able to dial 2 to queue for the busy line.
4. Dial outside number.
- a) If the number doesn't dial out within 6 seconds, your system probably has *Store and Forward* enabled. Just dial **#** to have the call go through.

---

### Placing Outside Calls Using Line Groups

#### To place an outside call over a Line Group:

1. *By default, pressing Intercom and dialing 911 or lifting the handset and dialing 911 will not call emergency services.*
2. Lift handset.
3. Press **INTERCOM**.
4. Dial Line Group code **9** or **90-98**.
  - a) By default, your system uses 9 for single-digit access to line group 90. Dialing 90-98 is not enabled.  
If you hear dial tone as soon as you dial 9, your system has Line Group Routing on page 122 enabled.
5. Dial outside number.
  - a) If the number doesn't dial out within 6 seconds, your system probably has *Store and Forward* enabled. Just dial **#** to have the call go through.

## Check Key

Press **CHECK** to view Speed Dial programming and Feature Key assignments, as well as get other system information. Additionally, pressing **CHECK** and a right-column Fixed Feature Key displays important information about your system. This is for display only - you cannot edit this information.

### Checking Feature Key Assignments

#### To check a Feature Key assignment:

1. Press **CHECK**.
2. Press a Feature Key on your phone or DDS Console.
  - a) On your phone, press the key again to check the DSS/BLF assignment.
3. Do one of the following:
  - a) Press another Feature Key to check.
  - b) Press **SPEAKER** to exit the check mode.

### Checking Personal Speed Dial Assignments

#### To check a Personal Speed Dial assignment (keyset only):

1. Press **CHECK**.
2. Press a Personal Speed Dial key, as follows:
  - a) Press once for the lower-numbered bin name.  
For example, pressing key 1 once shows the name for 701.
  - b) Press twice for the lower-numbered bin number.  
For example, pressing key 1 twice shows the number for 701.
  - c) Press three times for the higher-numbered bin name.  
For example, pressing key 1 three times shows the name for 711.
  - d) Press four times for the higher-numbered bin number.  
For example, pressing key 1 four times shows the number for 711.
3. Do one of the following:
  - a) Press another Personal Speed Dial key to check.
  - b) Press **SPEAKER** to exit the check mode.

### Using the Check Key to get System Information

#### To check system information:

1. Press **CHECK**.
2. Follow the chart to check system information.

Check Key System Information		
<b>CHECK +</b>	Display	Description

<b>INTERCOM</b>	<b>Extension xxx</b>	The telephone's extension number.
	<b>Station:xxx</b>	The telephone's station port number.
	<b>Slot:x Port:x</b>	The slot to which the extension is connected, and the port on the card in that slot.
<b>V-MAIL</b>	<b>IntraMail Version x.xx</b>	The IntraMail prompt set version number.
	<b>Ports:x Type:Pro</b>	The number of IntraMail ports installed, followed by the IntraMail Type (Pro or Standard).
	<b>Lic Code:</b>	The 13-character IntraMail license code. If you want to upgrade your IntraMail, you'll need to provide this code.
<b>DND</b>	<b>IP:xxx.xxx.xxx.xxx</b>	The IP address of the system to which the telephone is connected.
	<b>GW:xxx.xxx.xxx.xxx</b>	The system's gateway (router) address.
	<b>DHCP:xxx</b>	The DHCP status: On, Off, or On (Manual IP).
<b>CONF</b>	<b>VoIP</b>	The VoIP installation status: Installed or Not Installed
	<b>Ports:</b>	The number of licensed VoIP ports.
	<b>Lic Code:</b>	The 13-character VoIP license code. If you want to add VoIP ports to the system, you'll need to provide this code.
<b>HOLD</b>	<b>DSX-xxx x.xx.xx</b>	The system type (40, 80, or 160) and the software level.
	<b>Installed</b>	The system installation date.
	<b>Sys Code:</b>	The 13-character system code. If you lose the level 3 system password or otherwise get locked out, you'll need to provide this entry so you can get an unlock code.



## Clear Key

Pressing **CLEAR** gives you a convenient menu of options to cancel your Call Forwarding setup and Callback requests. If your extension has access level 4 or 5, you can also cancel all Call Forwarding system-wide.

### To use the CLEAR key at a keyset:

Using the CLEAR Key (Keyset)			
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.			
Press <b>CLEAR.</b>	Access the <b>CLEAR</b> key sub-menu.		
	<b>Cfwd</b>	Cancel your extension's Call Forwarding.	
		<b>Yes</b>	Clear your Call Forwarding (i.e., set it to None).
		<b>Cancel</b>	Back up to the previous level without clearing your Call Forwarding.
	<b>CBack</b>	Cancel Callback requests you have left for co-workers.	
		<b>Yes</b>	Cancel the Callback requests you have left for co-workers.
		<b>Cancel</b>	Back up to the previous level without canceling your Callback requests.
	<b>AIICF</b>	Cancel all Call Forwarding system-wide (access levels 4 and 5 only).	
		<b>Yes</b>	Simultaneously cancel all the Call Forwarding system-wide.
		<b>Cancel</b>	Back up to the previous level without canceling all the Call Forwarding system-wide..

### To use the CLEAR key at a Super Display:

Using the CLEAR Key (Super Display)			
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.			
Press <b>CLEAR.</b>	Access the <b>CLEAR</b> key sub-menu.		
	<b>Call Forward</b>	Cancel your extension's Call Forwarding.	
		<b>Yes</b>	Clear your Call Forwarding (i.e., set it to None).
		<b>Cancel</b>	Back up to the previous level without clearing your Call Forwarding.
	<b>Callback</b>	Cancel Callback requests you have left for co-workers.	
		<b>Yes</b>	Cancel the Callback requests you have left for co-workers.
		<b>Cancel</b>	Back up to the previous level without canceling your Callback requests.

Using the CLEAR Key (Super Display)		
	<b>All Call Forward</b>	Cancel all Call Forwarding system-wide (access levels 4 and 5 only).
	<b>Yes</b>	Simultaneously cancel all the Call Forwarding system-wide.
	<b>Cancel</b>	Back up to the previous level without canceling all the Call Forwarding system-wide..
	<b>Exit</b>	Exit to the idle menu display.

## Conference

---

Set up a multiple-party telephone meeting without leaving the office. Conference lets you add additional inside and outside callers to your conversation.

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### Using Conference

#### To set up a Conference:

1. Establish an Intercom or outside call.
2. Press **CONF**.
  - a) You hear Intercom dial tone.
  - b) Your caller hears Music on Hold (if installed) while they wait for you to set up the Conference.
3. Do one of the following:
  - a) Dial extension you want to add.
  - b) Place or answer an outside call.
  - c) Retrieve a call from Park Orbit.
4. Press **CONF** to set up the Conference.
  - a) If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.
5. Repeat steps 2-4 to add additional parties to your Conference. You can also do one of the following.
  - a) To optionally place a Conference on Hold, press **HOLD**.
  - b) To reinstate the Conference on Hold, press **CONF**.
6. To exit the Conference, hang up.
  - a) The remaining parties can continue their conversation uninterrupted.
  - b) If you were in Conference with two outside lines, this may set up a Tandem Calls / Unsupervised Conference on page 173 (Unsupervised Conference).

## Delayed Ringing

Helps you if you cover a co-worker's unanswered calls.

Delayed Ringing allows a line to start ringing a preset interval after the call starts flashing a line key. This is helpful if you cover a co-worker's calls. For example, you can have Delayed Ringing for the lines that immediately ring a co-worker's telephone. If your co-worker doesn't answer after the preset interval, the call will start ringing your phone.

### To set up Line Key ringing at your keyset:

Setting Up Line Key Ringing (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 41</b>	Select the Ring Key Assignments sub-menu.	
	<b>Select</b>	<p>Your line keys will light. Press a line key repeatedly to set its ringing mode:</p> <ul style="list-style-type: none"> <li>• Always (key LED is on green)</li> <li>• Night Ring (key LED flashes slow green)</li> <li>• Delay Ring (key LED flashes fast green)</li> <li>• Lamp Only (key LED is on red)</li> </ul> <p>Dial a digit (0-4) to set the Ring Type:</p> <p><b>0</b> for Standard  <b>1</b> for Ring Type A  <b>2</b> for Ring Type B  <b>3</b> for Ring Type C</p>

### To set up Line Key ringing at your Super Display:

Setting Up Line Key Ringing (Super Display)		
<b>Menu + Ringing</b>	Select the Ring Assignments sub-menu.	
	<b>Key Assignments</b>	Select the Key Assignments sub-menu.
	<b>Line</b>	<p>Your line keys will light. Press a line key repeatedly to set its ringing mode:</p> <ul style="list-style-type: none"> <li>• Always (key LED is on green)</li> <li>• Night Ring (key LED flashes slow green)</li> <li>• Delay Ring (key LED flashes fast green)</li> <li>• Lamp Only (key LED is on red)</li> </ul> <p>Dial a digit (0-4) to set the Ring Type:</p> <p><b>0</b> for Standard</p>

Setting Up Line Key Ringing (Super Display)		
		<ul style="list-style-type: none"><li><b>1</b> for Ring Type A</li><li><b>2</b> for Ring Type B</li><li><b>3</b> for Ring Type C</li></ul>

## Dial Number Preview

---

Dial Number Preview lets you preview and edit a number before the system dials it out.

---

### Using Dial Number Preview

#### To dial using Dial Number Preview:

1. **Do not** lift the handset and **do not** Press **SPEAKER** or **INTERCOM**.
2. Dial **\***.
  - a) The top line of your display shows: **Dial Preview**
3. Dial the number you want to call.
  - a) Your display shows the digits for your call.
4. Press a line key.
  - a) Your call will dial out on the line selected.

---

### Editing the Displayed Number

#### To correct the displayed digits before dialing them out:

1. Press **VOLUME** until the cursor replaces the digit you want to change.
  - a) Up moves the cursor left; Down moves the cursor right.
2. Dial the digit that you want to replace the cursor.
3. Do one of the following:
  - a) Press **VOLUME** to place the cursor over any other digits you want to edit.
  - b) Press **VOLUME** down until the entire number displays to the left of the cursor.  
The system will only dial the digits to the left of the cursor.
4. Press a line key to have the system automatically dial the displayed number.

---

### Dial Number Preview Editing Example

#### To replace 2049265410 with 2039265400:

1. Dial **\*** followed by **2049265410**. You see: **2049265410-**
2. Press **VOLUME** up until you see: **20-9265410**
3. Dial **3**. You see: **203-265410**
4. Press **VOLUME** down until you see: **20392654-0**
5. Dial **0**. You see: **203926540-**
6. Press **VOLUME** down until the entire number displays to the left of the cursor. You see: **2039265400-**
7. Press a line key to dial number.

## Direct Inward Line

---

A Direct Inward Line (DIL) is a line that rings your extension directly. Since your DIL only rings your extension, you will always know which calls are for you. For example, you could have a Direct Inward Line to your phone for Sales Information. When outside callers dial the DIL's phone number, the call rings your Sales Information line key. The DIL does not ring co-worker's extensions.

### Night Mode Control

You can press **DND** to put your DIL in the night mode and send it to its night routing destination. For example, you can send the Sales Information calls at night to voice mail. Pressing **DND** only affects your DIL, not other lines in the system. (Note that Night Mode Control only works for DILs to your extension, not lines that use Line Scheduling. See your communications manager for more.)

---

### Handling Your Direct Inward Lines

#### To answer a call on your Direct Inward Line:

1. The line (or loop) key for your DIL flashes fast.
2. Lift the handset.
  - a) The key lights on (green) when you connect to your caller.

#### To place your Direct Inward Line into the Night Mode:

1. Press **DND**.
  - a) **DND** flashes.
2. Set the DND mode.
  - a) Dial **1** for DND for outside calls.
  - b) Dial **2** for DND for Intercom calls.
  - c) Dial **3** for DND for all calls.
  - d) Alternately dial **0** to cancel DND.
3. This places your extension in DND and sends your DIL to its night destination.

## Direct Line Access

---

Access lines directly.

Direct Line Access lets you access (seize) an individual outside line. After seizing the line, you can dial any outside telephone number without restriction. Direct Line Access is normally only provided for attendants, priority users and maintenance personnel. Check with your communications manager to see if you have this capability.

---

### Using Direct Line Access

#### To place a call over a specific line using Direct Line Access:

1. Lift the handset.
2. Press **INTERCOM**.
3. Dial **1** plus the line number (e.g., dial 101 to access line 1).
  - a) If you hear busy tone, you may be able to dial **2** to queue for the line. See [Line Queuing / Line Callback](#) on page 126 for more.
4. Dial the outside number.



## Direct Station Selection (DSS)

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

If your extension's Direct Station Selection (DSS) Keys are enabled, Feature Keys automatically become Direct Station Selection (DSS) keys when you press **INTERCOM**. This provides you with one-button Intercom access and Transfer to co-workers. Each DSS key also provides a Busy Lamp Field (BLF) for the assigned co-worker.

DSS Key Busy Lamp Field	
When the DSS/BL Key is:	The covered extension is:
Off	Idle
On	Busy or ringing
Flashing Fast	In Do Not Disturb

### Using Direct Station Selection

- If you have your DSS Keys enabled and leave your default Prime Line programming intact, your line keys automatically change to DSS keys when you lift the handset.
- You may prefer to use the [Call Coverage Keys](#) on page 29 or [Hotline](#) on page 113 features instead. Remember, in addition to providing one-button Intercom access and Transfer, Call Coverage Keys also provide call pickup capability.

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

1. Lift the handset.
2. Press **INTERCOM**.
  - a) Your DSS keys show the status of the assigned extension.
3. Press DSS key for the co-worker you want to call.

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

1. Place or answer an outside call.
2. Press **INTERCOM**.
  - a) Your DSS keys show the status of the assigned extension.
3. Press DSS key for the co-worker you want to call.
4. Do one of the following:
  - a) Press **TRANSFER** to have the Transfer go through unscreened.
  - b) Wait for your co-worker to answer if you want them to screen the Transfer, then press **TRANSFER**.

To assign your DSS keys at a keyset:

Setting Up DSS Keys (Keyset)			
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.			
<b>Menu + 53</b>	Select the BLF Assignment sub-menu		
	<b>01-24</b>	Enter the DSS key you want to set up.	
	<b>Select</b>	Push to select the key chosen in the previous step.	
		<b>BLF Extension Num</b> 1. Enter the number of the extension you want to assign to the key. 2. Push <b>Save</b> to save your entry or <b>Cancel</b> to exit without saving.	

To assign your DSS keys at a Super Display:

Setting Up DSS Keys (Keyset)			
<b>Menu + Key Assignment</b>	Select the Key Assignment sub-menu		
	<b>BLF Key</b>	Push to select the DSS/BLF sub-menu.	
	<b>01-24</b>	Enter the DSS key you want to set up.	
	<b>Select</b>	Push to select the key chosen above.	
		<b>BLF Extension Num</b> 1. Enter the number of the extension you want to assign to the key. 2. Push <b>Save</b> to save your entry or <b>Cancel</b> to exit without saving.	

## Direct Station Selection (DSS) Console

If your phone has a DSS Console connected, you have an additional 60 buttons for one-touch access to extensions, lines, and system features.

Your DSS Console can have the following types of keys assigned:

Account Code	Intercom Directory Dialing	Save Number Dialed
Call Coverage (immediate, delayed or no ring)	Line keys	Speed Dial, Personal
Call Forwarding	Message Center	Speed Dial, System
Group Call Pickup (immediate, delayed or no ring)	Night key	Split
Headset key	Page Zones	Voice Mail Conversation Record
Hotline	Park Orbit	
Skip Ahead	Manual Activation Mode	

### Using the Speed Processing Keys on the DSS Console

#### To use the Speed Processing keys

1. Press **ANSWER** to answer any call ringing your extension.
2. Press **RELEASE** to hang up (disconnect) your active call.
3. Press **TRANSFER** on your DSS Console to transfer your call.

### DSS Console Feature Key Assignments

#### Understanding Key Assignments

1. By default, your DSS Console has the following Feature Key assignments:

- Keys 1-48 = Hotline keys to extensions 301-348.
- Key 349 = Page Zone 1
- Key 350 = Page Zone 2
- Key 351 = Page Zone 3
- Key 352 = All Call Page
- Key 353 = System Park Orbit 60
- Key 354 = System Park Orbit 61
- Key 355 = System Park Orbit 62
- Key 356 = System Park Orbit 63
- Key 357 = System Park Orbit 64
- Key 358 = System Park Orbit 65
- Key 359 = System Park Orbit 66
- Key 360 = Night key

2. Refer to the [DSS Console Feature Key assignments chart](#) for more.

3. The following chart shows the available DSS Console Feature Key assignments.

DSS Console Feature Key Assignments			
Key Type	Description	Code and Data	Operation
<b>Undefined</b>	Use this option to designate a Feature Key as undefined (no function).	0	N/A
<b><u>Line</u></b>	Use this option to assign a Feature Key as a line key.	03 + nn (line number 1-64)	Press the key to place or answer call.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Line is idle or not installed. <i>On (red)</i> : A co-worker is busy on the line or has the line on Exclusive Hold. <i>On (green)</i> : You are busy on the line. <i>Wink On (red)</i> : On System Hold at a co-worker's extension. <i>Wink On (green)</i> : On System Hold at your extension. <i>Double Wink On (green)</i> : On Exclusive Hold or recalling your extension. <i>Slow Flash (red)</i> : Line is ringing. <i>Slow Flash (green)</i> : Line is ringing or your extension directly.		
<b><u>Park Orbit</u></b>	Use this option to assign a Feature Key as a Park Orbit key.	04 + nn (Park Orbit 60-69)	Press key to Park or retrieve parked call.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Orbit is idle. <i>On</i> : Orbit is holding a parked call. <i>Wink On (green)</i> : Orbit is holding a call you parked.		
<b><u>Hotline</u></b>	Use this option to assign a Feature Key as a Hotline key. You cannot set up a hotline for an outside line.	05 + nnn (extension number)	Press key to call Hotline partner.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Partner extension is idle. <i>On</i> : Partner extension is busy or ringing. <i>Medium Flash</i> : Partner extension is in DND for outside calls (option 1). <i>Fast Flash</i> : Partner extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
<b><u>Call Coverage</u></b>	Use this option to assign a Feature Key as an immediately ringing Call Coverage Key.	06 + nnn (extension number)	Press key to call covered extension or pick up ringing call.
	Use this option to assign a Feature Key as a lamp only (no ring) Call Coverage Key.	07 + nnn (extension number)	

DSS Console Feature Key Assignments			
Key Type	Description	Code and Data	Operation
	Use this option to assign a Feature Key as a delayed ringing Call Coverage Key.	08 + nnn (extension number)	
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Covered extension is idle. <i>On</i> : Covered extension is busy. <i>Slow Flash</i> : Covered extension is ringing. <i>Medium Flash</i> : Covered extension is in DND for outside calls (option 1). <i>Fast Flash</i> : Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
<u>Group Pickup</u>	Use this option to assign a Feature Key as an immediately ringing Group Call Pickup key.	09 + nn (Pickup Group 1-16)	Press key to answer call ringing Pickup Group.
	Use this option to assign a Feature Key as a lamp only (no ring) Group Call Pickup key.	10 + nn (Pickup Group 1-16)	
	Use this option to assign a Feature Key as a delay ring Group Call Pickup key.	11 + nn (Pickup Group 1-16)	
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : No call is ringing the pickup group. <i>Slow Flash (green)</i> : A call is ringing the pickup group.		
<u>Page Zone</u>	Use this option to assign a Feature Key as a Page Zone key.	13 + n (Page Zone 1- 7, 0 for All Call)	Press key to Page into assigned zone.
	<u>Busy Lamp Field (BLF)</u> <i>On</i> : The assigned Page zone is busy. <i>On (green)</i> : The assigned Page zone is busy broadcasting an announcement you are making. <i>Off</i> : The assigned Page zone is idle.		
<u>System Speed Dial</u>	Use this option to assign a Feature Key as a System Speed Dial key. You assign the key to specific System Speed Dial number.	14 + nnn (number 001-999)	Press key to dial stored number.
	<u>There is no BLF for this key type.</u>		

DSS Console Feature Key Assignments			
Key Type	Description	Code and Data	Operation
<b><u>Personal Speed Dial</u></b>	Use this option to assign a Feature Key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial number.	15 + nnn (01-20)	Press key to dial stored number.
	<u>There is no BLF for this key type.</u>		
<b><u>Voice Mail Record</u></b>	Use this option to assign a Feature Key as a Voice Mail Record key. <ul style="list-style-type: none"> <li>You must have voice mail installed to use this key.</li> <li>A voice prompt and periodic beep will remind you that your calls are being recorded.</li> </ul>	17 + nnn (extension number of valid Subscriber Mailbox)	Press key to record conversation into mailbox.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Conversation Record is off. <i>Fast Flash (green)</i> : Conversation Record is on.		
<b><u>Night</u></b>	Use this option to assign a Feature Key as a Night key.	18	Press key to activate night mode.
	<u>Busy Lamp Field (BLF)</u> <i>On</i> : Night mode is on. <i>Off</i> : Night mode is off.		
<b><u>Split</u></b>	Use this option to assign a programmable key as a Split key.	20	See <u>Split</u> for more.
	<u>There is no BLF for this key type.</u>		
<b><u>Intercom Directory Dialing</u></b>	Use this option to assign a programmable key as an Intercom Directory Dialing key.	21	Press key to access Intercom Directory Dialing.
	<u>Busy Lamp Field (BLF)</u> <i>On</i> : Intercom Directory Dialing is active (being used). <i>Off</i> : Intercom Directory Dialing is inactive (off).		
<b><u>Message Center</u></b>	Use this option to assign a Feature Key as a Message Center key.	24 + nnn (extension number)	Press key to call Message Center Mailbox.

