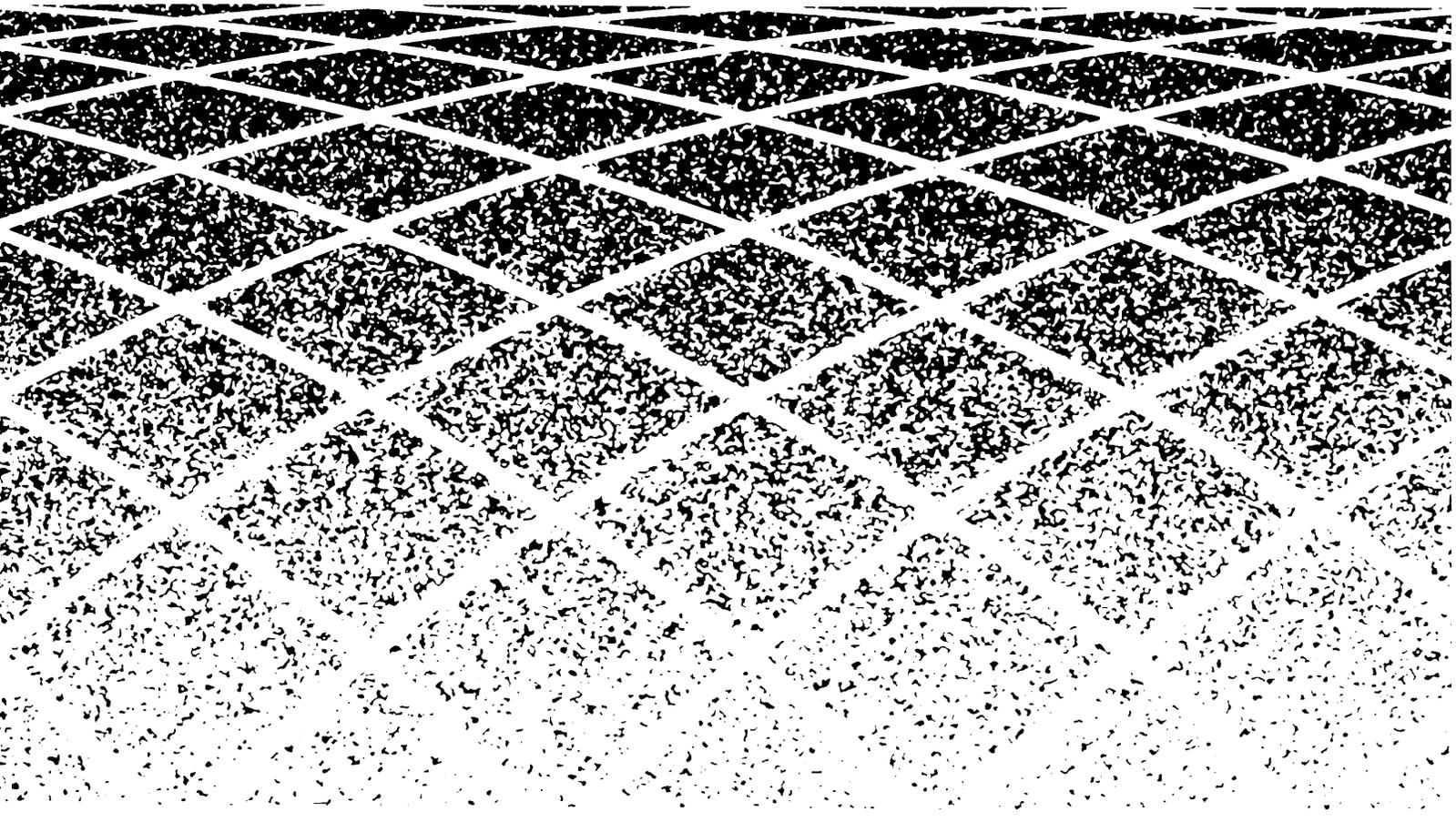




SPIRIT[®]
Communications System
Model 308/616
Administration Manual



LIMITED WARRANTY AND LIMITATION OF LIABILITY

AT&T Information Systems, Inc. ("AT&T") warrants to you that your SPIRIT[®] Communications System ("SPIRIT system") will be free from defects in material and workmanship when title to your SPIRIT system passes to you. If you notify AT&T that your SPIRIT system fails to operate as warranted within one year of the date title to your SPIRIT system passes to you, AT&T will, at its option, repair or replace the component or components of your SPIRIT system that fail to operate as warranted. Any repair or replacement components may be new or refurbished and will be provided on an exchange basis. If AT&T determines that your SPIRIT system component cannot be repaired or replaced, AT&T will refund the purchase price to you.

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- Failure to follow AT&T's installation, operation or maintenance instructions;
- Failure to provide an appropriate electrical environment for the equipment;
- Unauthorized modification or alteration of the SPIRIT system or its components;
- Product abuse, misuse or the negligent acts of persons not under the reasonable control of AT&T, or;
- Actions of third parties and acts of God other than power surges.

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This limitation of liability shall apply to all users of SPIRIT systems and shall apply whether or not the above limited warranty applies.

INSTALLATION/MAINTENANCE INFORMATION

There are several types of installation and maintenance plans available from AT&T and/or your dealer. Please call your AT&T sales representative or authorized dealer for details.

For warranty service, contact your authorized dealer or call the AT&T Hotline listed below.

You may place your
AT&T Sales and Service
Label here

Prior to calling the Hotline refer to the Testing and Troubleshooting pages in the Customer Installation Instructions.

Record the following information:

AT&T Account Number _____

Number of outside/PBX lines _____

Number of telephones _____

Introduction

The **SPiRiT** Communications System, Model 308/616, consists of a *CONTROLLER* that controls the system, *TELEPHONE SETS*, and some optional equipment. Outside telephone lines from your local telephone company or from a PBX, or switchboard, system are connected to the controller. The controller is connected to all the telephones in the system.