DSS Console Feature Key Assignments			
Key Type	Description	Code and Data	Operation
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : No messages waiting in the Message Center Mailbox. <i>Fast Flash (green)</i> : Messages waiting in the Message Center Mailbox.		
<b><u>Save Number Dialed</u></b>	Use this option to assign a Feature Key as a Save Number Dialed key.	25	While on a call, press key to save the number you just dialed. While idle, press key to redial a previously saved number.
	There is no BLF for this key type.		
<b><u>Account Code</u></b>	Use this option to assign a Feature Key as an Account Code key.	26	Place or answer outside call + Press key + Enter Account Code + Press key to return to call.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Not in Account Code mode or not entering Account Codes. <i>Fast Flash (green)</i> : In the Account Code entry mode. <i>On (green)</i> : On a call for which the user has entered an Account Code.		
<b><u>Call Forwarding</u></b>	Use this option to assign a Feature Key as a Call Forwarding key.	27	Press key instead of pressing <b>INTERCOM</b> and dialing *3.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Extension not call forwarded or in the Call Forwarding setup mode. <i>Fast Flash</i> : In the Call Forwarding setup mode. <i>Wink Off</i> : Extension has Call Forwarding enabled.		
<b><u>Headset</u></b>	Use this option to assign a Feature Key as a Headset key.	28	Press key to enable or disable headset mode.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Extension is not in the headset mode. <i>On</i> : Extension is in the headset mode.		
<b><u>Skip Ahead</u></b>	Use this option to assign a Feature Key as a Skip Ahead key.	32 + n (Schedule 1-8)	Press key to advance to the next Line Schedule.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Skip Ahead inactive. <i>On</i> : Skip Ahead active.		

DSS Console Feature Key Assignments			
Key Type	Description	Code and Data	Operation
<b><u>Manual Activation Mode</u></b>	Use this option to assign a Feature Key as a Manual Activation Mode key.	33 + n through 36 + n (Schedule 1-8)	Press key to manually activate the assigned schedule.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Manual Activation Mode inactive. <i>On</i> : Manual Activation Mode active.		



## Directed Call Pickup

---

Directed Call Pickup permits you to intercept any type of call ringing a co-worker. You can pick up:

- Outside (Key Ring) calls ringing a co-worker
- Direct Inward Lines
- Transferred outside calls
- Ringing Intercom calls
- Recalls (e.g., Hold recall)
- Ring Group Calls (by dialing either the ringing extension's number or the Ring Group master number)
- Ringing Call Coverage key calls
- Ringing Group Call Pickup calls
- Calls ringing an Intercom Queue key

---

### Using Directed Call Pickup

#### **To intercept a call ringing a co-worker's extension:**

1. Lift the handset.
2. Dial \* \* .
3. Dial the number of the extension whose call you want to intercept.
  - a) To intercept a call ringing an attendant, dial the attendant's extension number (e.g., 301). Do not dial 0 or 01-04.

## Directory Dialing

Place Intercom or Speed Dial calls from a displayed list of names.

Directory Dialing allows you to select a co-worker or outside call from a list of names, rather than dialing the phone number. There are three types of directory Dialing:

- System (Company-Wide) Speed Dial names.
- Intercom names (including extension, Ring Group and UCD Group names).
- Personal Speed Dial names.

### Directory Dialing with Search

Directory Dialing Search helps you quickly look through the directory for the co-worker or Speed Dial number you wish to call. Just select the directory you want to search and start dialing letters for the directory name. The search will narrow as you dial additional letters of the name.

### Using Directory Dialing

#### To use Directory Dialing at a keyset:

When you select a directory, the top two lines of the display show:

- The number of the current entry and the total number of entries in the selected directory.

**1/4** in the example below.

- The name programmed for the selected directory.

**Albert Smith** in the example below.

- The extension or Speed Dial entry number of the current selection.

**x302** in the example below.

Albert Smith	1/4 x302
--------------	-------------

Using Directory Dialing (Keyset)			
<b>Dir</b>	Select Directory Dialing.		
	<b>Ext</b>	Select the directory of co-worker's names.	
		Do one of the following:	
		<b>2-9</b>	Dial additional letters of the name to narrow your search.
		<b>Prev</b>	Scroll to the previous directory entry.
		<b>Next</b>	Scroll to the next directory entry.
		<b>Dial</b>	Dial the currently displayed directory entry.
		<b>Back</b>	Go back one level and select a new directory type.
	<b>Pers</b>	Select the Personal Speed Dial directory.	

Using Directory Dialing (Keyset)			
		Do one of the following:	
		CHECK	Display the number and name stored in the Speed Dial entry.
		Back	Go back one level (same as pressing CLEAR).
		Dial	Dial the currently displayed directory entry.
		Exit	Exit Directory Dialing.
		2-9	Dial additional letters of the name to narrow your search.
		Prev	Scroll to the previous directory entry.
		Next	Scroll to the next directory entry.
		Dial	Dial the currently displayed directory entry.
		Back	Go back one level and select a new directory type.
	Cmpy	Select the Company (System) Speed Dial directory.	
		Do one of the following:	
		CHECK	Display the number and name stored in the Speed Dial entry.
		Back	Go back one level (same as pressing CLEAR).
		Dial	Dial the currently displayed directory entry.
		Exit	Exit Directory Dialing.
		2-9	Dial additional letters of the name to narrow your search.
		Prev	Scroll to the previous directory entry.
		Next	Scroll to the next directory entry.
		Dial	Dial the currently displayed directory entry.
		Back	Go back one level and select a new directory type.
	Exit	Exit Directory Dialing.	
SPEAKER	Exit Directory Dialing at any time.		

#### To use Directory Dialing at a Super Display:

Using Directory Dialing (Super Display)			
<b>Directory</b>	Select Directory Dialing.		
	<b>Extension</b>	Select the directory of co-worker's names.	
		Do one of the following:	
		<b>2-9</b>	Dial additional letters of the name to narrow your search.
		<b>Previous</b>	Scroll to the previous directory entry.
		<b>Next</b>	Scroll to the next directory entry.
		<b>Dial</b>	Dial the currently displayed directory entry.
		<b>Back</b>	Go back one level and select a new directory type.

Using Directory Dialing (Super Display)			
	Personal	Select the Personal Speed Dial directory.	
		Do one of the following:	
		CHECK	Display the number and name stored in the Speed Dial entry.
		Back	Go back one level (same as pressing CLEAR).
		Dial	Dial the currently displayed directory entry.
		Exit	Exit Directory Dialing.
		2-9	Dial additional letters of the name to narrow your search.
		Previous	Scroll to the previous directory entry.
		Next	Scroll to the next directory entry.
		Dial	Dial the currently displayed directory entry.
		Back	Go back one level and select a new directory type.
	Company	Select the Company (System) Speed Dial directory.	
		Do one of the following:	
		CHECK	Display the number and name stored in the Speed Dial entry.
		Back	Go back one level (same as pressing CLEAR).
		Dial	Dial the currently displayed directory entry.
		Exit	Exit Directory Dialing.
		2-9	Dial additional letters of the name to narrow your search.
		Previous	Scroll to the previous directory entry.
		Next	Scroll to the next directory entry.
		Dial	Dial the currently displayed directory entry.
		Back	Go back one level and select a new directory type.
	Exit	Exit Directory Dialing.	
SPEAKER		Exit Directory Dialing at any time.	

## Distinctive Ringing

Distinctive Ringing allows you to customize your telephone's ringing. You can tell the type of call at your phone just by listening to the ringing.

There are three aspects of Distinctive Ringing: *Ring Mode*, *Ring Type*, and *Ring Tone*.

### Ring Mode

- The Ring Mode sets when line keys, Call Pickup keys, and Call Coverage keys ring. The Ring Mode options are:
  - Day (during the day).
  - Night (at night only).
  - Delay (ring day and night after a delay).
  - Lamp Only (key flashes but there is no ringing).
- The sound of the ringing is set by the Ring Type (below).

### Ring Type

- The Ring Type is what the ringing sounds like when a particular type of call rings your phone. Line keys, Call Pickup keys, and Call Coverage keys have a default ring type but you can change that to one of three optional types. The optional types are:
  - Ring Type "A"
  - Ring Type "B"
  - Ring Type "C"
- Intercom, Group, and Recall ringing each have dedicated Ring Types.
- The sound of each Ring Type can be customized by assigning optional Ring Tones (below) to the types.

### Ring Tone

- Your telephone has 10 preset Ring Tones. Each tone consists of an audible tone repeated in a specific sequence (or cadence). By default, the system assigns unique Ring Tones to Ring Types so you can distinguish the type of incoming call by its ringing sound. If you don't like the ringing sounds, you can change the Ring Tone assigned to the various Ring Types.

## Using Distinctive Ringing

To set up Distinctive Ringing at your keyset:

Setting Up Distinctive Ringing (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 41</b>	Select the Key Assignments sub-menu. <ul style="list-style-type: none"> <li>Use this option to assign the ringing mode to line keys, Call Pickup keys, and Call Coverage keys.</li> </ul>	
	<b>Prev</b>	Scroll backwards through the key types: <ul style="list-style-type: none"> <li><b>Line Keys</b></li> <li><b>Call Pickup Keys</b></li> <li><b>Call Coverage Keys</b></li> </ul>

Setting Up Distinctive Ringing (Keyset)		
	<b>Next</b>	<p>Scroll forwards through the key types:</p> <p><b>Line Keys</b>  <b>Call Coverage Keys</b>  <b>Call Pickup Keys</b></p>
	<b>Select</b>	Select the displayed key type to change its ring mode assignment.
		<p>The keys of the selected type will light. Press a key repeatedly to set its ringing mode:</p> <ul style="list-style-type: none"> <li>• Always (key LED is on green)</li> <li>• Night Ring (key LED flashes slow green) (for line keys only)</li> <li>• Delay Ring (key LED flashes fast green)</li> <li>• Lamp Only (key LED is on red)</li> </ul> <p>Dial a digit (0-4) to set the Ring Type:</p> <p><b>0</b> for Standard  <b>1</b> for Ring Type A  <b>2</b> for Ring Type B  <b>3</b> for Ring Type C</p>
	<b>Save</b>	Save the displayed changes.
	<b>Cancel</b>	Back up to the previous menu without saving your changes.
	<b>Exit</b>	Exit the Tone Configuration sub-menu.
<b>Menu + 42</b>		<p>Select the Ring Tone Assignments sub-menu.</p> <ul style="list-style-type: none"> <li>• Use this option to change the ring type assigned to each ring mode.</li> </ul>
	<b>Prev</b>	<p>Scroll backwards through the ring modes:</p> <p><b>Day Ring</b>  <b>Delay Ring</b>  <b>Night Ring</b></p>
	<b>Next</b>	<p>Scroll forwards through the ring modes:</p> <p><b>Day Ring</b>  <b>Night Ring</b>  <b>Delay Ring</b></p>
	<b>Select</b>	Select the displayed ring mode to change its ring type assignment.
	<b>&lt;&lt; or &gt;&gt;</b>	<p>Scroll forward or backward through the Ring Type options:</p> <p><b>Use Line Setting</b>  <b>Line-Type "A"</b>  <b>Line-Type "B"</b>  <b>Line-Type "C"</b></p>
	<b>Save</b>	Save the displayed selection as the ring type for the chosen ring mode.

Setting Up Distinctive Ringing (Keyset)		
	<b>Cancel</b>	Cancel and back up to the previous level without making any changes.
	<b>Exit</b>	Exit the Tone Assignments sub-menu.
<b>Menu + 43</b>		Select the Tone Configuration sub-menu. <ul style="list-style-type: none"> <li>Use this option to change the tones assigned to the ring types.</li> </ul>
	<b>Prev</b>	Scroll backwards through the ring types:  <b>Intercom</b> <b>Set To Defaults</b> (The system will require that you confirm this option before setting your assignments back to default.) <b>Line-Type "C"</b> <b>Line-Type "B"</b> <b>Line-Type "A"</b> <b>Recall</b> <b>Ring Groups</b>
	<b>Next</b>	Scroll forwards through the ring types:  <b>Intercom</b> <b>Ring Groups</b> <b>Recall</b> <b>Line-Type "A"</b> <b>Line-Type "B"</b> <b>Line-Type "C"</b> <b>Set To Defaults</b> (The system will require that you confirm this option before setting your assignments back to default.)
	<b>Select</b>	Select the displayed ring type to change its ring tone assignment.
	<b>&lt;&lt; or &gt;&gt;</b>	Scroll forward or backward through the ring tone options (0-9).
	<b>Save</b>	Save the displayed selection as the ring tone for the chosen ring type.
	<b>Cancel</b>	Cancel and back up to the previous level without making any changes.
	<b>Exit</b>	Exit the Tone Configuration sub-menu.

### To set up Distinctive Ringing at your Super Display:

Setting Up Distinctive Ringing (Super Display)		
<b>Menu + Ringing</b>		Select the Distinctive Ringing options sub-menu.
	<b>Key Assignments</b>	Select the Key Assignments sub-menu. <ul style="list-style-type: none"> <li>Use this option to assign the ringing mode to line keys, Call Pickup keys, and Call Coverage keys.</li> </ul>
		Select the type of key you want to change.  <b>Line Keys</b>

Setting Up Distinctive Ringing (Super Display)			
	<b>Call Coverage Pickup</b>		
		<p>The keys of the selected type will light. Press a key repeatedly to set its ringing mode:</p> <ul style="list-style-type: none"> <li>Always (key LED is on green)</li> <li>Night Ring (key LED flashes slow green) (for line keys only)</li> <li>Delay Ring (key LED flashes fast green)</li> <li>Lamp Only (key LED is on red)</li> </ul> <p>Dial a digit (0-4) to set the Ring Type:</p> <p><b>0</b> for Standard  <b>1</b> for Ring Type A  <b>2</b> for Ring Type B  <b>3</b> for Ring Type C</p>	
		<b>Save</b>	Save the displayed selection as the ring type for the chosen ring mode.
		<b>Cancel</b>	Cancel and back up to the previous level without making any changes.
		<b>Back</b>	Cancel and back up to the previous level without making any changes.
		<b>Back</b>	Back up one level.
		<b>Exit</b>	Exit to the idle menu display.
	<b>Tone Assignments</b>	<p>Select the Tone Assignments sub-menu.</p> <ul style="list-style-type: none"> <li>Use this option to change the ring type assigned to each ring mode.</li> </ul>	
		<p>Select a ring mode to change its ring type assignment.</p> <p><b>Day Ring</b>  <b>Night Ring</b>  <b>Delay Ring</b></p>	
		<p>For the selected ring mode, choose the ring type (Day, Night, or Delay):</p> <p><b>Line-Type "A"</b>  <b>Line-Type "B"</b>  <b>Line-Type "C"</b>  <b>Use Line Setting</b></p>	
		<b>Save</b>	Save the displayed selection as the ring type for the selected ring mode.
		<b>Cancel</b>	Cancel and back up to the previous level without making any changes.
		<b>Back</b>	Go back to the previous level.



Setting Up Distinctive Ringing (Super Display)			
		<b>Exit</b>	Exit to the idle menu display.
	<b>Tone Configuration</b>	Select the Tone Configuration sub-menu. <ul style="list-style-type: none"> <li>Use this option to change the tones assigned to the ring types.</li> </ul>	
		Select the ring type you want to change:  <b>Intercom</b> <b>Ring Group</b> <b>Recall</b> <b>Ring "A"</b> <b>Ring "B"</b> <b>Ring "C"</b> <b>Default</b> (This resets the ring types to their default settings. The system will require that you confirm this option before setting your assignments back to default.)	
		<b>0-9</b>	Choose a ring tone for the selected ring type.
		<b>Cancel</b>	Cancel and back up to the previous level without making any changes.
		<b>Save</b>	Save the displayed selection as the ring tone for the chosen ring type.
	<b>Exit</b>	Exit to the idle menu display.	

## Do Not Disturb

---

Work by your phone undisturbed by incoming calls and announcements.

Do Not Disturb (DND) blocks incoming calls, Off-Hook Signaling and Paging announcements. You can activate DND anytime while on a call or while your phone is idle. Once activated, incoming outside calls still flash your line keys. You may use your phone normally for placing and processing calls.

Do Not Disturb provides the following 4 DND options:

- (1) Incoming outside calls blocked.
- (2) Incoming Intercom calls blocked
- (3) All incoming calls blocked
- (0) Cancel Do Not Disturb

---

### Enabling or Disabling Do Not Disturb

**To enable or disable Do Not Disturb:**

1. While on-hook, press **DND**.
2. Select the DND type.
  - a) **Off** = Turn DND off.  
Alternately dial **0**.
  - b) **External (Ext)** = Block incoming outside calls.  
Alternately dial **1**.
  - c) **Intercom (lcm)** = Block Intercom calls.  
Alternately dial **2**.
  - d) **All** = Block all incoming calls.  
Alternately dial **3**.
  - e) **Room Monitor (Mon)** = See Room Monitor on page 161.If you don't select a type within 10 seconds:
  - *If DND is enabled*, the system automatically disables DND for your extension.
  - *If DND is disabled*, the system automatically enables DND type 3 for your extension.
3. Your telephone's display shows the type of DND you enabled.
  - a) Your **DND** key is on.

**If you are on a call (or anytime your telephone is not idle):**

1. Do not hang up.
2. Press **DND**.
  - a) *If DND was enabled*, the system automatically disables DND for your extension.
  - b) *If DND was disabled*, the system automatically enables DND type 3 for your extension.

## Do Not Disturb Override

---

Easily override a co-worker's Do Not Disturb.

Do Not Disturb Override lets you override a co-worker's Do Not Disturb if you need to get through to them right away. Check with your communications manager to see if your phone has DND Override capability.

---

### Using Do Not Disturb Override

#### To use Do Not Disturb Override:

1. Dial your co-worker's extension or press their Hotline key.
  - a) You hear DND tone and see **Do Not Disturb** in your display.
  - b) If you hear busy or ring/busy tone instead, your co-worker is busy on a call.
2. Push **DND Override (Ovrd)** to override your co-worker's DND.
  - a) You can alternately dial **1** or press the Hotline key for your co-worker.
3. The system automatically places a ringing Intercom call to your co-worker.

## Door Box

---

Use a Door Box to remotely monitor an entrance door.

The Door Box is a self-contained analog Intercom unit typically used to monitor an entrance door. For example, your facility may have a Door Box outside a delivery entrance. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chime tones or ringing to all extensions programmed to receive chimes. If you receive chimes or ringing from a Door Box, just lift the handset and talk to the visitor at the door. Depending on your system setup, you may be able to remotely open the door. Ask your communications manager for more.

---

### Calling to and from the Door Box

#### To place a call *from* the Door Box:

1. Press the Door Box call button.
2. When someone inside the building answers your call, speak toward the Door Box.
  - a) Once you press the call button, you can not control the call. You must wait for someone to answer.

#### To place a call *to* the Door Box:

1. Lift handset and press **INTERCOM**.
2. Dial the Door Box extension number.
  - a) You hear two beeps, then conversation with the visitor at the door.

#### To answer Door Box chimes or ringing:

1. Lift the handset.
2. Talk to the visitor at the door.

---

### Remotely Controlling the Door

#### To activate the Door Box relay (which in turn controls the door strike):

1. Place or answer a Door Box call.
2. Do one of the following:
  - a) Push **Open** to open the door (if closed).  
Alternately press **FLASH**.
  - b) Push **Close** to close the door (if open).  
Alternately press **FLASH**.

## Extension Hunting

---

Automatically route calls to co-workers that work closely together.

Extension Hunting routes calls to a predefined group of hunt group member extensions. A call rings in sequence through the hunt group until answered at a member extension. If you work with a group of co-workers that share responsibility for answering calls, you may be in an Extension Hunting group.

There are three types of Extension Hunting:

*Circular Hunting*, in which a call continuously cycles through the group until answered.

*Terminal Hunting*, in which a call cycles through the group only once.

*Uniform Call Distribution (UCD) Hunting*, where the co-worker that has been idle the longest gets the new call.

---

### **Sending Calls to Hunt Groups**

#### **To send a call into a Terminal or Circular Hunt Group:**

1. Place or answer an outside call.
2. Transfer the call to a hunt group member.

See [Transfer](#) on page 177 for more.

#### **To send a call into a UCD Hunt Group:**

1. Place or answer an outside call.
2. Transfer the call to the UCD Group master number (e.g., 701).

See [Transfer](#) on page 177 for more.

---

### **Remove or Install your Extension from your UCD Group**

#### **To remove or reinstall your Extension from your UCD Group:**

1. Press **INTERCOM** and dial **\*5**.
2. Do one of the following:
  - a) Dial **4** to return your extension to your UCD Group.
  - b) Dial **6** to remove your extension from your UCD Group.
3. Press **SPEAKER** to hang up.

## Extension Locking

---

When you leave the office, secure your phone to prevent unauthorized use.

Use Extension Locking to secure your phone when you leave the office. You may want to do this if your phone has Toll Restriction and Class of Service options enabled that could be easily abused. While locked, the restrictions set up in Class of Service 15 and Toll Level 7 are in force at your extension. When you return, they just unlock your extension to return it to normal operation.

Your communications manager can tell you what restrictions are set up in Class of Service 15 and Toll Level 7.

### Walking Class of Service and Extension Locking

Walking Class of Service interacts with Extension Locking. For example, here's how you can use Walking Class of Service to override Extension Locking:

1. Your extension allows you to use Paging and place long distance calls.
2. Your co-worker's extension is locked so those features are disabled.
3. While you are in your co-worker's office, you can use Walking Class of Service enable the features normally available on your extension (even though your co-workers phone is locked).

---

### Locking and Unlocking Your Extension

- You must have a PIN number programmed for your extension before you can use Extension Locking.

#### To lock your extension:

1. Press **INTERCOM**.
2. Dial **##5**.
  - a) While your extension is locked, **DND** flashes and you hear pulsating dial tone when you press **INTERCOM**.

#### To unlock your extension:

1. Press **INTERCOM**.
2. Dial **##5**.
  - a) You hear pulsating dial tone when you press **INTERCOM**.
3. Enter your PIN number + **HOLD**.

---

### Entering or Changing Your PIN Number

#### To enter your PIN number (if you don't have one assigned):

1. Press **INTERCOM**.
2. Dial **##6**.
3. When you see **Enter New PIN**:
  - a) Enter your new PIN number + **HOLD**.
  - b) When entering your PIN number: **CLEAR** erases your entire entry. **REDIAL** backspaces over (erases) the last digit entered.
4. When you see **Re-Enter New PIN**, confirm your entry by reentering your new PIN number.

- When you see **NEW PIN ACCEPTED**, push **Exit**.