Customizing (Section 1)

The **SPiRiT** Communications System can be customized to fit the needs of your company. This means that, as the administrator of the system, you will be able to change how some features operate. The system can be used just as it is installed. You may, however, want to take advantage of some of the customizing options. You can do as much or as little customizing as you choose. Section 1 of the manual tells you how to customize the system.

Customization is easy to do. Think of your system as flexible and easy to change. As you use the system you may think of other changes you want to make, so don't be concerned that you have to make all your customizing decisions when you start to use the system.

SpeedCall Numbers (Section 2)

SpeedCall, a number memory, is an important timesaver for your users. There are two kinds of *SpeedCall* numbers: personal and system. Personal numbers are stored by the user and are available only at the telephone where they are stored. System numbers are stored in the system memory by you. This section tells you how to store system *SpeedCall* numbers.

Additional Information (Section 3)

This section includes additional information about features, optional equipment, and how to make changes in your system.

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Parts Of The System

CONTROLLER

Mounted near the incoming telephone lines. On top of the controller is the Administration Switch, which must be turned ON when customizing the system.

MUSIC ON HOLD VOLUME CONTROL

OPTIONAL EQUIPMENT

Optional equipment may include a "music on holds" source (usually a radio), an external alert "buzzer," and public address speaker.

LINE AUX (Line Auxiliary)

Dedicated lines for computer modems, answer/record machines, and for use during power failures.

INCOMING TELEPHONE LINES

(also called Network Interface Jacks)

TELEPHONE SETS

Both 6-Button Sets and 24-Button may be used. Some systems may have only one kind of set, other systems may have both kinds.

NOTICE: While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, AT&T assumes no responsibility for any errors. Changes or corrections to the information contained in this document may be incorporated into future reissues.