#### To change your PIN number (if you already have one assigned):

- Press **INTERCOM**.
- Dial **##6**.
- When you see **Enter PIN Code**:
  - Enter your existing PIN number + **HOLD**.
  - When entering your PIN number: **CLEAR** erases your entire entry. **REDIAL** backspaces over (erases) the last digit entered.
- When you see **Enter New PIN**, enter your new PIN number + **HOLD**.
- When you see **Re-Enter New PIN**, confirm your entry by reentering your new PIN number.
- When you see **NEW PIN ACCEPTED**, push **Exit**.

#### Unlocking an Extension and Erasing It's PIN Number

- This capability is normally available at extension 301.

#### To unlock an extension (and clear the extension's PIN number) at a keyset:

Unlocking an Extension (Keyset)			
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.			
<b>Menu + 04</b>	Select the Admin Clear PIN Code sub-menu. <ul style="list-style-type: none"> <li>You must have a PIN number entered for <i>your</i> phone to use this feature.</li> </ul>		
	<b>Enter PIN Code</b>	Enter <i>your own</i> PIN code.	
	<b>Next</b>	Select to accept your PIN code and enter the Clear Pin sub-menu.	
	<b>Back</b>	Back up the previous level.	
		<b>Clear Pin On Ext</b>	Enter the extension to unlock (which also clears its PIN number).
		<b>Next</b>	Select the extension.
		<b>Back</b>	Back up to the previous level without selecting the extension.
		<b>Yes</b>	Clear the PIN number and unlock the extension.
		<b>Cancel</b>	Back up to the previous level without clearing the PIN number and unlocking the extension.

**To unlock an extension (and clear the extension's PIN number) at a Super Display:**

Unlocking an Extension (Super Display)			
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.			
Menu + Admin + Erase Pin Number	Select to unlock an extension and erase its PIN number. <ul style="list-style-type: none"> <li>You must have a PIN number entered for <i>your</i> phone to use this feature.</li> </ul>		
	Enter PIN Code:	Enter <i>your own</i> PIN code.	
		Next	Select to accept your PIN code and enter the Clear Pin sub-menu.
		Clear Pin On Ext	Enter the extension to unlock (which also clears its PIN number).
		Next	Select the extension.
		Yes	Clear the PIN number and unlock the extension.
		No	Back up to the previous level without clearing the PIN number and unlocking the extension.
		Back	Back up to the previous level.
		Exit	Exit to the idle menu display.
		Back	Back up to the previous level.
		Cancel	Cancel your entry.
		Exit	Exit to the idle menu display.
	Back	Back up to the previous level.	
	Cancel	Cancel the selection.	
	Exit	Exit to the idle menu display.	



## Feature Keys

Feature Keys simplify feature operation. The feature keys on your telephone make it easier to place calls, answer calls and use certain features. The 22-button keysets have 12 Feature Keys. The 34-button and Super Display keysets have 24 Feature Keys.

You can customize the function of the Feature Keys on your telephone:

Account Code	Intercom Directory Dialing	Park Orbit
Call Coverage (immediate, delayed or no ring)	Line keys	Reverse Voice Over
Call Forwarding	Message Center	Save Number Dialed
Call Timer	Loop Key, Fixed	Speed Dial, Personal
Group Call Pickup (immediate, delayed or no ring)	Loop Key, Switched	Speed Dial, System
Headset key	Night key	Split
Hotline	Page Zones	Voice Mail Conversation Record
Intercom	Flash	
Intercom Queue	Skip Ahead	Manual Activation Mode

By default:

- In DSX-80/160, keys 1-12 are line keys for lines 1-12 and keys 13-24 are undefined.
- In DSX-40, keys 1-8 are line keys for lines 1-8 and keys 9-24 are undefined.

### Customizing your Feature Key Assignments

To customize your Feature Assignments from your keyset:

Customizing Feature Keys (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 51</b>	Select the Feature Key sub-menu	
	<b>Prev</b>	Scroll backward to the previous Feature Key. <ul style="list-style-type: none"> <li>• You can also choose a key by dialing its key number (01-24)</li> </ul>
	<b>Next</b>	Scroll forward to the next Feature Key. <ul style="list-style-type: none"> <li>• You can also choose a key by dialing its key number (01-24)</li> </ul>
	<b>Select</b>	Select the currently displayed Feature Key.
	<b>&lt;&lt; or &gt;&gt;</b>	For the selected key, scroll forward or backward through the key options.
	<b>Select</b>	Select to enter additional data (if any). See the <i>Feature Key Assignments</i> chart.

Customizing Feature Keys (Keyset)		
	Enter additional data	Enter additional key data (if any).
	<b>Save</b>	Save your entry.
	<b>Cancel</b>	Cancel without saving.
	<b>Back</b>	Go back without saving.
<b>Back</b>		Back up to the previous menu.

**To customize your Feature Assignments from your Super Display:**

Customizing Feature Keys (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Key Assignment + Feature Keys</b>	Select the Feature Key sub-menu	
	<b>Previous</b>	Scroll backward to the previous Feature Key. <ul style="list-style-type: none"> <li>You can also choose a key by dialing its key number (01-24)</li> </ul>
	<b>Next</b>	Scroll forward to the next Feature Key. <ul style="list-style-type: none"> <li>You can also choose a key by dialing its key number (01-24)</li> </ul>
	<b>Select</b>	Select the currently displayed Feature Key.
	<b>&lt;&lt; or &gt;&gt;</b>	For the selected key, scroll forward or backward through the key options. <ul style="list-style-type: none"> <li>You can also type in the key code. See the <i>Feature Key Assignments</i> chart.</li> </ul>
	<b>Select</b>	Select to enter additional data (if any). See the <i>Feature Key Assignments</i> chart.
	Enter additional data	Enter additional key data (if any).
	<b>Save</b>	Save your entry.
	<b>Cancel</b>	Cancel your entry.
	<b>Exit</b>	Exit and return to the idle menu display.
	<b>Back</b>	Back up to the previous menu.
	<b>Exit</b>	Exit and return to the idle menu display.
<b>Back</b>		Back up to the previous menu.

Customizing Feature Keys (Super Display)		
	<b>Exit</b>	Exit and return to the idle menu display.

### Understanding Key Assignments

Feature Key Assignments			
Key Type	Description	Code and Data	Operation
<b>Undefined</b>	Use this option to designate a Feature Key as undefined (no function).	0	N/A
<b><u>Loop Key (Switched)</u></b>	Use this option to assign a Feature Key as a Switched Loop key.	01	Press the key to place or answer call.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Loop key idle. <i>On (green)</i> : You are busy on a loop key call. <i>Slow Flash</i> : Line is ringing.		
<b><u>Loop Key (Fixed)</u></b>	Use this option to assign a Feature Key as a Fixed Loop key.	02 + nn (Line Group 90-98)	Press the key to place or answer call.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Loop key idle. <i>On (green)</i> : You are busy on a loop key call. <i>Slow Flash</i> : Line is ringing.		
<b><u>Line</u></b>	Use this option to assign a Feature Key as a line key.	03 + nn (line number 1-64)	Press the key to place or answer call.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Line is idle or not installed. <i>On (red)</i> : A co-worker is busy on the line or has the line on Exclusive Hold. <i>On (green)</i> : You are busy on the line. <i>Wink On (red)</i> : On System Hold at a co-worker's extension. <i>Wink On (green)</i> : On System Hold at your extension. <i>Double Wink On (green)</i> : On Exclusive Hold or recalling your extension. <i>Slow Flash (red)</i> : Line is ringing. <i>Slow Flash (green)</i> : Line is ringing or your extension directly.		
<b><u>Park Orbit</u></b>	Use this option to assign a Feature Key as a Park Orbit key.	04 + nn (Park Orbit 60-69)	Press key to Park or retrieve parked call.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Orbit is idle.		

Feature Key Assignments			
Key Type	Description	Code and Data	Operation
	<i>On:</i> Orbit is holding a parked call. <i>Wink On (green):</i> Orbit is holding a call you parked.		
<b><u>Hotline</u></b>	Use this option to assign a Feature Key as a Hotline key. You cannot set up a hotline for an outside line.	05 + nnn (extension number)	Press key to call Hotline partner.
	<b><u>Busy Lamp Field (BLF)</u></b> <i>Off:</i> Partner extension is idle. <i>On:</i> Partner extension is busy or ringing. <i>Medium Flash:</i> Partner extension is in DND for outside calls (option 1). <i>Fast Flash:</i> Partner extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
<b><u>Call Coverage</u></b>	Use this option to assign a Feature Key as an immediately ringing Call Coverage Key.	06 + nnn (extension number)	Press key to call covered extension or pick up ringing call.
	Use this option to assign a Feature Key as a lamp only (no ring) Call Coverage Key.	07 + nnn (extension number)	
	Use this option to assign a Feature Key as a delayed ringing Call Coverage Key.	08 + nnn (extension number)	
	<b><u>Busy Lamp Field (BLF)</u></b> <i>Off:</i> Covered extension is idle. <i>On:</i> Covered extension is busy. <i>Slow Flash:</i> Covered extension is ringing. <i>Medium Flash:</i> Covered extension is in DND for outside calls (option 1). <i>Fast Flash:</i> Covered extension is in DND for Intercom calls (option 2) or All Calls (option 3).		
<b><u>Group Pickup</u></b>	Use this option to assign a Feature Key as an immediately ringing Group Call Pickup key.	09 + nn (Pickup Group 1-16)	Press key to answer call ringing Pickup Group.
	Use this option to assign a Feature Key as a lamp only (no ring) Group Call Pickup key.	10 + nn (Pickup Group 1-16)	
	Use this option to assign a Feature Key as a delay ring Group Call Pickup key.	11 + nn (Pickup Group 1-16)	

Feature Key Assignments			
Key Type	Description	Code and Data	Operation
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : No call is ringing the pickup group. <i>Slow Flash (green)</i> : A call is ringing the pickup group.		
<b><u>Page Zone</u></b>	Use this option to assign a Feature Key as a Page Zone key.	13 + n (Page Zone 1- 7, 0 for All Call)	Press key to Page into assigned zone.
	<u>Busy Lamp Field (BLF)</u> <i>On</i> : The assigned Page zone is busy. <i>On (green)</i> : The assigned Page zone is busy broadcasting an announcement you are making. <i>Off</i> : The assigned Page zone is idle.		
<b><u>System Speed Dial</u></b>	Use this option to assign a Feature Key as a System Speed Dial key. You assign the key to specific System Speed Dial number.	14 + nnn (number 001-999)	Press key to dial stored number.
	There is no BLF for this key type.		
<b><u>Personal Speed Dial</u></b>	Use this option to assign a Feature Key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial number.	15 + nnn (01-20)	Press key to dial stored number.
	There is no BLF for this key type.		
<b><u>Call Timer</u></b>	Use this option to assign a Feature Key as a Call Timer key. There are two types of timer key: manual and automatic.	16 + n (1=manual, 2=automatic)	Press key to start or stop Call Timer.
	<u>Busy Lamp Field (BLF)</u> <i>On</i> : Call Timer on. <i>Off</i> : Call Timer off.		
<b><u>Voice Mail Record</u></b>	Use this option to assign a Feature Key as a Voice Mail Record key. <ul style="list-style-type: none"> <li>You must have voice mail installed to use this key.</li> <li>A voice prompt and periodic beep will remind you that your</li> </ul>	17 + nnn (extension number of valid Subscriber Mailbox)	Press key to record conversation into mailbox.

Feature Key Assignments			
Key Type	Description	Code and Data	Operation
	calls are being recorded.		
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Conversation Record is off. <i>Fast Flash (green)</i> : Conversation Record is on.		
<b><u>Night</u></b>	[3.01] Use this option to assign a Feature Key as a Night key.	18	Press key to activate night mode.
	<u>Busy Lamp Field (BLF)</u> <i>On</i> : Night mode is on. <i>Off</i> : Night mode is off.		
<b><u>Split</u></b>	Use this option to assign a programmable key as a Split key.	20	See <u>Split</u> for more.
	There is no BLF for this key type.		
<b><u>Intercom Directory Dialing</u></b>	Use this option to assign a programmable key as an Intercom Directory Dialing key.	21	Press key to access Intercom Directory Dialing.
	<u>Busy Lamp Field (BLF)</u> <i>On</i> : Intercom Directory Dialing is active (being used). <i>Off</i> : Intercom Directory Dialing is inactive (off).		
<b><u>Reverse Voice Over</u></b>	Use this option to assign a Feature Key as a Reverse Voice Over key.	23 + nnn (extension number)	While on a handset call, press key to place a private Intercom call to covered extension.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : Assigned extension is idle. <i>On</i> : Assigned extension is busy or ringing. <i>Medium Flash</i> : Assigned extension is in DND for outside calls (option 1). <i>Fast Flash</i> : Assigned extension is in DND for Intercom calls (option 2) or All Calls (option 3)		
<b><u>Message Center</u></b>	Use this option to assign a Feature Key as a Message Center key.	24 + nnn (extension number)	Press key to call Message Center Mailbox.
	<u>Busy Lamp Field (BLF)</u> <i>Off</i> : No messages waiting in the Message Center Mailbox. <i>Fast Flash (green)</i> : Messages waiting in the Message Center Mailbox.		

Feature Key Assignments			
Key Type	Description	Code and Data	Operation
<b><u>Save Number Dialed</u></b>	Use this option to assign a Feature Key as a Save Number Dialed key.	25	While on a call, press key to save the number you just dialed. While idle, press key to redial a previously saved number.
	There is no BLF for this key type.		
<b><u>Account Code</u></b>	Use this option to assign a Feature Key as an Account Code key.	26	Place or answer outside call + Press key + Enter Account Code + Press key to return to call.
	<b><u>Busy Lamp Field (BLF)</u></b> <i>Off</i> : Not in Account Code mode or not entering Account Codes. <i>Fast Flash (green)</i> : In the Account Code entry mode. <i>On (green)</i> : On a call for which the user has entered an Account Code.		
<b><u>Call Forwarding</u></b>	Use this option to assign a Feature Key as a Call Forwarding key.	27	Press key instead of pressing <b>INTERCOM</b> and dialing *3.
	<b><u>Busy Lamp Field (BLF)</u></b> <i>Off</i> : Extension not call forwarded or in the Call Forwarding setup mode. <i>Fast Flash</i> : In the Call Forwarding setup mode. <i>Wink Off</i> : Extension has Call Forwarding enabled.		
<b><u>Headset</u></b>	Use this option to assign a Feature Key as a Headset key.	28	Press key to enable or disable headset mode.
	<b><u>Busy Lamp Field (BLF)</u></b> <i>Off</i> : Extension is not in the headset mode. <i>On</i> : Extension is in the headset mode.		
<b><u>Intercom</u></b>	Use this option to assign a Feature Key as an Intercom key.	29	Press key to place or answer an Intercom call.
	<b><u>Busy Lamp Field (BLF)</u></b> <i>Off</i> : Intercom is idle. <i>Slow Flash (green)</i> : Incoming Intercom call ringing. <i>Double Wink On (green)</i> : Intercom call on Hold. <i>On (green)</i> : Busy on an Intercom call.		
<b><u>Flash</u></b>	Use this option to assign a Feature Key as a Flash key.	30	Press key to initiate a Flash.
	There is no BLF for this key type.		

Feature Key Assignments			
Key Type	Description	Code and Data	Operation
<b><u>Intercom Queue</u></b>	Use this option to assign a Feature Key as an Intercom Queue key.	31	Press key to answer a waiting Intercom call.
	<b><u>Busy Lamp Field (BLF)</u></b> <i>Off</i> : No Intercom call waiting. <i>Wink Off (green)</i> : Intercom call waiting.		
<b><u>Skip Ahead</u></b>	Use this option to assign a Feature Key as a Skip Ahead key.	32 + n (Schedule 1-8)	Press key to advance to the next Line Schedule.
	<b><u>Busy Lamp Field (BLF)</u></b> <i>Off</i> : Skip Ahead inactive. <i>On</i> : Skip Ahead active.		
<b><u>Manual Activation Mode</u></b>	Use this option to assign a Feature Key as a Manual Activation Mode key.	33 + n through 36 + n (Schedule 1-8)	Press key to manually activate the assigned schedule.
	<b><u>Busy Lamp Field (BLF)</u></b> <i>Off</i> : Manual Activation Mode inactive. <i>On</i> : Manual Activation Mode active.		



## Flash

---

Use Flash to access certain features from your service provider such as Caller ID with Call Waiting (if available). For example, The Caller ID with Call Waiting feature allows you to view the name and number of incoming calls while you're on another call. You can select the new call (and switch back) by pressing **FLASH**. This is indispensable when someone is trying to get through with an important call.

Pressing **FLASH** interrupts the the loop current on the line.

---

### Flashing an Outside Line

**To Flash the outside line you are on:**

1. Press **FLASH**.
  - a) If you have a Feature Key on your phone programmed for Flash, you can press it instead. See [Feature Keys](#) on page 89 for more.
2. If you are using Call Waiting Caller ID from your service provider, press **FLASH** again to return to the initial call.

## Forced Line Disconnect

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Forced Line Disconnect allows you to disconnect (release) another extension's active outside call. You would typically do this in an emergency, when no other lines are available.

---

### Using Forced Line Disconnect

- Forced Line Disconnect abruptly terminates the active call on the line. Only use this feature in an emergency and when no other lines are available.
- Your communications manager can tell you if your phone has Forced Line Disconnect capability.

#### To disconnect a busy line:

1. Do one of the following:
  - a) Press the line key for the busy line.
  - b) Press **INTERCOM** and dial the line's extension number (e.g., 101 for line 1).
2. When you hear busy tone, dial **#** to disconnect the line.
3. You hear Intercom dial tone and the line key goes out.
  - a) You can now place a new call on the line.

## Group Call Pickup

Group Call Pickup allows you to answer a call ringing a co-worker in your assigned Pickup Group. This permits you and your co-workers in the same Pickup Group to easily answer each other's ringing calls. You can intercept the ringing call by dialing a code or pressing a programmed Group Call Pickup key.

If you have a Group Call Pickup key, you can turn the ringing on and off..

### Answering a Pickup Group Call

#### To answer a call ringing a phone in your Pickup Group:

1. Lift the handset.
2. Do one of the following.
  - a) Press the flashing Group Call Pickup key.
  - b) Press **INTERCOM** and dial **\*#**.

#### To set up Group Call Pickup key ringing at your keyset:

Setting Up Group Call Pickup Key Ringing (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 41 + Next</b> (twice)	Select the Call Pickup keys sub-menu.	
	<b>Select</b>	Your Group Call Pickup keys will light. Press a key repeatedly to set its ringing mode. Dial a digit (0-4) to set the Ring Type: <b>0</b> for Standard <b>1</b> for Ring Type A <b>2</b> for Ring Type B <b>3</b> for Ring Type C

#### To set up Group Call Pickup Key ringing at your Super Display:

Setting Up Group Call Pickup Key Ringing (Super Display)		
<b>Menu + Ringing</b>	Select the Ring Assignments sub-menu.	
	<b>Key Assignments</b>	Select the Key Assignments sub-menu.
	<b>Pickup</b>	Your Group Call Pickup keys will light. Press a key repeatedly to set its ringing mode. Dial a digit (0-4) to set the Ring Type: <b>0</b> for Standard

Setting Up Group Call Pickup Key Ringing (Super Display)		
		<b>1</b> for Ring Type A <b>2</b> for Ring Type B <b>3</b> for Ring Type C

**To assign a Group Call Pickup key:**

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

## Group Listen

---

Use Group Listen to talk to an important client or customer and have your co-workers listen in on the meeting.

Group Listen permits you to talk on your handset and have your caller's voice broadcast over the telephone speaker. This lets your co-workers listen to the conversation. Group Listen turns off your keyset's Handsfree microphone so the caller does not hear your co-worker's voices during the Group Listen. When you set up Group Listen, you hear your caller's voice over the telephone speaker as well as your handset.

---

### Using Group Listen

#### To set up Group Listen:

1. Place or answer a call using the handset.
2. Press **SPEAKER** twice (but do not hang up).
  - a) **SPEAKER** flashes slowly red.
3. Talk to the caller through your handset.
  - a) You and your co-workers hear your caller's voice over your telephone speaker.
  - b) Your handsfree microphone is off.

#### To talk Handsfree after initiating Group Listen:

1. Press **SPEAKER** twice.
2. Hang up.
  - a) **SPEAKER** is on.
  - b) Talk to your caller using the Handsfree speaker and microphone.

#### To cancel Group Listen and return to your handset:

1. Do not hang up.
2. Press flashing **SPEAKER**.
  - a) **SPEAKER** is off.
  - b) Talk to your caller over your handset. Your co-workers can no longer hear your caller's voice.

## Group Ring

---

Use Group Ring to call a group of co-worker's simultaneously.

You and your co-workers may be arranged into a Group Ring for answering calls. When a call comes into your group, all extensions in the group ring simultaneously. Any user in the Ring Group can answer the call just by lifting the handset.

---

### Answering Ring Group Calls

#### To answer a call ringing your Ring Group:

1. Do one of the following:
  - a) If the call doesn't appear on a line or loop key, lift handset.
  - b) If the call appears on a line or loop key, press the flashing line or loop key.
2. Speak with the caller.

#### To answer a call ringing another Ring Group (of which you are not a member):

1. Lift handset and press **INTERCOM**.
2. Dial **\*\*** and the Ring Group number (e.g., 601).
3. Speak with the caller.

---

### Placing and Transferring Ring Group Calls

#### To make an Intercom call to a Ring Group:

1. Lift handset and press **INTERCOM**.
2. Dial the Ring Group number (e.g., 601).
3. Wait for your co-worker to answer.
  - a) If all Ring Group members are busy, your call will continue to ring until a group member becomes free.

#### To Transfer your call to a Ring Group:

1. Press **INTERCOM**.
2. Dial the Ring Group number (e.g., 601).
3. Do one of the following:
  - a) To screen (announce) the Transfer:  
Wait for a Ring Group member to answer then press **TRANSFER**.
  - b) To have the call go through unscreened (unannounced):  
Press **TRANSFER**. If your Transfer is unanswered, the call will return to you.
  - c) To return to the call before a Ring Group member picks it up:  
Press the flashing line key.

## Handsfree and Handsfree Answerback

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

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

### Handsfree

Handsfree allows you to process calls using the speaker and microphone in your telephone (instead of the handset). Handsfree is a convenience when you don't have a free hand to pick up the handset. If you are working at your computer, for example, you could continue to enter data with both hands while talking on the phone.

### Handsfree Answerback and Forced Intercom Ringing

Use Handsfree Answerback to respond to a voice-announced Intercom call by speaking toward your phone, without lifting the handset. Like Handsfree, this is a convenience when you don't have a free hand to pick up the handset. Incoming Intercom calls alert with two beeps if your extension has Handsfree Answerback — a single beep if it does not.

Forced Intercom Ringing causes an incoming Intercom call to ring an extension. You can enable Forced Intercom Ringing for Intercom calls to your extension. Additionally, you can dial a code to have an outgoing Intercom call ring the destination.

### Using Handsfree

- Certain models of digital (TDM) keysets and all IP keysets have Full Duplex Speakerphones. The remaining models have Half Duplex Speakerphones.
- The Full Duplex Speakerphone allows both parties on the call to talk simultaneously. A Full Duplex Speakerphone will not switch back and forth between the parties as it does with half-duplex models.

### To use Handsfree instead of lifting the handset:

1. Press **SPEAKER**.
2. Speak toward your telephone.
  - a) To temporarily turn off the Handsfree microphone, see [Microphone Mute](#) on page 133.

### To change a handset call into a Handsfree call:

1. Press **SPEAKER**.
2. Hang up the handset.

### To change a Handsfree call into a handset call:

1. Lift the handset.
2. The call automatically switches to your handset.

### To allow or prevent incoming voice announcements to your keyset:

#### Setting Up Incoming Voice Announcements (Keyset)

**Next:** Go to next selection. **Prev:** Go to previous selection. **Select:** Select current Option. **Back:** Back out of current option. **Exit:** Exit Menu setup.

Setting Up Incoming Voice Announcements (Keypad)		
<b>Menu + 31</b>	Select the Voice Announce sub-menu.	
	<b>On</b>	Turn Voice Announce on. If on, incoming Intercom calls will normally voice announce to your phone.
	<b>Off</b>	Turn Voice Announce off. If off, incoming Intercom calls will normally ring your phone.
	<b>Back</b>	Back up to the previous level.

**To allow or prevent incoming voice announcements to your Super Display:**

Setting Up incoming Voice Announcements (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + Voice Announce</b>	Select the Voice Announce sub-menu.	
	<b>On</b>	Turn voice announce on. If on, incoming Intercom calls will normally voice announce to your phone.
	<b>Off</b>	Turn voice announce off. If off, incoming Intercom calls will normally ring your phone.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

**To set up Handsfree Reply on your keypad:**

Setting Up Handsfree Reply (Keypad)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 32</b>	Select the Handsfree Reply sub-menu.	
	<b>On</b>	Turn Handsfree Reply on. If on, you can reply to incoming voice announcements by just speaking toward your phone.
	<b>Off</b>	Turn Handsfree Reply off. If off, you can reply to incoming voice announcements only by lifting the handset.



Setting Up Handsfree Reply (Keypad)		
		Press <b>MUTE</b> to turn on Handsfree Reply for this call only.
	<b>Back</b>	Back up to the previous level.

**To set up Handsfree Reply on your Super Display:**

Setting Up Handsfree Reply (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + Handsfree Reply</b>	Select the Handsfree Reply sub-menu.	
	<b>On</b>	Turn Handsfree Reply on. If on, you can reply to incoming voice announcements by just speaking toward your phone.
	<b>Off</b>	Turn Handsfree Reply off. If off, you can reply to incoming voice announcements only by lifting the handset. Press <b>MUTE</b> to turn on Handsfree Reply for this call only.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

## Headset Compatibility

Have the privacy of a handset call without having to hold the handset.

You can utilize a customer-provided headset in place of the handset. Like using Handsfree, using the headset frees up your hands for other work. However, the headset provides privacy not available from Handsfree.

### Using the Headset

- If you are using the DSX Wireless Headset Adapter (WHA) with a Plantronics Wireless Headset System, refer to the user guide provided with the WHA.

#### To connect a headset:

1. Plug a compatible headset into the telephone headset jack.
2. Leave the handset connected and in the cradle.

#### To turn the headset mode on and off:

1. Press the headset Feature Key on your telephone or DSS Console.
2. You can optionally push **Menu + Options + Headset Mode (Menu + 91)**

#### While in the headset mode:

1. Do one of the following:
  - a) Press a line key to place or answer an outside call.
  - b) Press **INTERCOM** to get Intercom dial tone.
  - c) If on a call, press **SPEAKER** to hang up.
2. Depending on how your extension is set up, you may hear incoming voice announcements while in the headset mode.

#### To enable the Headset Mode at a keyset:

Enabling Headset Mode (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 91</b>	Select the Headset Mode sub-menu.	
	<b>On</b>	Turn the Headset Mode on.
	<b>Off</b>	Turn the Headset Mode off.
	<b>Back</b>	Go back to the previous level.

**To enable the Headset Mode at a Super Display:**

Enabling Headset Mode (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Options + Headset Mode</b>	Select the Headset Mode sub-menu.	
	<b>On</b>	Turn the Headset Mode on.
	<b>Off</b>	Turn the Headset Mode off.
	<b>Back</b>	Go back to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

**To enable the Headset Voice Announce option at your keyset:**

Enabling Headset Voice Announce (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 92</b>	Select the Headset Voice Announce sub-menu.	
	<b>On</b>	Turn Headset Voice Announce on.
	<b>Off</b>	Turn Headset Voice Announce off.
	<b>Back</b>	Go back to the previous level.

**To enable the Headset Voice Announce option at a Super Display:**

Enabling Headset Voice Announce (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Options + Headset V. Announce</b>	Select the Headset Voice Announce sub-menu.	
	<b>On</b>	Turn Headset Voice Announce on.
	<b>Off</b>	Turn the Headset Voice Announce off.

Enabling Headset Voice Announce (Super Display)		
	<b>Back</b>	Go back to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

## Hold

Have a call wait on Hold, then pick it up to continue the conversation.

Hold lets you put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not conversation in your work area. While your call waits on Hold, you may process calls or use a system feature. Outside calls that you leave on Hold too long recall to you. If you don't answer the recall, the call normally diverts to Key Ring.

There are four types of Hold:

### System (Regular) Hold

With System Hold, an outside call you place on Hold flashes the line key on your co-worker's keysets. Any co-worker with the flashing line key can pick up the call.

### Exclusive Hold

When you place a call on Exclusive Hold, only you can pick up the call from Hold. The line appears busy on your co-worker's keysets. Exclusive Hold is important if you don't want a co-worker picking up your call on Hold.

### Automatic Hold

Automatic Hold allows you to be on an outside call, activate a feature, and automatically place your call on Hold without first pressing the **HOLD**. The system places a call on Hold automatically when you press **CONF**, **INTERCOM**, or a Hotline key. Automatic Hold optionally allows you, while busy on an outside call, to press another line key or a Call Coverage Key to automatically put your initial call on Hold.

### Intercom Hold

You can also place an Intercom call on Hold. The Intercom call on Hold does not indicate at any other extension. There is no Hold Recall for Intercom calls.

### Distinctive Flash Rate on Recall

System Hold and Exclusive Hold recall feature a distinctive flash rate for line keys (see the chart below). This allows the keyset extension user to easily differentiate new calls that are ringing from held calls that are recalling.

Distinctive Flash Rate on Recall		
For this type of call:	You see this flash rate:	
	System Hold	Exclusive Hold
Call that you placed on Hold	Single Wink On (green)	Double Wink On (green)
Call that you initially placed on Hold recalling your phone	Double Wink On (green)	Double Wink On (green)
Call a co-worker placed on Hold at their extension	Single Wink On (red)	None (On red)
Call a co-worker initially placed on Hold recalling your phone	Double Wink On (red)	Double Wink On (red)

### Using System Hold

To place a call on System Hold:

1. Press **HOLD**.

- a) The line key winks (on) while on Hold, double-wink (on) while recalling.
  - b) Line keys on Hold are green for your calls - red for your co-workers.
2. If a call on Hold recalls, you see one of the following.
- a) If the extension that placed to call on Hold doesn't have a name: **Hold Recall STA 301**
  - b) If the extension that placed the call on Hold has a programmed name: **Hold Recall 301: Front Desk**

#### **To pick up an outside call on System Hold:**

1. Press the flashing line key.
  - a) The line key lights solid (green).
2. Talk to the caller.

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

1. Lift the handset and press **INTERCOM**.
2. Dial **\*4**.
3. Dial the number of the line that is on Hold.
  - a) For example, dial **01** for line 1.
  - b) You must know the number of the line that is on Hold.

---

### **Using Exclusive Hold**

#### **To place a call on Exclusive Hold:**

1. Press **HOLD** twice.
  - a) For you, the line key winks (on green) while on Hold, flashes slowly while recalling.
  - b) For your co-workers, the line key is on red while on Hold, flashes slowly (red) while recalling.
2. If a call on Hold recalls, you see one of the following.
  - a) If the extension that placed to call on Hold doesn't have a name: **Hold Recall STA 301**
  - b) If the extension that placed the call on Hold has a programmed name: **Hold Recall 301: Front Desk**

#### **To pick up an outside call on Exclusive Hold:**

1. Press the flashing line key.
  - a) The line key lights solid (green).
2. Talk to the caller.

---

### **Using Intercom Hold**

#### **To place a call on Intercom Hold:**

1. Press **HOLD**.
2. **INTERCOM** flashes with a double-wink (on green) while on Hold - slow flash (green) while recalling.

#### **To pick up an Intercom call from Hold:**

1. Lift the handset.

2. If you are not connected to the Intercom call, press **INTERCOM**.

## Hot Dial Pad

Dial a call without first lifting the handset or pressing any keys.

Hot Dial Pad allows you to place a call without first lifting the handset, pressing a line key, or pressing **INTERCOM**. With Hot Dial Pad enabled, you can more easily place Intercom calls (without first pressing **INTERCOM**), quickly place outside calls (using Line Group Access and Direct Line Access), and even use the User Programmable Features.

Hot Dial Pad is not available with the following features which use **#** as the first access digit:

- Placing a Speed Dial call (e.g., **#701** or **#201**).
- Programming (**##\***).
- Extension Locking (**##0**, **##3**, **##5**, and **##6**).

### Using Hot Dial Pad

#### To use Hot Dial Pad:

1. **Do not** lift the handset, press **INTERCOM**, or press a line key.
2. To call a co-worker, just dial their extension number.
3. To place an outside call, just dial a line access code (e.g., **9**) followed by the outside number.

#### To enable Hot Dial Pad for your keyset:

Enabling Hot Dial Pad (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 34</b>	Select the Hot Dial Pad sub-menu.	
	<b>On</b>	Enable Hot Dial Pad for your extension.
	<b>Off</b>	Disable Hot Dial Pad for your extension.
	<b>Back</b>	Save your entry and go to the previous level.

#### To enable Hot Dial Pad for your Super Display:

Enabling Hot Dal Pad (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + Hot Dialpad</b>	Select the Hot Dial Pad sub-menu.	
	<b>On</b>	Turn Hot Dial Pad on.
	<b>Off</b>	Turn Hot Dial Pad off.
	<b>Back</b>	Save your entry and go back to the previous level.
	<b>Exit</b>	Exit to the idle menu display.



## Hotline

Hotline provides partner extensions with one-button calling, Transfer, and a Busy Lamp Field (BLF).

You may have a Hotline key on your telephone for one-button calling and Transfer to a co-worker (called your Hotline partner). If you work closely with a co-worker, Hotline may help.

Hotline Busy Lamp Indications	
When the key is:	The partner extension is:
Off	Idle or not installed
On	Busy or ringing <sup>1</sup>
Medium Flash	Partner extension is in DND for outside calls (option 1).
Fast Flash	Partner extension is in DND for Intercom calls (option 2) or All Calls (option 3).
<sup>1</sup> Ringing Intercom and Group Ring calls light the Hotline key. DILs, Key Ring calls and transferred calls do not.	

### Hotline Automatic Transfer

With Hotline Automatic Transfer, you can Transfer a call to a co-worker just by pressing their Hotline key and hanging up. Without Hotline Automatic Transfer, you must press **TRANSFER** before pressing the Hotline key. If you frequently use your Hotline key for one-button Transfer to co-workers, Hotline Automatic Transfer is recommended. If you prefer to consult with your Hotline partner rather than Transfer, disabling Hotline Automatic Transfer would be helpful. Check with your communications manager for more.

### Hotline Key Surfing

Consecutively pressing Hotline keys, also called “surfing”, is a convenient way to locate co-workers. The operation of surfing is an interaction between the Hotline Automatic Transfer and Automatic Hold options. For example, when Hotline Automatic Transfer and Automatic Hold are both enabled, while on an outside call you can quickly surf a row of keys to find a co-worker and then hang up when you find them. The call transfers to the co-worker without any other steps. Ask your communications manager for more about this feature.

### Using Hotline

#### To place a call to your Hotline partner:

1. Press your Hotline key.
2. Talk to your Hotline partner.

#### To answer a call from your Hotline partner:

1. When you hear two beeps, speak towards the phone.
2. Talk to your Hotline partner.

#### To transfer a call to your Hotline partner:

1. While on a call, press your Hotline key.
2. Do one of the following.
  - a) If your partner answers, announce the call, press **TRANSFER**.  
If your extension has Hotline Automatic Transfer, just announce the call and hang up.

- b) Press **TRANSFER** to have the call wait at your Hotline partner unannounced.  
If your extension has Hotline Automatic Transfer, just hang up instead.
3. The call recalls to you if it is not picked up.

**To assign a Hotline key:**

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

## Intercom

Use Intercom to call any co-worker.

### Handsfree Answerback and Forced Intercom Ringing

Use Handsfree Answerback to respond to a voice-announced Intercom call by speaking toward your phone, without lifting the handset. Like Handsfree, this is a convenience when you don't have a free hand to pick up the handset. Incoming Intercom calls alert with two beeps if your extension has Handsfree Answerback — a single beep if it does not.

Forced Intercom Ringing causes an incoming Intercom call to ring an extension. You can enable Forced Intercom Ringing for Intercom calls to your extension. Additionally, you can dial a code to have an outgoing Intercom call ring the destination.

### Placing and Answering Intercom Calls

#### To place an Intercom call:

1. Lift handset and press **INTERCOM**.
2. Dial your co-worker's extension number (**301-428**).
  - a) To call the operator, dial the operator's extension number or dial **0** or **01-04** (depending on your system setup).
  - b) If your call voice-announces the destination, you can dial **1** to force the call to ring.

#### To answer an Intercom call:

1. Do one of the following:
  - a) If you hear two beeps (which means that your phone has Handsfree Answerback), speak toward the phone or lift the handset for privacy.
  - b) If you hear one beep (which means that your phone does not have Handsfree Answerback), lift the handset to answer.
  - c) If you hear ringing, lift the handset to answer.
2. Talk to your co-worker.

### To allow or prevent incoming voice announcements to your keyset:

Setting Up Incoming Voice Announcements (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 31</b>	Select the Voice Announce sub-menu.	
	<b>On</b>	Turn Voice Announce on. If on, incoming Intercom calls will normally voice announce to your phone.
	<b>Off</b>	Turn Voice Announce off. If off, incoming Intercom calls will normally ring your phone.
	<b>Back</b>	Back up to the previous level.

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**To allow or prevent incoming voice announcements to your Super Display:**

Setting Up incoming Voice Announcements (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + Voice Announce</b>	Select the Voice Announce sub-menu.	
	<b>On</b>	Turn voice announce on. If on, incoming Intercom calls will normally voice announce to your phone.
	<b>Off</b>	Turn voice announce off. If off, incoming Intercom calls will normally ring your phone.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

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**To set up Handsfree Reply on your keyset:**

Setting Up Handsfree Reply (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 32</b>	Select the Handsfree Reply sub-menu.	
	<b>On</b>	Turn Handsfree Reply on. If on, you can reply to incoming voice announcements by just speaking toward your phone.
	<b>Off</b>	Turn Handsfree Reply off. If off, you can reply to incoming voice announcements only by lifting the handset. Press <b>MUTE</b> to turn on Handsfree Reply for this call only.
	<b>Back</b>	Back up to the previous level.

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**To set up Handsfree Reply on your Super Display:**

Setting Up Handsfree Reply (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		

Setting Up Handsfree Reply (Super Display)		
<b>Menu + Features + Handsfree Reply</b>	Select the Handsfree Reply sub-menu.	
	<b>On</b>	Turn Handsfree Reply on. If on, you can reply to incoming voice announcements by just speaking toward your phone.
	<b>Off</b>	Turn Handsfree Reply off. If off, you can reply to incoming voice announcements only by lifting the handset. Press <b>MUTE</b> to turn on Handsfree Reply for this call only.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

### Setting the Ringing Volume Preset

- This preset sets the default volume of your incoming ringing.

#### To set the ringing volume preset at a keyset:

Setting the Ringing Preset (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 11</b>	Select the Ringing Preset sub-menu.	
	<b>Down</b>	Turn the default ringing volume down. The minimum setting is off.
	<b>Up</b>	Turn the default ringing volume up.
	<b>Back</b>	Save your entry and back up to the previous level.

#### To set the ringing volume preset at a Super Display:

Setting up the Ringing Preset (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Volume + Ring</b>	Select the Ringing Preset sub-menu.	
	<b>VOLUME v</b>	Turn the default ringing volume down. The minimum setting is off.

Setting up the Ringing Preset (Super Display)		
	<b>VOLUME</b> ^	Turn the default ringing volume up.
<b>Back</b>	Save your entry and back up to the previous level.	
<b>Exit</b>	Exit to the idle menu display.	

## Language Selection

Set up your telephone to show displays and soft keys in English, Spanish, or French.

### Selecting the Display Language

- When you log onto your mailbox, your display will automatically match your mailbox language.

#### To set the display language on your keyset:

Setting the Display Language (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 82</b>	Select the Display Language sub-menu	
	<b>&lt;--</b>	Scroll backward through the available display languages.
	<b>--&gt;</b>	Scroll forward through the available display languages.
	<b>Save</b>	Save the displayed language and back up to the previous level.
	<b>Cancel</b>	Cancel and back up to the previous level without changing the Display Language setting.

#### To set the display language on your Super Display:

Setting the Display Language (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Language</b>	Select the Display Language sub-menu	
	<b>English</b>	Select English as the display language.
	<b>Spanish</b>	Select Spanish as the display language.
	<b>French</b>	Select French as the display language.
	<b>Back</b>	Back up to the previous level without changing the Display Language setting.
	<b>Exit</b>	Exit to the idle menu display.

## Last Number Redial

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Quickly redial the last number you dialed.

Use Last Number Redial to quickly redial the last outside number you dialed, without manually dialing the digits. The number to redial can be up to 20 digits using any combination of **0-9**, **#** and **\***. The system remembers the digits you dialed regardless of whether your call was answered, unanswered or busy. There are two types of Last Number Redial: Standard and Enhanced. One or the other is enabled for your extension - ask your communications manager.

### Standard Last Number Redial

Standard Last Number Redial remembers just the last number you dialed. If you dial a new number, it replaces the previous number in memory.

### Enhanced Last Number Redial

Enhanced Last Number Redial allows you to select from the last 5 outside numbers dialed (including Speed Dial calls). The newest call is at the top of the list; the oldest call is at the bottom. When you place a new call, the oldest call gets pushed off the list to make room for the new one. If you user dial a number that is already stored in memory, Enhanced Number Redial puts the new call at the top of the list and deletes the old duplicate.

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### Using Standard Last Number Redial

#### To redial your last call:

1. Lift the handset.
2. (Optional) Press an idle line key to preselect a line.
  - a) If you skip this step, the system automatically selects a line from the same group as your initial call.
3. Press **REDIAL**.
  - a) If you hear busy tone and your extension has Line Queuing, you can dial **2** to wait for a line to become free.
  - b) If you hang up, the system converts the queue to a Line Callback.

With Line Queuing, the number automatically redials when a line is available.

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### Using Enhanced Last Number Redial

#### To redial your last call at a keyset:

1. Press **REDIAL**.
  - a) If you select a line key before this step, the newest call is automatically redialed when you press **REDIAL** (just like Standard Last Number Redial).
2. Press **VOLUME** up or down to display the number you want to call.
3. To redial the displayed number, do one of the following.
  - a) Press **SPEAKER**.
  - b) Lift the handset.
  - c) Push **Dial**.
4. The system tries to use the same line as that used for your initial call.
  - a) If that line is busy, the system automatically selects a line from the same group as your initial call.
  - b) If you hear busy tone and your extension has Line Queuing, you can dial **2** to wait for a line to become free.
  - c) If you hang up, the system converts the queue to a Line Callback.

With Line Queuing, the number automatically redials when a line is available.



**To redial your last call at a Super Display:**

1. Press **REDIAL**.
  - a) If you select a line key before this step, the newest call is automatically redialed when you press **REDIAL** (just like Standard Last Number Redial).
2. Push the soft key for the number you want to call.
3. The system tries to use the same line as that used for your initial call.
  - a) If that line is busy, the system automatically selects a line from the same group as your initial call.
  - b) If you hear busy tone and your extension has Line Queuing, you can dial **2** to wait for a line to become free.
  - c) If you hang up, the system converts the queue to a Line Callback.

With Line Queuing, the number automatically redials when a line is available.

**To erase (clear) all the numbers from your Enhanced Last Number Redial memory:**

1. Press **REDIAL** + **CLEAR**.
2. Do one of the following:
  - a) Push **Yes** to clear the Last Number Redial memory.
  - b) Push **No** to back up to the previous level without clearing the Last Number Redial memory.

## Line Group Routing

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Dial a single-digit code to place a call over the first available line in a Line Group.

Line Group Routing lets you just press **INTERCOM** and dial **9** to get a line for an outside call. Line Group Routing automatically selects the first available line in your “dial 9” Line Group. This simplifies placing calls if your system has a lot of lines for outgoing calls. Rather than press one of many line keys, just dial **9** instead.

Note that systems with Line Group Routing enabled cannot also dial Line Groups on page 123 access codes 90-98.