SECTION 1 Customizing

Following is a list and brief description of the features you can change. There are two kinds of features, **SYSTEM FEATURES** and **TELEPHONE FEATURES**. When you customize a system feature, you have made a change in the whole system. *In this manual, information about system features is always printed with a grey background.*

When you customize a telephone feature, the change is made for one telephone extension only. *In this manual, information about telephone features is always printed with a green background.*

Description of Features that May be Customized

System Features *(instructions for customizing begin on page 11)*

- **AUTOMATIC PRIVACY**— This feature prevents others from joining your call without your permission. If privacy is **On**, other users in the system must be added to a call through conferencing or a special release of privacy. If privacy is **Off**, another user can join a telephone conversation by pressing the line button that the call is on. *(Possible settings are On and Off. Installed setting is On.)*

- **TOLL CALL CHECK**— If you are in an area that requires a “1” before every toll call, leave this at the preset value of **1 Required**. If your local telephone service does not require a “1” before dialing a toll call, change the setting to **1 Not Required**. If you must dial an access digit in order to make an outside call, you have PBX or Centrex lines. If you have PBX or Centrex lines, the **SPIRIT** system will not check for a toll call until after the code is dialed. *if the PBX/Centrex code and lines are correctly customized.* Calls will be checked only for telephones that have been customized as Toll Restricted. (Possible settings are **1 Required** and **1 Not Required**. Installed setting is **1 Required**.)

- **HELD CALLREMINDER**— The system can remind a user that a call is on hold. You can set the number of minutes it will wait before providing the reminder. *(Possible settings are Zero for no reminder, One, Two, Three, or Four Minutes. Installed setting is One Minute.)*

- **LINE TYPE**— All incoming lines are either **PBX/Centrex Lines** or direct **Outside Lines**. If your system is not at incoming-line capacity you have **Unavailable Lines**. (For example, if you have two incoming lines on a system that has three incoming line jacks on the controller, line 3 is **Unavailable**). Find out how many incoming lines you have, and customize **Unavailable Lines** as such for proper operation of **AUTOMATIC LINE SELECTION**. *(Possible settings are Unavailable Line, Outside Line, and PBX/Centrex Line. Installed setting is Outside Line.)*

- **PBX/CENTREX LINE ACCESS CODES**— If you have PBX/Centrex lines, a code is necessary to dial an outside call. By entering the code(s) required, you will allow the **SPIRIT** system to check for toll calls and automatically insert pauses in SpeedCall numbers on PBX/Centrex lines. *(Up to four one- or two-digit codes may be entered. One code, the digit 9, is already installed for your convenience, but may be removed or changed.)* For further information see page 24.

- **EXTERNAL ALERT**— If an optional external alerter (buzzer) is part of your system, you can set when it will turn on for *each line*. *(Possible settings are Never, Night Only, Day Only, and Always. Installed setting is Night Only.)* *NOTE: Night Only and Day Only are determined by whether Night Service is on or off (see User Manual).*

- **DIAL TYPE**— Set *each line* for the kind of service you have with your local telephone company. *(Possible settings are Touch Tone and Dial Pulse. Installed setting is Dial Pulse).*

Telephone Features *(instructions for customizing begin on page 14)*

Telephone customization is used to make different telephones in the system work in different ways.

- **LINE USE PERMISSION.** You can assign each line of each telephone one of the following permissions.
 - **No Permission.** The telephone may not use that line at all except when a call on that line is transferred to it.
 - **Full Permission.** The user may place and answer calls on that line. *(Installed setting)*.
 - **Answer Only Permission.** The user may answer calls or retrieve held calls on that line.

- **AUTOMATIC LINE SELECTION.** This feature provides the dial tone when you pick up the receiver, without having to first select a line by pressing a line button. Customizing all lines as **Not Eligible** will mean that the user must select a specific line every time a call is made. A line that has **Full Permission** can be set as **Eligible**, which means it can be used by simply picking up the receiver, or **Not Eligible**, which means the line button will have to be pressed first to use that line. If lines that are not assigned to buttons on the telephone are set as **Eligible** for AUTOMATIC LINE SELECTION, the setting is ignored. *(Installed setting is Eligible)*

- **LINE RINGING OPTIONS.** You can assign to any line (with **Full** or **Answer Only Permission**) of any telephone one of the following ringing options for incoming calls.
 - No Ring.** The line does not ring for incoming calls.
 - Normal Ring.** The line rings normally. *(Installed setting)*.
 - Abbreviated Ring.** The line rings for 12 seconds only.
 - Delayed Ring.** The line does not start ringing until 12 seconds after the call comes in.