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### Using Line Group Routing

- *By default, pressing Intercom and dialing 911 or lifting the handset and dialing 911 will not call emergency services.*

#### To place a call using Line Group Routing:

1. Lift the handset and press **INTERCOM**.
2. Dial **9**.
  - a) If you don't hear dial tone, Line Group Routing is not enabled. See Line Groups on page 123 instead.
  - b) If you hear busy tone and your extension has Line Queuing, you can dial **2** to queue for a line to become free.  
If you hang up, the system converts the queue to a Line Callback.
3. Dial your outside number.

## Line Groups

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Dial 2-digit codes to access Line Groups for outgoing calls.

You may be able to dial Line Group access codes 90-98 to select an available line in the group for outgoing calls. This is helpful in applications that have different services arranged into Line Groups. For example, dialing 90 could access a group of DDD lines for local calls, and dialing 91 could access a lower cost toll carrier for long distance calls.

Note that systems with Line Group Routing on page 122 enabled cannot also dial Line Group access codes 90-98.

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### Using Line Groups

- *By default, pressing Intercom and dialing 911 or lifting the handset and dialing 911 will not call emergency services.*

#### To place a call over a Line Group:

1. Lift the handset and press **INTERCOM**.
2. Dial the Line Group code (**90-98**).
  - a) If you hear dial tone after dialing the 9, your system doesn't have dial access to Line Groups enabled. See Line Group Routing on page 122 instead.
  - b) If you hear busy tone and your extension has Line Queuing, you can dial **2** to queue for a line to become free. If you hang up, the system converts the queue to a Line Callback.
3. Dial your outside number.

## Line Keys

Press a line key for one-touch access to an outside line.

A line key provides you with one-button access to a specific outside line. Just press a line key to place or answer a call on the line. There is no need to dial codes to access or intercept outside calls. In addition, a line key provides a Busy Lamp Field (BLF) for the line to which it is assigned (see the table below).

Line Key BLF Indications	
When the key is:	The line is:
Off	Idle or not installed
On (red)	In use or on Exclusive Hold at a co-worker's extension
On (green)	In use at your extension
Wink On (red)	On System Hold at a co-worker's extension
Wink On (green)	On System Hold at your extension
Double Wink On (green)	On Exclusive Hold or recalling your extension
Slow Flash (red)	Ringling into the system
Slow Flash (green)	Ringling or recalling directly to your extension

### Using Your Line Keys

#### To place a call using a line key:

1. Lift the handset.
2. Press the line key.
3. Dial the outside number.

#### To answer a call using a line key:

1. Listen for ringing and look for the flashing line key.
  - a) Line keys that flash red are for you and your co-workers.
  - b) Line keys that flash green are just for you (such as DILs and transfers).
2. Lift the handset.
3. Press the flashing line key.
  - a) If you have Ringling Line Preference, lifting the handset answers the call.
  - b) If you have Automatic Handsfree, while on a call you can press another line key to put your first call on Hold.

#### To set up Line Key ringing at your keyset:

Setting Up Line Key Ringing (Keyset)
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.

Setting Up Line Key Ringing (Keyset)		
<b>Menu + 41</b>	Select the Ring Key Assignments sub-menu.	
	<b>Select</b>	<p>Your line keys will light. Press a line key repeatedly to set its ringing mode:</p> <ul style="list-style-type: none"> <li>• Always (key LED is on green)</li> <li>• Night Ring (key LED flashes slow green)</li> <li>• Delay Ring (key LED flashes fast green)</li> <li>• Lamp Only (key LED is on red)</li> </ul> <p>Dial a digit (0-4) to set the Ring Type:</p> <p><b>0</b> for Standard  <b>1</b> for Ring Type A  <b>2</b> for Ring Type B  <b>3</b> for Ring Type C</p>

**To set up Line Key ringing at your Super Display:**

Setting Up Line Key Ringing (Super Display)		
<b>Menu + Ringing</b>	Select the Ring Assignments sub-menu.	
	<b>Key Assignments</b>	Select the Key Assignments sub-menu.
	<b>Line</b>	<p>Your line keys will light. Press a line key repeatedly to set its ringing mode:</p> <ul style="list-style-type: none"> <li>• Always (key LED is on green)</li> <li>• Night Ring (key LED flashes slow green)</li> <li>• Delay Ring (key LED flashes fast green)</li> <li>• Lamp Only (key LED is on red)</li> </ul> <p>Dial a digit (0-4) to set the Ring Type:</p> <p><b>0</b> for Standard  <b>1</b> for Ring Type A  <b>2</b> for Ring Type B  <b>3</b> for Ring Type C</p>

**To assign a line key:**

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

## Line Queuing / Line Callback

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Use Line Queuing to wait in line for a line to become free.

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

### Line Queuing

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

### Line Callback

After queuing for a line, you can just hang up to convert the Line Queue into a Line Callback. When the line becomes free, your extension is automatically recalled. When you answer the callback ring, you are connected to the line. You can leave a Line Callback for many lines. If you leave a Line Callback request and then fail to answer the callback ring, the system cancels the Callback.

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### Using Line Queuing and Line Callback

#### To queue or leave a callback for a busy line:

1. Do one of the following.
  - a) Press the line key for the busy line.
  - b) Press **INTERCOM** and dial the Direct Line Access code (e.g., 101 for line 1).
2. Dial **2** and do one of the following.
  - a) Wait on the line without hanging up for Line Queuing.
  - b) Hang up for Line Callback.
3. When the line becomes free, do one of the following.
  - a) For Line Queuing, listen for outside dial tone and then place your call again.
  - b) For Line Callback, you hear the Line Callback ring. If you answer the ring: Listen for outside dial tone and then place your call again.

## Tandem Calls / Unsupervised Conference

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

Tandem Calls allows you to join two outside callers in a line-to-line conference. You can then drop out of the call, leaving the lines in an Unsupervised Conference. You are then not part of the conversation, and the Conference continues until either of the outside callers hangs up.

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### Setting up a Tandem Call

#### To set up a Tandem Call:

1. Place or answer an outside call.
2. Press **CONF**.
  - a) You hear Intercom dial tone.
  - b) Your caller hears Music on Hold (if installed) while they wait for you to set up the Conference.
3. Do one of the following:
  - a) Place or answer an outside call.
  - b) Retrieve a call from Park Orbit.
  - c) Retrieve a call from Hold.
4. Press **CONF** to set up the Conference.
  - a) If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.
5. Hang up.
  - a) The line/loop keys for the outside lines stay on (red).
  - b) If the outside parties disconnect, the lines you selected or your extension does not have Tandem Call capability.

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### Disconnecting a Tandem Call

#### To disconnect a tandem call (using Forced Line Disconnect):

1. Do one of the following:
  - a) Press the line key for the busy line.
  - b) Press **INTERCOM** and dial the line's Direct Line Access code (e.g., **101** for line 1).  
See for [Direct Line Access](#) on page 64 more.
2. Dial **#** to disconnect the Tandem Call.

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### Barging In on a Tandem Call

#### To Barge In on a Tandem Call:

1. Do one of the following:
  - a) Press the line key for the busy line.
  - b) Press **INTERCOM** and dial the line's Direct Line Access code (e.g., **101** for line 1).  
See for [Direct Line Access](#) on page 64 more.
2. Push **Barge In (Barg)**.
  - a) You hear two beeps and you join the Tandem Call.

**To place a Tandem Call on Hold (after Barging In):**

1. Press **HOLD**.
  - a) The tandem callers hear Music On Hold (if installed) while they wait on Hold.
  - b) While on Hold, the tandem callers cannot talk to each other.
2. To rejoin the Tandem Call you have placed on Hold, do one of the following:
  - a) Press **CONF**.
  - b) Press one of the line keys involved in the Tandem Call.

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**Setting up a Line-to-Line Transfer**

- This is a type of Tandem Call in which you never have to join in with your outside callers.

**To set up a Line-to-Line Transfer:**

1. Place or answer an outside call.
2. Press **TRANSFER**.
3. Place or answer another outside call.
4. Hang up.
  - a) The two outside callers join together, just like a normal Tandem Call.
  - b) The line/loop keys for the outside lines stay on (red).
  - c) If the outside parties disconnect, the lines you selected or your extension does not have Tandem Call capability.



## Loop Keys

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Loop keys simplify answering and placing calls.

Loop keys are Feature Keys that simplify the way you place and answer outside calls. There are two types of loop keys: Switched Loop keys and Fixed Loop keys.

### Switched Loop Keys

For incoming calls, Switched Loop keys are for any of your outside lines that don't have their own line key. If a line is set to ring your phone, and it doesn't have a line key, it will ring in on a Switched Loop key.

For outgoing calls, Switched Loop keys give you quick access to Line Groups. For example, instead of pressing **INTERCOM** and dialing **91** for Line Group 91, just press the Switched Loop key and dial **1** instead. Also, if you have dial 9 access to outside lines, a Switched Loop key can give you access to the other line groups in your system. See Line Group Routing on page 122 and Line Groups on page 123 for more.

### Fixed Loop Keys

For incoming calls, a Fixed Loop key works just like a Switched Loop key. If a line is set to ring your phone, and it doesn't have a line key, it will ring in on a Fixed Loop key.

For outgoing calls, use a Fixed Loop key to place a call on a preassigned Line Group. When you press the key, you get the first line in the preassigned group.

---

### Using Loop Keys

#### To answer a call on a loop key:

1. Listen for ringing and look for the flashing (red) loop key.
2. Lift the handset.
3. Press the loop key. (The loop key will light green.)
  - a) If you have Ringing Line Preference, lifting the handset answers the call.
  - b) If you have Automatic Handsfree, you can press the loop key without first lifting the handset.

#### To place a call on a loop key:

1. Lift the handset.
2. Press the loop key. (The loop key will light green.)
3. For a Switched Loop Key:
  - a) Dial the Line Group code (**0-8** for groups 90-98).
  - b) Dial the outside number.
4. For a Fixed Loop Key:
  - a) Dial the outside number.

#### To assign a loop key:

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

## Meet-Me Conference

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

Use Meet-Me Conference to set up or join a telephone meeting with your co-workers. Each party joins the Conference by dialing the code for one of the two Meet-Me Conference locations. Meet Me Conference lets you have a telephone meeting — without leaving the office.

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### Using Meet-Me Conference

#### To set up a Meet-Me Conference:

1. Page your co-workers and announce the Meet-Me Conference location code (**#11** or **#12**).
  - a) You and your co-workers must join the conference within the Meet-Me Conference time.
  - b) **INTERCOM** flashes fast (green) after the first party joins the Conference; goes out after additional parties join.
2. Do one of the following.
  - a) Push **Meet Me 11 (MT11)** to set up the conference at location 11.
  - b) Push **Meet Me 12 (MT12)** to set up the conference at location 12.

#### To join a Meet-Me Conference:

1. Listen for paged invitation to join the conference at (**#11** or **#12**).
2. Press **INTERCOM** and dial the announced Meet-Me Conference location code (**#11** or **#12**).
  - a) Your co-workers must join the conference within the Meet-Me Conference time.
  - b) **INTERCOM** flashes fast (green) after the first party joins the Conference; goes out after additional parties join.

## Message On Hold

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You can record a message that will play to callers on Hold.

If you are an IntraMail System Administrator, you can record a message that will play to callers while they wait on Hold. For example, you can record a message summarizing available services or hours of operation. This message will play to callers as soon as you put them on Hold, and continually repeat as long as they remain on Hold.

If your system does not have IntraMail, you may still be able to record a Message on Hold. However, the steps are different and the message is limited to 120 seconds.

Check with your communications manager for more.

---

### Recording a Message on Hold if your System has IntraMail

#### To record a Message On Hold:

1. Press **V-MAIL** and dial **SA** (72).
2. Push **Message On Hold** (dial **1**).
3. Do one of the following.
  - a) Push **Listen (Lstn)** to listen to the Message On Hold (if recorded).
  - b) Push **Record (Rec)** to record a new Message On Hold.
  - c) Push **Erase** to erase the Message On Hold (if recorded)
  - d) Push **Back** to back up a level.

---

### Recording a Message on Hold if your System does not have IntraMail

#### To record a Message On Hold:

1. Press **V-MAIL**.
2. Push **Message On Hold (MOH)**.
3. Do one of the following.
  - a) Push **Listen (Lstn)** to listen to the Message On Hold (if recorded).
  - b) Push **Record (Rec)** to record a new Message On Hold.
  - c) Push **Erase** to erase the Message On Hold (if recorded)

## Message Waiting

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If your system doesn't have voice mail, use Message Waiting to leave a request for a return call.

You can leave a Message Waiting at a busy or unanswered extension requesting a return call. When you leave a Message Waiting on a co-worker's phone, their **V-MAIL** key and Ring/Message lamp flash. Answering their Message Waiting automatically calls you.

Message Waiting ensures that you will not have to recall an unanswered extension. It also ensures that you won't miss calls when your extension is busy or unattended.

You can leave Messages Waiting at any number of extensions. Also, any number of extensions can leave a Message Waiting for you. Just scroll through your Messages Waiting and select a co-worker to call back.

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### Using Message Waiting

#### To leave a Message Waiting:

1. Place Intercom call to a co-worker.
  - a) The extension you call can be unanswered, busy, or in Do Not Disturb.
2. Press **V-MAIL**.
3. Hang up.

#### To answer a Message Waiting:

1. Look at your **V-MAIL** key and Ring/Message Lamp - they should be flashing (red).
2. Press **INTERCOM + V-MAIL**.
  - a) The system cancels the Message Waiting if the extension you call is busy, doesn't answer, or is Do Not Disturb.
  - b) If the extension you call doesn't answer, press **V-MAIL** to automatically leave them a Message Waiting.
  - c) If your **V-MAIL** key and Ring/Message Lamp continue to flash you have additional messages waiting.

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

1. Do not lift the handset.
2. Press **V-MAIL** until the extension you want displays.
3. Lift the handset and press **V-MAIL**.
  - a) You can alternately press **INTERCOM** instead of lifting the handset.
  - b) The system cancels the Message Waiting if the extension you call is busy, doesn't answer, or is Do Not Disturb.
  - c) If the extension you call doesn't answer, press **V-MAIL** to automatically leave them a Message Waiting.

## Microphone Mute

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

Microphone Mute lets you turn off your phone's handset or Handsfree microphone at any time. When you are using Handsfree or Handsfree Answerback, Microphone Mute mutes the Handsfree microphone. While talking on the handset, Microphone Mute mutes the handset microphone.

Once activated, Microphone Mute prevents the caller from hearing conversations in your work area. You can turn off the Handsfree or handset microphone while your telephone is idle, busy on a call, in DND or while an outside call is ringing. Lifting the handset to answer a call automatically cancels Microphone Mute.

### Using Microphone Mute

#### To activate or deactivate Microphone Mute:

1. Press **MUTE**.
  - a) You can do this any time while on the phone or idle (except when an Intercom call is ringing).
  - b) Microphone Mute automatically cancels when you lift the handset.
  - c) If you are in the headset mode, Microphone Mute cancels when you press **SPEAKER**.
2. While your extension has the microphone muted, an incoming voice-announced Intercom call will announce with a single beep (splash tone).

#### To allow or prevent incoming voice announcements to your keyset:

Setting Up Incoming Voice Announcements (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 31</b>	Select the Voice Announce sub-menu.	
	<b>On</b>	Turn Voice Announce on. If on, incoming Intercom calls will normally voice announce to your phone.
	<b>Off</b>	Turn Voice Announce off. If off, incoming Intercom calls will normally ring your phone.
	<b>Back</b>	Back up to the previous level.

#### To allow or prevent incoming voice announcements to your Super Display:

Setting Up incoming Voice Announcements (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		

Setting Up incoming Voice Announcements (Super Display)		
<b>Menu + Features + Voice Announce</b>	Select the Voice Announce sub-menu.	
	<b>On</b>	Turn voice announce on. If on, incoming Intercom calls will normally voice announce to your phone.
	<b>Off</b>	Turn voice announce off. If off, incoming Intercom calls will normally ring your phone.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

---

**To set up Handsfree Reply on your keyset:**

Setting Up Handsfree Reply (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 32</b>	Select the Handsfree Reply sub-menu.	
	<b>On</b>	Turn Handsfree Reply on. If on, you can reply to incoming voice announcements by just speaking toward your phone.
	<b>Off</b>	Turn Handsfree Reply off. If off, you can reply to incoming voice announcements only by lifting the handset. Press <b>MUTE</b> to turn on Handsfree Reply for this call only.
	<b>Back</b>	Back up to the previous level.

---

**To set up Handsfree Reply on your Super Display:**

Setting Up Handsfree Reply (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + Handsfree Reply</b>	Select the Handsfree Reply sub-menu.	

Setting Up Handsfree Reply (Super Display)		
	<b>On</b>	Turn Handsfree Reply on. If on, you can reply to incoming voice announcements by just speaking toward your phone.
	<b>Off</b>	Turn Handsfree Reply off. If off, you can reply to incoming voice announcements only by lifting the handset. Press <b>MUTE</b> to turn on Handsfree Reply for this call only.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

## Monitor / Silent Monitor

---

Monitor a co-worker's phone conversation without them knowing you are on the phone.

Use Monitor to listen in on a co-worker's call. Just call the busy extension and dial the Monitor code. The busy co-worker and their caller have no indication of the intrusion. There are no tones heard and there is no visual indication that you are monitoring the call. This feature is typically used by a service department supervisor, for example. The department supervisor can listen to the questions that callers ask without disturbing the service call.

---

### Using Monitor / Silent Monitor

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

#### To Monitor a call:

1. Place an Intercom call to the busy extension.
  - a) Listen for busy or busy/ring tone.
2. Push **Silent Monitor** (**More** + **Mon**).
  - a) You can alternately dial **6**.
3. Listen to the conversation in progress.



## Names for Extensions and Lines

Program a name for your phone to personalize your calls.

You may be able to program a name for your extension or a co-worker's extension. Optionally, your communications manager may have preprogrammed a name for you.

Your name will show in your caller's display when you place or answer Intercom calls. It is also included in the name directory to make Directory Dialing easier. Your name can consist of upper and lower case letters, spaces and punctuation, and can be up to 18 characters long.

Your communications manager can tell you if you can program a name for your extension or a co-worker's extension.

### Programming Extension Names

#### To program your extension's name:

1. Push **Menu** + **Name** (**Menu** + **81**).
2. Enter the name according to the chart below.
3. Push **Save** when you are done or **Cancel** to exit without saving.

#### To program a name for your co-worker's extension:

1. Push **Menu** + **Admin** + **Extension Name** (**Menu** + **03**).
2. Enter your co-worker's extension number and push **Next**.
3. Enter the name according to the chart below.
4. Push **Save** when you are done or **Cancel** to exit without saving.

#### Use these charts to enter and edit the name:

Name Programming Chart									
Press a key the indicated number of times for the desired character.									
Key	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
<b>1</b>	&	-	/	'	l				
<b>2</b>	A	B	C	a	b	c	2		
<b>3</b>	D	E	F	d	e	f	3		
<b>4</b>	G	H	I	g	h	i	4		
<b>5</b>	J	K	L	j	k	l	5		
<b>6</b>	M	N	O	m	n	o	6		
<b>7</b>	P	Q	R	S	p	q	r	s	7
<b>8</b>	T	U	V	t	u	v	8		
<b>9</b>	W	X	Y	Z	w	x	y	z	9
<b>0</b>	space	:	0						
<b>#</b>	Not used								

*	Not used
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.	

Additional Name Programming Options in User Programming	
Press <b>HOLD</b> or push <b>Save</b>	Save the name.
Press <b>SPEAKER</b> or push <b>Exit</b> .	Exit name programming.
Press <b>VOLUME</b> up or push <b>-&gt;</b>	Scroll the cursor to the right.
Press <b>VOLUME</b> down or push <b>&lt;-</b>	Scroll the cursor to the left.
<b>CLEAR</b>	Clear (erase) the flashing character.
<b>CHECK</b>	Restore the name to the previously saved value.

## Night Service / Night Ring

---

Night Service reroutes calls after hours.

If you are an attendant or a supervisor, you may be able to press a key and put the system in the night mode. You would typically activate the night mode after normal working hours, when most employees are unavailable to answer calls. For example, your system may be set up to send calls to the security station at night.

Line Scheduling may be set up to automatically change your call routing and put your system in the night mode. Check with your communications manager.

---

### Using Night Service / Night Ring

#### To put the system in the night mode (if you have a Night key):

1. Press your Night key.
  - a) Your Night key is on (red) when the system is in the night mode.
2. Press your Night key again to put the system back into the day mode.
  - a) Your Night key goes out when the system is in the day mode.

#### To answer a call you hear ringing over the Paging system:

1. Lift the handset.
2. Dial \*0.
  - a) If this doesn't answer the call, your system is using a Paging system that doesn't provide this feature.
3. Talk to the caller.

#### To assign a Night key:

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

## Off-Hook Signaling

Off-Hook Signaling helps important callers get through.

When you are busy on a call, an audible Off-Hook Signal indicates that another caller is trying to get through to you. If it's an important call, you can use other system features (such as Hold or Park) to process your active call and then answer the waiting call.

### Off-Hook Signaling for Outside Calls

While using your handset, Off-Hook Signaling from an outside call can be either Camp-On tones or muted Off-Hook Ringing. You can press **VOLUME** up or down to adjust the volume of the Off-Hook Ringing. See [Call Waiting / Camp-On](#) on page 42 for more.

While you are using Handsfree, Off-Hook Signaling from an outside call is limited to Camp-On tones.

### Off-Hook Signaling for Intercom Calls

While you are on a handset call, you can receive either Camp-On tones or Voice Over from a co-worker calling you on the Intercom. To Camp-On, your caller pushes **Camp On (Camp)**. To Voice Over, your caller pushes **Voice Over (Vovr)**. If you are on a Handsfree call, you can receive only Camp-On tones. Off-Hook Ringing for Intercom calls is not available. See [Voice Over](#) on page 186 for more.

### Off-Hook Signaling for Hotline Calls

You have a separate **Menu** option to control Off-Hook Signaling for calls from a Hotline partner that pressed their Hotline key to call you. The Off-Hook Signaling choices are the same as for Intercom calls (Camp-On or Voice Over), but you set them up separately. If your Hotline partner dials directly (instead of pressing their Hotline key), your keyset uses the normal Intercom caller setting, not the Hotline setting.

## Setting Your Off-Hook Signaling Options

To set up the Off-Hook Signaling options at your keyset:

Setting Up Off-Hook Signaling (Keyset)			
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.			
<b>Menu + 39</b>	Select the Off-Hook Signaling sub-menu		
	<b>Prev</b>	Scroll backward through the call types:  <b>CO Lines</b> <b>Intercom</b> <b>Hotline</b>	
	<b>Next</b>	Scroll forward through the call types:  <b>CO Lines</b> <b>Hotline</b> <b>Intercom</b>	
	<b>Select</b>	Select the displayed call type.	
		<b>CO Lines</b>	Set the options for Off-Hook Signaling from outside lines.

Setting Up Off-Hook Signaling (Keyset)		
	<--	Scroll backward through the CO Lines options:  <b>Offhook Ring</b> <b>Camp On</b> <b>None</b>
	-->	Scroll forward through the CO Lines options:  <b>Offhook Ring</b> <b>None</b> <b>Camp On</b>
	<b>Save</b>	Save the displayed CO Lines option.
	<b>Cancel</b>	Back up without saving the selection.
	<b>Hotline</b>	Set the options for Off-Hook Signaling from your Hotline partner.
	<--	Scroll backward through the Hotline options:  <b>Camp On</b> <b>None</b> <b>Voice Over</b>
	-->	Scroll forward through the Hotline options:  <b>Camp On</b> <b>Voice Over</b> <b>None</b>
	<b>Save</b>	Save the displayed Hotline option.
	<b>Cancel</b>	Back up without saving the selection.
	<b>Intercom</b>	Set the options for Off-Hook Signaling from an Intercom caller.
	<--	Scroll backward through the Intercom options:  <b>Camp On</b> <b>None</b> <b>Voice Over</b>
	-->	Scroll forward through the Intercom options:  <b>Camp On</b> <b>Voice Over</b> <b>None</b>
	<b>Save</b>	Save the displayed Intercom option.
	<b>Cancel</b>	Back up without saving the selection.
	<b>Back</b>	Back up to the previous level.

To set up the Off-Hook Signaling options at your keyset:

Setting Up Off-Hook Signaling (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + More + Offhook Signal</b>	Select the Off-Hook Signaling sub-menu	
	<b>CO Lines</b>	Set the options for Off-Hook Signaling from outside lines.
	<b>Camp On</b>	Select the Camp On option.
	<b>Offhook Ring</b>	Select the Off-Hook Ringing option.
	<b>None</b>	Disable Off-Hook Signaling from outside calls.
	<b>Back</b>	Go back one level.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Hotline</b>	Set the options for Off-Hook Signaling from Hotline calls.
	<b>Camp On</b>	Select the Camp On option.
	<b>Voice Over</b>	Select the Voice Over option.
	<b>None</b>	Disable Off-Hook Signaling for Hotline calls.
	<b>Back</b>	Go back one level.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Intercom</b>	Set the options for Off-Hook Signaling from Intercom calls.
	<b>Camp On</b>	Select the Camp On option.
	<b>Voice Over</b>	Select the Voice Over option.
	<b>None</b>	Disable Off-Hook Signaling for Intercom calls.
	<b>Back</b>	Go back one level.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

## Setting the Off Hook Ringing Volume Preset

- This preset sets the default volume of your Off-Hook Ringing.

### To set the Off-Hook Ringing Volume Preset at a keyset:

Setting up the Off-Hook Ringing Volume Preset (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 12</b>	Select the Off-Hook Ringing Volume Preset sub-menu	
	<b>Down</b>	Turn the default Off-Hook Ringing volume down. The minimum setting is off.
	<b>Up</b>	Turn the default Off-Hook Ringing volume up.
	<b>Back</b>	Save your entry and back up to the previous level.

### To set up the Off-Hook Ringing Volume Preset at a Super Display:

Setting up the Off-Hook Ringing Volume Preset (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Volume + Off-Hook Ring</b>	Select the Off-Hook Ringing Volume Preset sub-menu.	
	<b>VOLUME v</b>	Turn the default Off-Hook Ringing volume down. The minimum setting is off.
	<b>VOLUME ^</b>	Turn the default Off-Hook Ringing volume up.
<b>Back</b>	Save your entry and back up to the previous level.	
<b>Exit</b>	Exit to the idle menu display.	

## Paging

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

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

### Internal Paging

Internal Paging allows you to broadcast announcements into 7 internal Paging Zones and All Call (all zone). When you make a zone page, the announcement broadcasts to all extensions assigned to the specified zone. If you make an All Call announcement, the announcement simultaneously broadcasts to extensions in all zones. All Call Paging automatically overrides any zone pages already in progress. The system may limit the duration of your Paging announcements.

You may have a Paging key on your phone for one-button Paging. The key also shows the status of the Paging zone to which it is assigned.

Paging Key Busy Lamp Indications	
When the key is:	The zone is:
Off	Idle
On (red)	A co-worker is Paging into the assigned zone
On (green)	The extension user is Paging into the assigned zone.

### External Paging

When you Page into Internal All Call Page or Internal Page Zone 1, your announcement also broadcasts into the External Paging Zone. Depending on how your system is installed, your announcement may broadcast over Paging speakers installed in the ceiling. These same speakers may also broadcast music, door chimes, or ringing when there is no Page. Ask your communications manager for more about this.

## Making a Page Announcement

### To make an internal Paging announcement:

1. Lift the handset.
2. Do one of the following.
  - a) Press **INTERCOM**, dial **\*1**, then dial the page zone number (**1-7** or **0** for All Call).
  - b) Press your Paging key.  
If you are on an Intercom call when you press your Paging key, the system disconnects the internal call and activates the page.
3. Make announcement and hang up.
  - a) The system may limit the length of your announcement.

### To answer a call that is ringing over the Paging speakers:

1. Lift the handset.
2. Dial **\*0**.
  - a) This feature may not be available in all systems.
3. Converse with the caller.



**To assign a Paging key:**

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

**Setting the Incoming Page Volume Preset**

- This preset sets the default volume of your incoming Page announcements.

**To set the Incoming Page Volume Preset at a keyset:**

Setting up the Incoming Page Volume Preset (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 12</b>	Select the Incoming Page Volume Preset sub-menu	
	<b>Down</b>	Turn the default incoming Page volume down.
	<b>Up</b>	Turn the default incoming Page volume up.
	<b>Back</b>	Save your entry and back up to the previous level.

**To set up the Incoming Page Volume Preset at a Super Display:**

Setting up the Incoming Page Volume Preset (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Volume + Off-Hook Ring</b>	Select the Incoming Page Volume Preset sub-menu.	
	<b>VOLUME v</b>	Turn the default incoming Page volume down.
	<b>VOLUME ^</b>	Turn the default incoming Page volume up.
<b>Back</b>	Save your entry and back up to the previous level.	
<b>Exit</b>	Exit to the idle menu display.	

## Enable Incoming Page

To enable incoming Page for your keyset:

Enabling Incoming Page (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 37</b>	Select the Incoming Page sub-menu.	
	<b>On</b>	Enable incoming Page for your extension.
	<b>Off</b>	Disable incoming Page for your extension.
	<b>Back</b>	Save your entry and go to the previous level.

To enable incoming Page for your Super Display:

Enabling Incoming Page (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + More + Incoming Page</b>	Select the Incoming Page sub-menu.	
	<b>On</b>	Turn incoming Page on.
	<b>Off</b>	Turn incoming Page off.
	<b>Back</b>	Save your entry and go back to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

## Park

Park a call in orbit so a co-worker can pick it up. You don't have to locate a co-worker to handle their calls.

You can place an outside call in a waiting state (called a Park Orbit) so that a co-worker may pick it up. There are two types of Park: System and Personal. Use System Park when you want to have the call wait in one of 10 system orbits (60-69). Use Personal Park to Park a call at a co-worker's extension. After parking a call, you normally Page your co-worker to pick it up. Your co-worker dials a code or presses a programmed System Park key to retrieve the call.

A call you Park too long will recall to you and then divert to other extensions in your system.

If you have a System Park key on your phone, the key shows you the status of the assigned system orbit.

Park Key Busy Lamp Indications	
When the key is:	The Park orbit is:
Off	Idle
On (red)	A co-worker has parked a call in the orbit assigned to the key.
Single wink on (green)	The extension user has parked a call in the orbit assigned to the key.

### Using Park at a Keypad

#### To Park a call from a keypad:

- Do one of the following for System Park.
  - Push **Park** + **Sys** + Dial the System Park Orbit number (**0-9**).
  - Push the System Park Orbit key.
  - Press **TRANSFER** + Dial \* + Dial the System Park Orbit (**60-69**).
- Do one of the following for Personal Park:
  - Push **Park** + **Pers** + Dial the number of the extension at which you want to Park the call.
  - Press **TRANSFER** + Dial \*\* + Dial the number of the extension at which you want to Park the call.  
The line/loop key for the parked call winks on (green) at your extension.

#### To retrieve a parked call from a keypad:

- Do one of the following for System Park.
  - Push the System Park Orbit key.
  - Press **INTERCOM** + Dial \* + Dial the System Park Orbit (**60-69**).
- Do one of the following for Personal Park:
  - Press **INTERCOM** + Dial \*\* + Dial the number of the extension at which the call is Parked.  
The line/loop key for the parked call winks on (green) at your extension.
  - Press the flashing line/loop key.

---

### Using Park at a Super Display

#### To Park a call in orbit from a Super Display:

1. Do one of the following for System Park.
  - a) Push **Park** + Push the soft key for the orbit in which you want to Park the call.
  - b) Push the System Park Orbit key.
  - c) Press **TRANSFER** + Dial \* + Dial the System Park Orbit (**60-69**).
2. Do one of the following for Personal Park:
  - a) Push **Park** + **Personal** + Dial the number of the extension at which you want to Park the call.
  - b) Press **TRANSFER** + Dial \*\* + Dial the number of the extension at which you want to Park the call.  
The line/loop key for the parked call winks on (green) at your extension.

#### To retrieve a parked call at a Super Display:

1. Do one of the following for System Park.
  - a) Push the System Park Orbit key.
  - b) Press **INTERCOM** + Dial \* + Dial the System Park Orbit (**60-69**).
2. Do one of the following for Personal Park:
  - a) Press **INTERCOM** + Dial \*\* + Dial the number of the extension at which the call is parked.  
The line/loop key for the parked call winks on (green) at your extension.
  - b) Press the flashing line/loop key.

## Prime Line Preference

Get dial tone for a new outside or Intercom call just by lifting the handset.

If your extension has Prime Line Preference, you can place a call by just lifting the handset or pressing **SPEAKER**. You do not have to press a line key, a loop key, or **INTERCOM** first.

### Prime Line Types

There are two types of Prime Line: *Idle Prime Line* and *Intercom Prime Line*.

- **Idle Prime Line**

With Idle Prime Line, you get dial tone for an outside call when you lift the handset or press **SPEAKER**. Your Prime Line key will be a line key or loop key. You can also have Prime Line to a line group. If you predominantly place outside calls, Idle Prime Line will be helpful.

- **Intercom Prime Line**

With Intercom Prime Line, you get Intercom dial tone when you lift the handset or press **SPEAKER**. If you more frequently call co-workers, choose Intercom Prime Line. As long as your extension's Busy Lamp Field is disabled (which it is by default), your Feature Keys **do not** go into the DSS mode when you lift the handset.

### Secondary Prime Line

If your Prime Line is busy, you can automatically connect to an alternate (Secondary) Prime Line when you lift the handset. For example, you can have line 1 as your Primary Prime Line and Line Group 90 (dial 9) as your Secondary Prime Line. Normally, you'll get line 1 when you lift the handset. If line 1 is busy, however, you'll automatically connect to an available line in group 90 instead.

### Prime Line and Ringing Line Preference

Ringing Line Preference has priority over Prime Line. For example, if you have Ringing Line Preference enabled on your phone, lifting the handset will answer the ringing call. You **will not** get dial tone on your Prime Line.

See [Ringing Line Preference](#) on page 159 for more.

### Using Prime Line Preference

#### To place a call on your Prime Line:

1. Lift the handset.
  - a) To bypass your prime line, press another key (such as a line or loop key) before lifting the handset.
2. Dial the call normally.

#### To set up a Prime Line at a keyset:

Setting Up a Prime Line (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 52</b>	Select the Primeline Keys sub-menu. Initially, Primary Prime Line is selected.	
	<b>Prev</b>	Scroll backward to Secondary Prime Line.

Setting Up a Prime Line (Keyset)		
	<b>Next</b>	Scroll forward to Secondary Prime Line.
	<b>Select</b>	Enter the setup mode for the displayed Prime Line type (Primary or Secondary).
		<p>Select a Prime Line key.</p> <p>Press one of the following keys to set it as your Prime Line:</p> <ul style="list-style-type: none"> <li>Line key</li> <li>Loop key</li> <li><b>INTERCOM</b></li> </ul> <p>You cannot choose a line group as your Prime Line from your telephone. It must be set for you in system programming. Ask your communications manager.</p>
	<b>Save</b>	Save the displayed selection.
	<b>Cancel</b>	Cancel without saving the displayed selection.
	<b>Back</b>	Go back to the previous level.

#### To set up a Prime Line at a Super Display:

Setting Up a Prime Line (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Key Assignment + Primeline Keys</b>		Select the Prime Line sub-menu.
	<b>Primary or Secondary</b>	Select Primary Prime Line assignment or Secondary Prime Line assignment.
		<p>Select a Prime Line key.</p> <p>Press one of the following keys to set it as your Prime Line:</p> <ul style="list-style-type: none"> <li>Line key</li> <li>Loop key</li> <li><b>INTERCOM</b></li> </ul> <p>You cannot choose a line group as your Prime Line from your telephone. It must be set for you in system programming. Ask your communications manager.</p>
	<b>Save</b>	Save the displayed selection.
	<b>Cancel</b>	Cancel without saving the displayed selection.
	<b>Back</b>	Go back one level.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Back</b>	Go back one level.
	<b>Exit</b>	Exit to the idle menu display.

## Privacy Release Groups

---

Quickly join in a co-worker's outside call.

To simplify sharing outside calls, you may be in a Privacy Release Group with your co-workers. If your co-worker is busy on a call, just press the busy line key to join in.

---

### Using Privacy Release Groups

#### **To join an outside call with a member of your Privacy Release group:**

1. Look for the busy line key.
  - a) The busy line key is on (green) at your extension; on (orange) at the co-worker that initially placed or answered the call.
2. Press the line key.
  - a) Your line key goes on (green) when you join the call.
  - b) You can also press a line key on your DSS Console.

#### **To prevent a member of you Privacy Release Group from joining your call:**

1. Place or answer an outside call on a line key.
  - a) Your line key goes on (orange).
2. Press the line key.
  - a) Your line key goes on (green).
3. Repeat step 2 to allow or prevent users from joining the call.

## Programmable Idle Menu Soft Keys

If you have a Super Display Telephone, you can customize your idle menu software keys to exactly meet your needs.

Where your phone is initially installed, the default idle menu assignments are:

Super Display Telephone Default Idle Menu Soft Key Assignments			
Key	Display	Display	Key
1	Menu	(Blank)	7
2	Directory	(Blank)	8
3	V-Mail	(Blank)	9
4	Calls	SP Dial 1	10
5	Page	SP Dial 2	11
6	(Blank)	(Blank)	12

When setting up your idle menu assignments, use the following chart as a guide. The chart shows you the codes for each available idle menu soft key type.

Super Display Telephone Idle Menu Soft Key Options		
Entry	Display	Description
00	UNDEFINED	The key has no function and the idle menu display is blank
01	Directory	Press to access additional soft keys for Intercom, System Speed Dial, and Personal Speed Dial Directory Dialing.
02	Extension	Press to directly access Intercom Directory Dialing.
03	Personal	Press to directly access Personal Speed Dial Directory Dialing.
04	Company	Press to directly access System Speed Dial Directory Dialing.
05	Menu	Press to access the user-programmable menu system.
06	V-Mail	Press to call your voice mail mailbox. This soft key also shows the number of new messages in your mailbox
07	Calls	Press to review your Caller ID log. This soft key also shows the number of new calls you have not yet reviewed.
08	Page	Press to initiate a Page announcement.
09	SP Dial 1	Press to access Personal Speed Dial numbers 701-710. The display shows



		the Speed Dial numbers (or names - if programmed)
10	<b>SP Dial 2</b>	Press to access Personal Speed Dial numbers 711-720. The display shows the Speed Dial number (or name - if programmed)
11-30	<b>PERS SPDL number 1-20</b>	Press to access the associated Personal Speed Dial number (701-720). The display shows the Speed Dial number (or name - if programmed).

### Customizing your Idle Menu Soft Keys at your Super Display.

To set up your Idle Menu Soft Keys (Super Display):

Setting Up your Idle Menu Soft Keys (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Key Assignment + Softkeys</b>	Select the Idle Menu Soft Keys sub-menu.	
	<b>01-12</b>	Enter the number of the soft key you want to program.
	<b>Select</b>	Select the currently displayed soft key.
	<b>Save</b>	Save the currently displayed option for the selected soft key.
	<b>Cancel</b>	Cancel your selection.
	<b>&lt;&lt;</b>	Scroll backward through the soft key options.
	<b>&gt;&gt;</b>	Scroll forward through the soft key options.
	<b>Back</b>	Back up one level.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Previous</b>	Scroll backward through the soft keys.
	<b>Next</b>	Scroll forward through the soft keys.
	<b>Back</b>	Back up one level.
	<b>Exit</b>	Return to the idle menu display.

## Pulse to Tone Conversion

---

Use special services (such as telephone banking and voice mail) over dial pulse lines.

Although it is rapidly becoming legacy technology, your system may be in a dial pulse area. Pulse to Tone Conversion allows you to use common DTMF services (like telephone banking and voice mail) over your dial pulse lines. You can, for example:

- Place a call to your banking service over your dial pulse lines.
- After your banking service answers, wait about 6 seconds for your system to automatically convert to DTMF dialing.
- Dial your banking service options as desired.

---

### Converting Dialing from DP to DTMF

**To convert your telephone's dialing to DTMF after placing your call on a DP line:**

1. Dial the initial digits for the call.
2. Wait six seconds.
3. Dial additional digits.
  - a) The additional digits dial out as DTMF.

## Removing Lines and Extensions from Service

---

You may be able to remove problem lines and extensions from service until they can be repaired.

If you are a supervisors or attendant, you may be asked to remove a problem line or extension from service. This helps ensure maximum system performance. For example, you can busy-out a noisy line or problem extension until service personnel can repair the problem. Following repair, you can return the line or extension to service.

While removed from service, the line or extension the appears busy to all callers.

---

### Removing Lines and Extensions from Service

#### To remove a line or extension from service.

1. Press **INTERCOM**.
2. Dial **#40**.
3. Do one of the following.
  - a) Dial the number of the extension you want to remove from service (e.g., **302**).
  - b) Dial the extension number of the line you want to remove from service (e.g., **101** for line 1).
4. Dial **6** to remove the line or extension from service.
  - a) At the extension removed from service, you see **Out of Service**.
  - b) The line key for a line removed from service will be on (red).
5. Press **SPEAKER** to hang up.

#### To return a line or extension to service.

1. Press **INTERCOM**.
2. Dial **#40**.
3. Do one of the following.
  - a) Dial the number of the extension you want to return to service (e.g., **302**).
  - b) Dial the extension number of the line you want to return to service (e.g., **101** for line 1).
4. Dial **4** to return the line or extension to service.
5. Press **SPEAKER** to hang up.

## Reverse Voice Over

While you are busy on the handset, you can press your Reverse Voice Over key to make a private Intercom call to an idle co-worker. Hold down the key to speak with your co-worker, then release the key to talk to your initial caller. Your outside caller cannot hear your conversation with your co-worker, and your co-worker cannot listen to your outside call.

To illustrate how this can help, suppose that you are a salesperson on the phone with an important client. You can press your Reverse Voice Over key and give instructions to an assistant without interrupting your call.

While your phone is idle, your Reverse Voice Over key works just like a Hotline key.

Reverse Voice Over Busy Lamp Indications	
When the key is:	The covered extension is:
Off	Idle or not installed
On	Busy or ringing
Medium Flash	Assigned extension is in DND for outside calls (option 1)
Fast Flash	Assigned extension is in DND for Intercom calls (option 2) or All Calls (option 3)

Your telephone can have multiple Reverse Over keys - each for a different co-worker.

### Using Reverse Voice Over

#### To place a call using Reverse Voice Over:

1. While on a handset call, press and hold your Reverse Voice Over key.
2. You hear two beeps, then you can talk to your co-worker.
  - a) The key lights red as you press it.

#### To return to your initial caller:

1. Release your Reverse Voice Over key.
2. The key goes out.

#### To place a call to your Reverse Voice Over partner:

1. While your telephone is idle, press your Reverse Voice Over key.
2. You hear two beeps, then you can talk to your co-worker. (Optionally lift handset for privacy.)
  - a) The key lights green.

#### To Transfer a call using your Reverse Voice Over key:

1. While on a call, press **TRANSFER**.
2. Press your Reverse Voice Over key.
3. Do one of the following.

- a) Announce the call to make a Screened Transfer, then hang up.
  - b) Press the flashing line key to return to the call if your co-worker doesn't want it.
  - c) Hang up to send the call through unscreened.
4. The call will recall to you if unanswered at the destination. If you don't answer the recall, it diverts to Key Ring.

---

**To assign a Reverse Voice Over key:**

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

## Ringdown Extension

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Call another extension, group or voice mail just by lifting the handset.

A Ringdown Extension automatically calls a co-worker, voice mail, a Ring Group, a UCD Group, or a Speed Dial number when you lift the handset. The call automatically goes through — there is no need for you to dial digits or press additional keys. You may have a Ringdown Extension in your lobby, on your service desk, or at the service entrance.

---

### Using Ringdown

#### To use the Ringdown extension:

1. Lift the handset or press **SPEAKER**.
2. You connect to the ringdown destination.

#### To bypass ringdown:

1. Press **INTERCOM**, a line/loop key, or a Feature Key before lifting the handset or pressing **SPEAKER**.
2. You *will not* connect to the ringdown destination.