- **NIGHT RINGING OPTIONS.** You can assign to each telephone one of the following options. The options you assign are in effect when Night Service (see User Manual) is on.
 - Normal Ring.** When Night Service is on, the telephone will disregard customized *LINE RINGING OPTIONS* and ring normally for all permitted lines.
 - Programmed Ring.** The telephone will ring the same whether Night Service is on or off. *(Installed Setting)*.

- **OUTSIDE SERVICE.** You can assign an outside service to each telephone in the system. The outside service determines the types of outside calls that may be made from that telephone. The three choices are the following:
 - Outward Restricted.** No outside calls may be placed at that telephone except 911 and unrestricted system *SpeedCall* numbers. — See page 22.
 - Unrestricted.** Calls may be placed at that telephone with no restriction. *(Installed setting)*.
 - Toll Restricted.** No toll calls may be placed at that telephone except 911 and unrestricted System *SpeedCall* numbers. — See page 22.

Confirmation and Error Tones

Throughout this manual you are told that you will receive a "confirmation" tone after valid key presses and an "error" tone when key presses are not valid. If you would like to hear the confirmation and error tones before you start customizing the system, complete the following exercise:

To hear a confirmation tone:

- Press INTERCOM.
- Lift handset (or press SPEAKER).
- Dial #2.

To hear an error tone:

- Press INTERCOM.
- Lift handset (or press SPEAKER).
- Dial * 0.
- Press MEMORY.
- Dial 28.

How to Use the System-Planner and the Customization Chart

A *System Planner* is provided on page 8 to guide you in planning how you will customize your system. Record your decisions on the planner. You may want to use pencil so that you can make changes in the future. Sample planners are illustrated on pages 18-21, along with the reasons for the customizing decisions for two fictitious companies. If you are undecided about what customizing decisions you want to make for your system, reading those examples may be helpful.

When the System Planner is complete you can start customizing your system. The Customization Chart on page 9 may be all you will need to complete the customization of your system. If you wish more detailed instructions, however, read pages 10 through 17.

If you use the Customization Chart on page 9, remember to follow the dotted line path. As on the System Planner, grey-shaded areas are the system features and green-shaded areas are the telephone features.

Parts Of The Telephone Sets

6-BUTTON TELEPHONE

MESSAGE WAITING INDICATOR
Shows that the user has a message waiting.

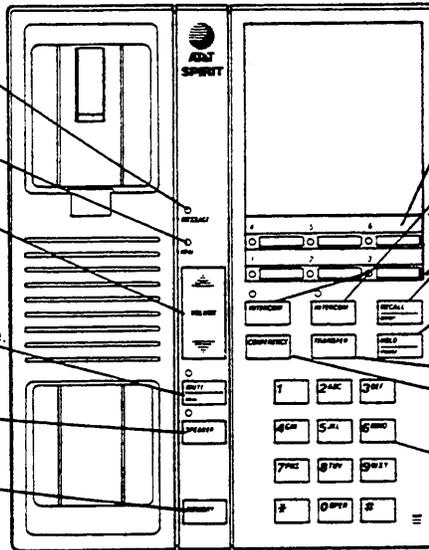
HANDS-FREE ANSWER INDICATOR
Shows the status of the Hands-Free Answer on Intercom feature. Turned on and off using the MUTE/HFAI button.

VOLUME CONTROL
Adjusts the volume of the ringer, speaker, and receiver.

MUTE/HFAI BUTTON and INDICATOR LIGHT
Used to turn off the sound to the other party. Also used to turn on and off the Hands-Free Answer on Intercom feature.