## Ringing Line Preference

Simply lift the handset to answer a ringing call.

Ringing Line Preference lets you user answer a ringing call by just lifting the handset. If you primarily answers calls, Ringing Line Preference ensures that your ringing calls have priority.

### Using Ringing Line Preference

#### To use Ringing Line Preference:

1. Lift the handset or press **SPEAKER**.
2. You automatically answer the call.

#### To bypass Ringing Line Preference:

1. Before lifting the handset or pressing **SPEAKER**, press one of the following instead:
  - a) **INTERCOM**
  - b) Line or loop key
  - c) Feature Key
2. You **will not** connect to the ringing call.

#### To set up Ringing Line Preference at a keyset:

Setting Up Ringing Line Preference (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 38</b>	Select the Ringing Line Preference sub-menu	
	<b>On</b>	Turn Ringing Line Preference on.
	<b>Off</b>	Turn Ringing Line Preference off.
	<b>Back</b>	Back up to the previous level.

#### To set up Ringing Line Preference at a Super Display:

Setting Up Ringing Line Preference (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + More + Ringing Line Pref</b>	Select the Ringing Line Preference sub-menu	
	<b>On</b>	Turn Ringing Line Preference on.

Setting Up Ringing Line Preference (Super Display)		
	<b>Off</b>	Turn Ringing Line Preference off.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.



## Room Monitor

Listen to the sounds at another extension.

Use Room Monitor to monitor the sounds at another extension. In a residential setting, a typical residential application is to listen for sounds in an infant's room. In a commercial setting, you can use Room Monitor to listen for activity at a reception area or warehouse entrance.

To set up Room Monitor:

1. Enable Room Monitor at the keyset extension you wish to monitor.
2. At your extension, place an Intercom call to the monitored extension.

You can hear everything picked up by the monitored extension's microphone. You can place and answer calls normally and automatically return to monitoring when you hang up. Additionally, you can press a soft key to make an Intercom call to the monitored extension, or press a different soft key to end monitoring and return to normal operation.

The extension you are monitoring is completely dark and quiet except for an illuminated (green) **DND** key. Incoming ringing, paging, and voice announcements are disabled and the Feature Key LEDs are off. The monitored extension user can place calls and return automatically to being monitored when they hang up. In addition, a person at the monitored extension can press a soft key to call you on the Intercom, or press a different soft key to end the Room Monitor session.

Up to 7 extensions can simultaneously monitor the same extension.

### Room Monitor with Call Coverage, Hotline, or Reverse Voice Over Keys

These keys simplify Room Monitor operation by providing you with one-button access and a unique Busy Lamp Field (BLF) for the monitored extension.

Call Coverage, Hotline, and Reverse Voice Over Key Busy Lamp Indications		
When the key is:	Room Monitor at the destination is:	The covered extension is:
Off	Disabled	Idle
On (red)	Disabled	Busy on a call (all types) or ringing (Hotline and Reverse Voice Over only) (Also see Slow Flash below)
On (orange)	Enabled	Idle or being monitored by another extension
On (green)	Enabled	Being monitored by you
Slow Flash (red)	Disabled	(Call Coverage key only) Ringing for an incoming call

### Using Room Monitor

#### To enable Room Monitor at an extension:

1. Press **DND** + Push **Room Monitor (Mon)**.
2. **DND** is on (green) while Room Monitor is active.
3. While your extension is being monitored:
  - a) Your display shows:

**Monitored by** (name or extension number) (if more than one extension is monitoring your phone).

**Monitoring phone in use** (if the extension monitoring your phone is busy on a call).

**Being Monitored** (if more than one extension is monitoring your phone).

- b) You can place and answer calls normally. You automatically return to being monitored when your call is done.
  - c) You do not receive voice-announcements, ringing, or Paging announcements.
  - d) While your telephone is idle, the Feature Key, **SPEAKER**, and **INTERCOM** LEDs don't light. However, your telephone and LEDs operate normally when you lift the handset.
4. Choose one of the following:
- a) Push **Talk** to place an intercom call to the extension that is monitoring you.
  - b) Push **Exit** to end the monitoring session.

**To disable Room Monitor at an extension:**

- 1. Press **DND**.
- 2. Push **Off**.

**To monitor an extension that has room monitor enabled:**

- 1. Place an Intercom call to the extension you wish to monitor.
- 2. If you have a Call Coverage, Hotline, or Reverse Voice Over key for the extension you wish to monitor:
  - a) It lights **orange** if the extension has Room Monitor enabled.
  - b) It lights **green** when you start monitoring.
  - c) You can press it to monitor the destination extension.
- 3. If the extension you called has Room Monitor enabled:
  - a) You see: **Monitoring** (name or extension number).
  - b) You automatically start monitoring the extension.
  - c) While monitoring, you can place and answer calls normally and receive Paging announcements. You automatically return to monitoring when your call is done.
- 4. Choose one of the following:
  - a) Push **Talk** to place an intercom call to the extension that is monitoring you.
  - b) Push **Exit** to end the monitoring session.

## Save Number Dialed

---

Save the number you just dialed for quick redialing.

Use Save Number Dialed to save the last outside number you called and easily redial it later on. You can quickly recall a busy or unanswered number without manually dialing the digits. The number you save is retained until you user store a new one in its place.

The number you save can be up to 20 digits long. Save Number Dialed requires a uniquely programmed Feature Key on your phone or DSS Console.

---

### Using Save Number Dialed

#### To save the outside number you just dialed (up to 20 digits):

1. Press the Save Number Dialed key on your extension or DSS Console.
2. The number is saved in memory.

#### To redial a saved number:

1. (Optional) Press a line key to preselect a line key for the call.
2. Press the Save Number Dialed key on your extension or DSS Console.
  - a) If you hear busy, you may be able to dial **2** and wait for the line to become free.

#### To assign a Save Number Dialed key:

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

## Selectable Display Messaging

While you're away from the phone, callers can receive your personalized text messages.

You can select a preprogrammed Selectable Display Message for your extension so your co-workers will see the message when they call. For example, if you select the message **GONE FOR THE DAY**, any keyset user calling you will see the message. Other than displaying the message, the system puts the call through normally.

There are 16 Selectable Display Messages. Messages 01-09 are preset, but may be personalized by your own brief additions. For example, you could select message 09 (**OUT UNTIL**) and add the time you are expected back (e.g., 5:00). The total length of the message plus any entries you add cannot exceed 18. Selectable Display Messages cannot begin with numbers.

Default Selectable Display Messages	
Option	Default
Message 01	<b>CALL</b> (plus 15 user entries)
Message 02	<b>BACK BY</b> (plus 12 user entries)
Message 03	<b>MEETING IN ROOM</b> (plus 4 user entries)
Message 04	<b>OUT TO LUNCH</b> (plus 7 user entries)
Message 05	<b>GONE FOR THE DAY</b> (plus 3 user entries)
Message 06	<b>ON VACATION</b> (plus 8 user entries)
Message 07	<b>ON BUSINESS TRIP</b> (plus 3 user entries)
Message 08	<b>IN A MEETING</b> (plus 7 user entries)
Message 09	<b>OUT UNTIL</b> (plus 10 user entries)
Message 10	Undefined (up to 20 characters)
Message 11	Undefined (up to 20 characters)
Message 12	Undefined (up to 20 characters)
Message 13	Undefined (up to 20 characters)
Message 14	Undefined (up to 20 characters)
Message 15	Undefined (up to 20 characters)
Message 16	Undefined (up to 20 characters)

### Setting Up Selectable Display Messaging

To set up Selectable Display Messaging at a keyset:

Setting Up Call Forwarding (Keyset)	
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.	
<b>Menu + 60</b>	Select the Call Forwarding sub-menu

Setting Up Call Forwarding (Keyset)		
	<b>Select</b>	Enter the Call Forwarding setup mode.
	<b>On</b>	Turn Call Forwarding on (if set up and disabled).
	<b>Off</b>	Turn Call Forwarding off (if set up and enabled).
	<b>Edit</b>	Set up your Call Forwarding options.
		<b>62: Call Forwarding Type</b> Select the Call Forwarding Type and enter the options.
		<b>None</b> Remove your Call Forwarding setup.
		<b>Immediate</b> See <a href="#">Call Forwarding</a> on page 32 for more.
		<b>Ring No Ans</b> See <a href="#">Call Forwarding</a> on page 32 for more.
		<b>Busy No Ans</b> See <a href="#">Call Forwarding</a> on page 32 for more.
		<b>Off Premise Speed Dial</b> See <a href="#">Call Forwarding Off Premises</a> on page 36 for more.
		<b>Off Premise Speed Number</b> See <a href="#">Call Forwarding Off Premises</a> on page 36 for more.
		<b>AME</b> See <i>Answering Machine Emulation</i> in the <i>IntraMail Feature Handbook</i> for more.
		<b>Display Message</b> Select a Selectable Display Message. <ol style="list-style-type: none"> <li>1. Push <b>&lt;</b> and <b>&gt;</b> to scroll through the messages.</li> <li>2. Push <b>Next</b> to select the displayed message <ol style="list-style-type: none"> <li>a. Edit the message. See <a href="#">Names for Extensions and Lines</a> on page 137 for help with editing.</li> <li>b. Push <b>Save</b> to save the edited message.</li> <li>c. Push <b>Cancel</b> to cancel without saving the message.</li> </ol> </li> <li>3. Push <b>Back</b> to back up to the previous level.</li> </ol>

**To set up Selectable Display Messaging at a Super Display:**

Setting Up Call Forwarding (Super Display)
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.

Setting Up Call Forwarding (Super Display)		
<b>Menu + Call Forward</b>	Select the Call Forwarding sub-menu	
	<b>On</b>	Turn Call Forwarding on (if set up and disabled).
	<b>Off</b>	Turn Call Forwarding off (if set up and enabled).
	<b>Edit</b>	Set up your Call Forwarding type and options.
	<b>Immediate</b> See <a href="#">Call Forwarding</a> on page 32 for more.	
	<b>Ring No Answer</b> See <a href="#">Call Forwarding</a> on page 32 for more.	
	<b>Busy No Answer</b> See <a href="#">Call Forwarding</a> on page 32 for more.	
	<b>Off-Premise</b> See <a href="#">Call Forwarding Off Premises</a> on page 36 for more.	
	<b>Display Message</b> Select a Selectable Display Message. <ol style="list-style-type: none"> <li>1. Push <b>&lt;</b> and <b>&gt;</b> to scroll through the messages.</li> <li>2. Push <b>Next</b> to select the displayed message               <ol style="list-style-type: none"> <li>a. Edit the message. See <a href="#">Names for Extensions and Lines</a> on page 137 for help with editing.</li> <li>b. Push <b>Save</b> to save the edited message.</li> <li>c. Push <b>Back</b> to back up to the previous level.</li> <li>d. Push <b>Cancel</b> to cancel without saving the message.</li> <li>e. Push <b>Exit</b> to exit to the idle menu display.</li> </ol> </li> <li>3. Push <b>Back</b> to back up to the previous level.</li> <li>4. Push <b>Cancel</b> to cancel without selecting the message.</li> <li>5. Push <b>Exit</b> to exit to the idle menu display.</li> </ol>	
	<b>AME</b> See <i>Answering Machine Emulation</i> in the <i>IntraMail Feature Handbook</i> for more.	
	<b>None</b> Remove your Call Forwarding setup.	

**To quickly turn off Call Forwarding and clear your Call Forwarding (Selectable Display Messaging) setup:**

1. Press **CLEAR**.
2. Push **Call Forward (Cfwd)**.
3. Push **Yes** to clear Call Forwarding or **Cancel** to quit the procedure without clearing.

## Speed Dial

Instead of dialing a long telephone number to reach a client or customer, use Speed Dial instead.

Use Speed Dial for quick access to frequently called numbers. There are two types of Speed Dial: Company and Personal. A Speed Dial number can be up to 32 digits long, using **0-9**, **#** and **\***. Every Speed Dial can have a programmed name up to 18 characters long. The name shows in your display as the Speed Dial number dials out.

Speed Dial can store outside numbers and Intercom digits so you can set up “one-touch” access to features you use most often.

### System Speed Dial

Your system has up to 999 System Speed Dial numbers that you and your co-workers share.

### Personal Speed Dial

You have 20 Personal Speed Dial numbers stored privately for your own use.

### Storing Speed Dial Numbers

To store a Speed Dial number at a keyset:

Storing Speed Dial Numbers (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 71</b> (for Personal) or <b>Menu + 72</b> (for Company)	Select the Personal or Company Speed Dial sub-menu.	
	<b>01-20</b> (for Personal) or <b>001-999</b> (for Company)	Enter the Speed Dial location.
	<b>Prev</b>	Scroll backward through the Speed Dial locations.
	<b>Next</b>	Scroll forward through the Speed Dial locations.
	<b>Select</b>	Select the displayed Speed Dial location.
	<b>&gt;&gt; or &lt;&lt;</b>	Scroll forward or backward through the Speed Dial type choices <ul style="list-style-type: none"> <li><b>None</b></li> <li><b>Intercom</b></li> <li><b>Line</b></li> </ul> <p>You must enter a line number (01-64) for this type.</p> <ul style="list-style-type: none"> <li><b>Group</b></li> </ul> <p>You must enter a group number (90-98) for this type.</p>

Storing Speed Dial Numbers (Keypad)			
		<ul style="list-style-type: none"> <li><b>Primeline</b></li> </ul>	
	<b>Next</b>	Go to Speed Dial number entry for the displayed type.	
		<b>Number</b>	Enter the Speed Dial number. <ul style="list-style-type: none"> <li>You can enter up to 32 digits.</li> </ul> <p>Digits 1-16 are stored in the location you have selected.            Digits 17-32 are stored in the next consecutive location (which becomes inaccessible).            Location 20 can only have 16 digits.</p> <ul style="list-style-type: none"> <li>Entries can be any combination of:</li> </ul> <p>Digits <b>0-9</b>, <b>*</b> and <b>#</b>            Flash command (by pressing <b>FLASH</b>)            Pause command (by pressing <b>MUTE</b>)</p>
		<b>&lt; - &gt;</b>	Scroll left or right to edit the number.
		<b>Next -&gt;</b>	Go to Speed Dial name entry for the number you entered.
		<b>Name</b>	Enter the name for the Speed Dial number. <p>Go to <u>Names for Extensions and Lines</u> on page 137 for help with entering names.</p>
		<b>&lt; - &gt;</b>	Scroll left and right to edit the name.
		<b>Save</b>	Save your Speed Dial entry.
		<b>Cancel</b>	Cancel your entry.
	<b>Back</b>	Back up to the previous level.	
	<b>Back</b>	Back up to the previous level.	
<b>Back</b>		Back up to the previous level.	

#### To store a Speed Dial number at a Super Display:

Storing a Speed Dial Number (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Speed Dial</b>	Select the Speed Dial sub-menu.	
	<b>Personal or Company</b>	Select Personal or Company Speed Dial.



Storing a Speed Dial Number (Super Display)			
	01-20 (for Personal) or 001-999 (for Company)	Enter the Speed Dial location.	
	Select	Select the displayed Speed Dial location.	
	Select the type	Choose the Speed Dial type:	<ul style="list-style-type: none"> <li>Intercom</li> <li>Line</li> </ul> <p>You must enter a line number (01-64) for this type.</p> <ul style="list-style-type: none"> <li>Group</li> </ul> <p>You must enter a group number (90-98) for this type.</p> <ul style="list-style-type: none"> <li>Primeline</li> <li>None</li> </ul>
	Back	Back up to the previous level.	
	Next	Go to Speed Dial number entry for the displayed type.	
		Number	<p>Enter the Speed Dial number.</p> <ul style="list-style-type: none"> <li>You can enter up to 32 digits.</li> </ul> <p>Digits 1-16 are stored in the location you have selected.</p> <p>Digits 17-32 are stored in the next consecutive location (which becomes inaccessible).</p> <p>Location 20 can only have 16 digits.</p> <ul style="list-style-type: none"> <li>Entries can be any combination of:</li> </ul> <p>Digits 0-9, * and #</p> <p>Flash command (by pressing FLASH)</p> <p>Pause command (by pressing MUTE)</p>
		Back	Back up to the previous level.
		Next	Go to Speed Dial name entry for the number you entered.
		Name	<p>Enter the name for the Speed Dial number.</p> <p>Go to <u>Names for Extensions and Lines</u> on page 137 for help with entering names.</p>
		Save	Save your Speed Dial entry.

Storing a Speed Dial Number (Super Display)		
	<b>Cancel</b>	Cancel your entry.
	<b>&lt; - &gt;</b>	Scroll left and right to edit the name.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Prev</b>	Scroll backward through the Speed Dial locations.
	<b>Next</b>	Scroll forward through the Speed Dial locations.
	<b>Back</b>	Back up one level.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Back</b>	Go back one level.
	<b>Exit</b>	Exit to the idle menu display.

### Calling a Stored Speed Dial Number

- *Forced Account Codes may prevent Speed Dial from dialing 911 emergency services.*

#### To call a Speed Dial number.

- Do one of the following:
  - Press **INTERCOM** + Dial # + Dial the Speed Dial location.  
Locations are **701-720** for Personal, **001-999** for Company.
  - [Personal at keyset only] Press a Speed Dial One-Touch key.
  - [Personal at Super Display only] **Push Spd Dial 1** for locations **701-710** or **Spd Dial 2** for locations **711-720**, then a soft key for the number you want to call.
  - [Personal at Super Display only] Push idle menu soft key for Personal Speed Dial location,
  - [Super Display only] Push **Directory** + **Extension**, **Pers**, or **Cmpy** + select location.
  - [Keyset only] Push **Dir** + **Ext**, **Personal**, or **Company** + select location.
  - Press a Feature Key assigned for Personal or Company Speed Dial.
- Optionally choose one of the following:
  - To chain (link) stored numbers, wait for the first number to dial out and then press a One-Touch Key or Feature Key.
  - If the programmed route is busy, press an idle line key to reroute the call.
  - You cannot chain (link) Intercom numbers.

#### To assign a Speed Dial key:

- Push **Menu**.
  - *Super Display:* Push **Key Assignment** + **Feature Keys**.
  - *Keyset:* Dial **51**.

2. See Feature Keys on page 89 for more.

## Split (Alternate)

---

Use Split to split (alternate) between your current call and a new call without conferencing the calls together.

---

### Using Split

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

1. Press **HOLD** to place your Intercom call on Hold.
2. Wait for **INTERCOM** to change from wink off (green) to slow flash (green).
3. Press **INTERCOM** to answer your new Intercom call.
  - a) **INTERCOM** winks off (green) to indicate that you have an Intercom call on Hold.
4. Press your Split key to switch between your two Intercom calls.

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

1. Press **TRANSFER** to place your outside call on Hold.
2. Hang up.
3. Do one of the following:
  - a) Place your new Intercom call.
  - b) Hang up + press flashing **INTERCOM** to answer the waiting Intercom call.
4. Press your Split key to switch between your Intercom call and outside call.

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

1. Press **HOLD** to place your current Intercom call on Hold.
2. Answer the outside call.
3. Press your Split key to switch between your outside call and Intercom call.

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

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

#### To assign a Split key:

1. Push **Menu**.
  - *Super Display*: Push **Key Assignment** + **Feature Keys**.
  - *Keyset*: Dial **51**.
2. See Feature Keys on page 89 for more.

## Tandem Calls / Unsupervised Conference

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

Tandem Calls allows you to join two outside callers in a line-to-line conference. You can then drop out of the call, leaving the lines in an Unsupervised Conference. You are then not part of the conversation, and the Conference continues until either of the outside callers hangs up.

---

### Setting up a Tandem Call

#### To set up a Tandem Call:

1. Place or answer an outside call.
2. Press **CONF**.
  - a) You hear Intercom dial tone.
  - b) Your caller hears Music on Hold (if installed) while they wait for you to set up the Conference.
3. Do one of the following:
  - a) Place or answer an outside call.
  - b) Retrieve a call from Park Orbit.
  - c) Retrieve a call from Hold.
4. Press **CONF** to set up the Conference.
  - a) If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.
5. Hang up.
  - a) The line/loop keys for the outside lines stay on (red).
  - b) If the outside parties disconnect, the lines you selected or your extension does not have Tandem Call capability.

---

### Disconnecting a Tandem Call

#### To disconnect a tandem call (using Forced Line Disconnect):

1. Do one of the following:
  - a) Press the line key for the busy line.
  - b) Press **INTERCOM** and dial the line's Direct Line Access code (e.g., **101** for line 1).  
See for [Direct Line Access](#) on page 64 more.
2. Dial **#** to disconnect the Tandem Call.

---

### Barging In on a Tandem Call

#### To Barge In on a Tandem Call:

1. Do one of the following:
  - a) Press the line key for the busy line.
  - b) Press **INTERCOM** and dial the line's Direct Line Access code (e.g., **101** for line 1).  
See for [Direct Line Access](#) on page 64 more.
2. Push **Barge In (Barg)**.
  - a) You hear two beeps and you join the Tandem Call.

**To place a Tandem Call on Hold (after Barging In):**

1. Press **HOLD**.
  - a) The tandem callers hear Music On Hold (if installed) while they wait on Hold.
  - b) While on Hold, the tandem callers cannot talk to each other.
2. To rejoin the Tandem Call you have placed on Hold, do one of the following:
  - a) Press **CONF**.
  - b) Press one of the line keys involved in the Tandem Call.

---

**Setting up a Line-to-Line Transfer**

- This is a type of Tandem Call in which you never have to join in with your outside callers.

**To set up a Line-to-Line Transfer:**

1. Place or answer an outside call.
2. Press **TRANSFER**.
3. Place or answer another outside call.
4. Hang up.
  - a) The two outside callers join together, just like a normal Tandem Call.
  - b) The line/loop keys for the outside lines stay on (red).
  - c) If the outside parties disconnect, the lines you selected or your extension does not have Tandem Call capability.

## Time and Date

If you are a system administrator, you may be able to change the system Time and Date.

### Setting the System Time and Date

- Your extension must have access level 4 or 5 to set the system Time and Date. Check with your communications manager.

To set the system Time and Date at a keyset:

Setting Up the System Time and Date (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 01</b>	Select the Time sub-menu	
	<b>HH:MM:SS</b>	Enter the system time (24-hour format).
	<b>&lt;- -&gt;</b>	Scroll left and right to edit the time.
	<b>Save</b>	Save the displayed time entry.
	<b>Cancel</b>	Cancel without saving the time entry.
<b>Menu + 02</b>	Select the Date sub-menu	
	<b>DD/MM/YYYY</b>	Enter the system date.
	<b>&lt;- -&gt;</b>	Scroll left and right to edit the date.
	<b>Save</b>	Save the displayed date entry.
	<b>Cancel</b>	Cancel without saving the date entry.

To set up Time and Date at a Super Display:

Setting Up the Time and Date (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Admin + Time</b>	Select the Time sub-menu	
	<b>Time:HH:MM:SS</b>	Enter the system time.
	<b>Save</b>	Save the displayed time entry.
	<b>Cancel</b>	Cancel without saving the time entry.
	<b>&lt;- -&gt;</b>	Scroll left and right to edit the time.

Setting Up the Time and Date (Super Display)		
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.
<b>Menu + Admin + Date</b>	Select the Date sub-menu	
	<b>Date:MM/DD/YYYY</b>	Enter the system date.
	<b>Save</b>	Save the displayed date entry.
	<b>Cancel</b>	Cancel without saving the date entry.
	<b>&lt;- -&gt;</b>	Scroll left and right to edit the date.
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.



## Transfer

---

Send your outside call to a co-worker.

Use Transfer to send (i.e., extend) your active call to a co-worker, Ring Group, UCD Group, or voice mail. A call that you Transfer to a co-worker or group automatically recalls to you if it doesn't go through. If you forget to pick up the recall from an outside call, it will divert to Key Ring so the caller doesn't get forgotten. You can Transfer both outside calls and Intercom calls.

These are the following types of Transfer:

- **Screened Transfer**

You announce the call to your co-worker before hanging up.

- **Unscreened Transfer**

You extend the call to your co-worker without announcing it.

- **Hotline Automatic Transfer**

Just press your Hotline key to transfer your call to your Hotline partner.

- **Handsfree Transfer**

The outside call you Transfer goes right to your co-worker's speakerphone.

---

### Using Transfer

#### To Transfer your call:

1. Do not hang up.
2. Press **TRANSFER**.
3. Do one of the following.
  - a) Dial your co-worker's extension.
  - b) Press a Call Coverage or Hotline key. (Also see Hotline Automatic Transfer below.)
  - c) Press a DSS key.
  - d) Dial a Ring Group or UCD Group master number.
4. Do one of the following.
  - a) Announce the call to make a Screened Transfer, then hang up.
  - b) Press the flashing line key to return to the call if your co-worker doesn't want it.
  - c) Hang up to send the call through unscreened.
  - d) Press **V\_MAIL** to Transfer the call to your co-worker's mailbox.
5. If unanswered, your call will recall to you. If you don't answer the recall, the call normally diverts to Key Ring.

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

1. Do not hang up.
2. Press **TRANSFER**.
3. Press **V-MAIL**.
4. Dial your co-worker's extension number.

5. Hang up.

**To Transfer your call using Hotline Automatic Transfer:**

1. Do not hang up.
2. Press a Hotline key.
3. Do one of the following.
  - a) Announce the call to make a Screened Transfer, then hang up.
  - b) Press the flashing line key to return to the call if your co-worker doesn't want it.
  - c) Hang up to send the call through unscreened.
  - d) Press **V\_MAIL** to Transfer the call to your co-worker's mailbox.
4. Hang up.
  - a) If you don't have Hotline Automatic Transfer enabled for your extension, hanging up in this step disconnects the call.

**To Transfer a call to your co-worker's speakerphone using Handsfree Transfer:**

1. While on an outside call, do one of the following.
  - a) Press **TRANSFER** and dial a co-worker's extension number.
  - b) Press Hotline key for your co-worker.
2. Listen for two beeps.
  - a) If you hear ringing instead of two beeps, you cannot use Handsfree Transfer.
3. Press **FLASH** to send the call directly to your co-worker's speakerphone.
  - a) You can optionally press **TRANSFER** to get Intercom dial tone and select another co-worker for the Transfer.

## User Programmable Features

You can customize the operation of your telephone.

Use the options available from the **Menu** soft key to customize many features available on your telephone. The intuitive **Menu** soft key interface uses all three lines of your telephone's display to provide easy to understand guidance when selecting options and setting preferences. The **Menu** soft key provides sub-menus which group similar options into the same sub-menu. When setting up your telephone or using a feature, just scroll through the soft key menus and options rather than remembering feature codes.

### Using the Menu Soft Key to Customize your Telephone

- The legacy **# + Mnemonic** commands link directly into the **Menu** soft key options.

To use the Menu soft key options at a keyset:

Using the Menu Soft Key Options (Keyset)				
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.				
Menu	Push <b>Menu</b> to navigate to the available options.			
	10	Volume Preferences		
	11	Ring Volume	See <u>Central Office Calls Answering</u> on page 50 and <u>Intercom</u> on page 115.	
	12	Off-Hook Ring Volume	See <u>Off-Hook Signaling</u> on page 140.	
	13	Incoming Page Volume	See <u>Paging</u> on page 144.	
	20	Display Preferences		
	21	Contrast	See <u>About Your Telephone Display and Dial Pad</u> on page 19.	
	22	Minimum Brightness	See <u>About Your Telephone Display and Dial Pad</u> on page 19.	
	23	Maximum Brightness	See <u>About Your Telephone Display and Dial Pad</u> on page 19.	
	24	Auto Backlight	See <u>About Your Telephone Display and Dial Pad</u> on page 19.	
	30	Feature Preferences		
	31	Voice Announce	See <u>Handsfree and Handsfree Answerback</u> on page 103.	
	32	Handsfree Reply	See <u>Handsfree and Handsfree Answerback</u> on page 103.	

Using the Menu Soft Key Options (Keyset)			
	<b>33</b>	Automatic Call Timer	See <a href="#">Call Timer</a> on page 40.
	<b>34</b>	Hot Dialpad	See <a href="#">Hot Dial Pad</a> on page 112 .
	<b>35</b>	Illuminated Dialpad	See <a href="#">About Your Telephone Display and Dial Pad</a> on page 19.
	<b>36</b>	Automatic Call Screening	See <a href="#">Call Screening</a> in the IntraMail section.
	<b>37</b>	Incoming Page	See <a href="#">Paging</a> on page 144.
	<b>38</b>	Line Preference	See <a href="#">Ringing Line Preference</a> on page 159.
	<b>39</b>	Off-Hook Signaling	See <a href="#">Off-Hook Signaling</a> on page 140.
<b>40</b>	Ring Preferences		
	<b>41</b>	Key Assignments	See <a href="#">Distinctive Ringing</a> on page 77.
	<b>42</b>	Tone Assignments	See <a href="#">Distinctive Ringing</a> on page 77.
	<b>43</b>	Tone Configuration	See <a href="#">Distinctive Ringing</a> on page 77.
<b>50</b>	Key Assignments		
	<b>51</b>	Feature Keys	See <a href="#">Feature Keys</a> on page 89.
	<b>52</b>	Prime Line Keys	See <a href="#">Prime Line Preference</a> on page 149.
	<b>53</b>	DSS/BLF (not available by default)	See <a href="#">Direct Station Selection (DSS)</a> on page 65.
<b>60</b>	Call Forwarding		
	<b>61</b>	Call Forwarding Control	See <a href="#">Call Forwarding</a> on page 32.
	<b>62</b>	Call Forwarding Type	See <a href="#">Call Forwarding</a> on page 32.
<b>70</b>	Speed Dial <ul style="list-style-type: none"> <li>Company Speed Dial requires access level 4 or 5.</li> </ul>		
	<b>71</b>	Personal Speed Dial	See <a href="#">Speed Dial</a> on page 167.
	<b>72</b>	Company Speed Dial	See <a href="#">Speed Dial</a> on page 167.
<b>80</b>	Name and Language		
	<b>81</b>	Extension Name	See <a href="#">Names for Extensions and Lines</a> on page 137.
	<b>82</b>	Display Language	See <a href="#">Language Selection</a> on page 119.
<b>90</b>	Option Preferences		
	<b>91</b>	Headset Mode	See <a href="#">Headset Compatibility</a> on page 106.
	<b>92</b>	Headset Voice Announce	See <a href="#">Headset Compatibility</a> on page 106.

Using the Menu Soft Key Options (Keyset)			
	<b>00</b>	Administrator Options <ul style="list-style-type: none"> <li>Requires access level 4 or 5.</li> </ul>	
	<b>01</b>	Time	See <a href="#">Time and Date</a> on page 175.
	<b>02</b>	Date	See <a href="#">Time and Date</a> on page 175.
	<b>03</b>	Programming an extension's name	<a href="#">Names for Extensions and Lines</a> on page 137.
	<b>04</b>	Erase an extension's PIN number	See <a href="#">Extension Locking</a> on page 86.
	<b>05</b>	Clear all Call Forwarding	See <a href="#">Call Forwarding</a> on page 32.

**To use the Menu soft key options at a Super Display:**

Using the Menu Soft Key Options (Super Display)			
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.			
<b>Menu</b>	Push <b>Menu</b> to navigate to the available options.		
	<b>Volume</b>	Volume Preferences	
	<b>Ring</b>	See <a href="#">Central Office Calls Answering</a> on page 50 and <a href="#">Intercom</a> on page 115.	
	<b>Off-Hook Ring</b>	See <a href="#">Off-Hook Signaling</a> on page 140.	
	<b>Page</b>	See <a href="#">Paging</a> on page 144.	
	<b>Display</b>	Display Preferences	
	<b>Contrast</b>	See <a href="#">About Your Telephone Display and Dial Pad</a> on page 19.	
	<b>Min Brightness</b>	See <a href="#">About Your Telephone Display and Dial Pad</a> on page 19.	
	<b>Max Brightness</b>	See <a href="#">About Your Telephone Display and Dial Pad</a> on page 19.	
	<b>Auto Backlight</b>	See <a href="#">About Your Telephone Display and Dial Pad</a> on page 19.	
	<b>Features</b>	Feature Preferences	
	<b>Voice Announce</b>	See <a href="#">Handsfree and Handsfree Answerback</a> on page 103.	
	<b>Handsfree Reply</b>	See <a href="#">Handsfree and Handsfree Answerback</a> on page 103.	
	<b>Auto Call Timer</b>	See <a href="#">Call Timer</a> on page 40.	

Using the Menu Soft Key Options (Super Display)		
	<b>Hot Dialpad</b>	See <u>Hot Dial Pad</u> on page 112.
	<b>More</b>	Go to the next page of Feature options.
	<b>Illuminated Dialpad</b>	See <u>About Your Telephone Display and Dial Pad</u> on page 19.
	<b>Incoming Page</b>	See <u>Paging</u> on page 144.
	<b>Ringing Line Pref</b>	See <u>Ringing Line Preference</u> on page 159.
	<b>Offhook Signal</b>	See <u>Off-Hook Signaling</u> on page 140.
	<b>Auto Call Screen</b>	See <u>Call Screening</u> in the IntraMail section.
	<b>Ringing</b>	Ring Preferences
	<b>Key Assignments</b>	See <u>Distinctive Ringing</u> on page 77.
	<b>Tone Assignments</b>	See <u>Distinctive Ringing</u> on page 77.
	<b>Tone Configuration</b>	See <u>Distinctive Ringing</u> on page 77.
	<b>Key Assignments</b>	Key Assignment Options
	<b>Feature Keys</b>	See <u>Feature Keys</u> on page 89.
	<b>Primeline Keys</b>	See <u>Prime Line Preference</u> on page 149.
	<b>Softkeys</b>	See <u>Programmable Idle Menu Soft Keys</u> on page 152.
	<b>DSS/BLF (not available by default)</b>	See <u>Direct Station Selection (DSS)</u> on page 65.
	<b>Speed Dial</b>	Speed Dial Setup
	<b>Personal</b>	See <u>Speed Dial</u> on page 167.
	<b>Company</b>	See <u>Speed Dial</u> on page 167.
	<b>Options</b>	Option Preferences
	<b>Headset Mode</b>	See <u>Headset Compatibility</u> on page 106.

Using the Menu Soft Key Options (Super Display)		
	<b>Headset V. Announce</b>	See <a href="#">Headset Compatibility</a> on page 106.
	<b>Call Forward + Edit</b>	Call Forwarding Setup
	<b>Immediate</b>	See <a href="#">Call Forwarding</a> on page 32.
	<b>Ring No Answer</b>	See <a href="#">Call Forwarding</a> on page 32.
	<b>Busy No Answer</b>	See <a href="#">Call Forwarding</a> on page 32.
	<b>Off Premise</b>	See <a href="#">Call Forwarding</a> on page 32.
	<b>Display Message</b>	See <a href="#">Call Forwarding</a> on page 32.
	<b>AME</b>	See <a href="#">Call Forwarding</a> on page 32.
	<b>None</b>	See <a href="#">Call Forwarding</a> on page 32.
	<b>Name</b>	See <a href="#">Names for Extensions and Lines</a> on page 137.
	<b>Language</b>	See <a href="#">Language Selection</a> on page 119.
	<b>Admin</b>	Administrator Options
	<b>Time</b>	See <a href="#">Time and Date</a> on page 175.
	<b>Date</b>	See <a href="#">Time and Date</a> on page 175.
	<b>Extension Name</b>	See <a href="#">Names for Extensions and Lines</a> on page 137.
	<b>Clear All Call Fwd</b>	See <a href="#">Call Forwarding</a> on page 32.
	<b>Erase Pin Number</b>	See <a href="#">Extension Locking</a> on page 86.

## Voice Mail (IntraMail) Basics

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Voice Mail lets callers leave recorded messages for you and lets you leave recorded messages for co-workers. Messages get stored in each person's mailbox. To listen to your messages or use other voice mail features, you call your mailbox and access the Main Menu. When you have new messages, your Ring/Message lamp flashes (red) and your **V-Mail xx (VM:xx)** soft key shows the number of new messages.

You may have a Group Mailbox shared among you and some of your co-workers. Group members access the same mailbox and process the same messages when they log in.

The Automated Attendant can answer your company's calls with a recorded message and give dialing instructions for callers to follow.

---

### Using the Basic Voice Mail Features

- For details on additional voice mail features, see the *IntraMail Feature Handbook*.

#### To log into your mailbox from your own phone, do one of the following:

1. Press **V-MAIL**.
2. Push **V-Mail xx (VM:xx)**.
  - a) The **xx** is the number of new messages in your mailbox.

#### To log into your mailbox from a co-worker's phone:

1. Press **INTERCOM** and dial **700**.
  - a) **700** is the voice mail "master number."
2. Dial **your own** extension number.

#### From outside, to log onto your mailbox:

1. After calling your company's Automated Attendant, dial **#** (for remote logon).
2. Dial **your own** extension number.

#### To log onto your mailbox while listening to your own greeting:

1. Wait for your greeting to start.
2. Dial **#** to stop the greeting.
3. Dial **#** and **your own** extension number, then follow the voice prompts.

#### From outside, to go right into your co-worker's mailbox:

1. After calling your company's Automated Attendant, dial **\*** (for quick message).
2. Dial **your co-worker's** extension number.

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

1. Do not hang up.



2. Press **TRANSFER**.
3. Press **V-MAIL**.
4. Dial your co-worker's extension number.
  - a) To check if your co-worker is at their desk before sending the call to their mailbox, dial their extension number *before* pressing **V-MAIL**.
5. Hang up.

## Voice Over

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

Use Voice Over to get through to a co-worker busy on a handset call. With Voice Over, your co-worker hears an alert tone followed by your voice. They can respond to you without being heard by their original caller, and can easily switch between you and the other caller. You can't hear the original caller and they cannot in turn hear you.

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

### Using Voice Over

- The ability to receive a Voice Over is set in your extension's Off-Hook Signaling options.

#### To initiate a Voice Over to a busy co-worker:

1. Listen for busy/ring tone.
  - a) If you don't hear busy ring, you cannot Voice Over.
2. Push **Voice Over (Vovr)** and then speak to your busy co-worker.

#### To respond to a Voice Over to your extension:

1. Listen for two beeps and your co-worker's voice.
2. Press and hold **MUTE** to talk to your co-worker.
3. Release **MUTE** to talk to your initial caller.
  - a) You can repeat this procedure as long your co-worker that initiated the Voice Over doesn't hang up.

### Setting Your Off-Hook Signaling Options

#### To set up the Off-Hook Signaling options at your keyset:

Setting Up Off-Hook Signaling (Keyset)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + 39</b>	Select the Off-Hook Signaling sub-menu	
	<b>Prev</b>	Scroll backward through the call types:  <b>CO Lines</b> <b>Intercom</b> <b>Hotline</b>
	<b>Next</b>	Scroll forward through the call types:  <b>CO Lines</b>

Setting Up Off-Hook Signaling (Keyset)				
		Hotline Intercom		
	Select	Select the displayed call type.		
		CO Lines	Set the options for Off-Hook Signaling from outside lines.	
			<--	Scroll backward through the CO Lines options:  Offhook Ring Camp On None
			-->	Scroll forward through the CO Lines options:  Offhook Ring None Camp On
			Save	Save the displayed CO Lines option.
			Cancel	Back up without saving the selection.
		Hotline	Set the options for Off-Hook Signaling from your Hotline partner.	
			<--	Scroll backward through the Hotline options:  Camp On None Voice Over
			-->	Scroll forward through the Hotline options:  Camp On Voice Over None
			Save	Save the displayed Hotline option.
			Cancel	Back up without saving the selection.
		Intercom	Set the options for Off-Hook Signaling from an Intercom caller.	
			<--	Scroll backward through the Intercom options:  Camp On None Voice Over
			-->	Scroll forward through the Intercom options:  Camp On Voice Over None

Setting Up Off-Hook Signaling (Keypad)		
	<b>Save</b>	Save the displayed Intercom option.
	<b>Cancel</b>	Back up without saving the selection.
	<b>Back</b>	Back up to the previous level.

To set up the Off-Hook Signaling options at your keypad:

Setting Up Off-Hook Signaling (Super Display)		
<b>Next:</b> Go to next selection. <b>Prev:</b> Go to previous selection. <b>Select:</b> Select current Option. <b>Back:</b> Back out of current option. <b>Exit:</b> Exit Menu setup.		
<b>Menu + Features + More + Offhook Signal</b>	Select the Off-Hook Signaling sub-menu	
	<b>CO Lines</b>	Set the options for Off-Hook Signaling from outside lines.
	<b>Camp On</b>	Select the Camp On option.
	<b>Offhook Ring</b>	Select the Off-Hook Ringing option.
	<b>None</b>	Disable Off-Hook Signaling from outside calls.
	<b>Back</b>	Go back one level.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Hotline</b>	Set the options for Off-Hook Signaling from Hotline calls.
	<b>Camp On</b>	Select the Camp On option.
	<b>Voice Over</b>	Select the Voice Over option.
	<b>None</b>	Disable Off-Hook Signaling for Hotline calls.
	<b>Back</b>	Go back one level.
	<b>Exit</b>	Exit to the idle menu display.
	<b>Intercom</b>	Set the options for Off-Hook Signaling from Intercom calls.
	<b>Camp On</b>	Select the Camp On option.
	<b>Voice Over</b>	Select the Voice Over option.
	<b>None</b>	Disable Off-Hook Signaling for Intercom calls.
	<b>Back</b>	Go back one level.
	<b>Exit</b>	Exit to the idle menu display.

Setting Up Off-Hook Signaling (Super Display)		
	<b>Back</b>	Back up to the previous level.
	<b>Exit</b>	Exit to the idle menu display.

## Walking Class of Service

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Walking Class of Service lets you temporarily implement your own Toll Restriction and Class of Service settings at a co-worker's keyset. You would normally do this to override dialing restrictions at another telephone. If you have an unrestricted extension, for example, you can walk to any keyset in the building, implement Walking Class of Service, and dial without restriction. After you hang up, Walking Class of Service remains in effect for 10 seconds. This allows you to make multiple calls before the keyset returns to its normal restrictions.

### Walking Class of Service and Extension Locking

Walking Class of Service interacts with Extension Locking. For example, here's how you can use Walking Class of Service to override Extension Locking:

1. Your extension allows you to use Paging and place long distance calls.
2. Your co-worker's extension is locked so those features are disabled.
3. While you are in your co-worker's office, you can use Walking Class of Service enable the features normally available on your extension (even though your co-workers phone is locked).

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### Using Walking Class of Service

#### To enable Walking Class of Service at a co-worker's extension:

1. Press **INTERCOM**.
2. Dial **##0**.
3. Dial *your own* extension number + **HOLD**.
4. Dial *your own* PIN number + **HOLD**
  - a) You'll hear error tone if your extension does not have Walking Class of Service capability.
  - b) If your entry is not accepted, you have either entered the wrong PIN number or your extension has no PIN number assigned.
5. Place any call or use any feature allowed by your Toll Restriction and Class of Service settings.
  - a) You can place additional calls.
  - b) Walking Class of Service automatically deactivates if the extension is idle for longer than 10 seconds.

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### Entering or Changing Your PIN Number

#### To enter your PIN number (if you don't have one assigned):

1. Press **INTERCOM**.
2. Dial **##6**.
3. When you see **Enter New PIN**:
  - a) Enter your new PIN number + **HOLD**.
  - b) When entering your PIN number: **CLEAR** erases your entire entry. **REDIAL** backspaces over (erases) the last digit entered.
4. When you see **Re-Enter New PIN**, confirm your entry by reentering your new PIN number.
5. When you see **NEW PIN ACCEPTED**, push **Exit**.

#### To change your PIN number (if you already have one assigned):

1. Press **INTERCOM**.

2. Dial **##6**.
3. When you see **Enter PIN Code**:
  - a) Enter your existing PIN number + **HOLD**.
  - b) When entering your PIN number: **CLEAR** erases your entire entry. **REDIAL** backspaces over (erases) the last digit entered.
4. When you see **Enter New PIN**, enter your new PIN number + **HOLD**.
5. When you see **Re-Enter New PIN**, confirm your entry by reentering your new PIN number.
6. When you see **NEW PIN ACCEPTED**, push **Exit**.

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