SPEAKER BUTTON and INDICATOR LIGHT
Used to turn the speakerphone on and off.

MEMORY BUTTON
Used to store and dial SpeedCall numbers.



LINE BUTTONS (1-6) and INDICATOR LIGHTS
Used for placing and receiving outside calls.

INTERCOM BUTTONS and INDICATOR LIGHTS
Used for placing and receiving intercom calls.

RECALL/DROP BUTTON
Used to disconnect a call without hanging up.

HOLD/PAUSE BUTTON
Used with the HOLD feature. Also used to insert a pause into a number stored in memory.

TRANSFER BUTTON
Used to transfer a call to another intercom extension.

CONFERENCE BUTTON
Used to add lines or intercom extensions to a call.

DIAL
Used to dial outside calls, intercom calls, and features.

24-BUTTON TELEPHONE

MESSAGE WAITING INDICATOR
Shows that the user has a message waiting.

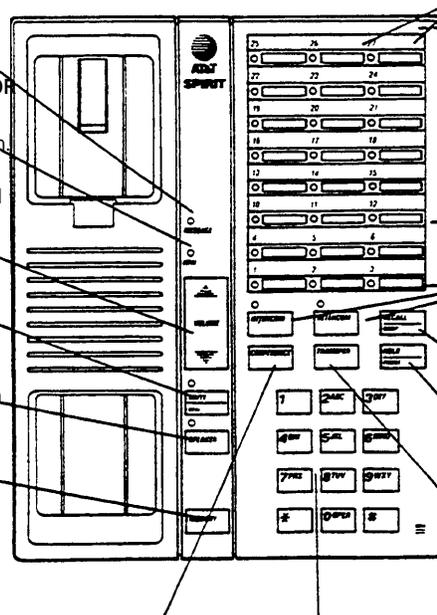
HANDS-FREE ANSWER INDICATOR
Shows the status of the Hands-Free Answer on Intercom feature. Turned on and off using the MUTE/HFAI button.

VOLUME CONTROL
Adjusts the volume of the ringer, speaker, and receiver.

MUTE/HFAI BUTTON and INDICATOR LIGHT
Used to turn off the sound to the other party. Also used to turn on and off the Hands-Free Answer on Intercom feature.

SPEAKER BUTTON and INDICATOR LIGHT
Used to turn the speakerphone on and off.

MEMORY BUTTON
Used to store and dial SpeedCall numbers.



PROGRAMMABLE BUTTONS (26, 27) and INDICATOR LIGHTS
May be programmed for one of several functions according to the need of the user.

AUTO-DIAL BUTTONS (10-25) and INDICATOR LIGHTS
Used for calling intercom extension numbers and personal SpeedCall numbers.

LINE BUTTONS (1-6) and INDICATOR LIGHTS
Used for placing and receiving outside calls.

INTERCOM BUTTONS and INDICATOR LIGHTS
Used for placing and receiving intercom calls.

RECALL/DROP BUTTON
Used to disconnect a call without hanging up.

HOLD/PAUSE BUTTON
Used with the HOLD feature. Also used to insert a pause into a number stored in memory.

TRANSFER BUTTON
Used to transfer a call to another intercom extension.

CONFERENCE BUTTON
Used to add lines or intercom extensions to a call.

DIAL
used to dial outside calls, intercom calls, and features.

System Planner

Use this page to plan the customization for your system.

		CUSTOMIZING EACH TELEPHONE																								
		LINE USE PERMISSION						AUTOMATIC LINE SELECTION						LINE RINGING OPTIONS						NIGHT RINGING		OUTSIDE SERVICE				
		No Permission Full Permission † Answer Only LINES						Not Eligible Eligible † LINES						No Ring Normal Ring † Abbreviated Ring Delayed Ring LINES						Normal Ring Programmed Ring †		Outward Restricted Unrestricted † Toll Restricted				
		1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6							
INCOMING LINE 1	Telephone Number	SET	LOCATION																							
CUSTOMIZING THE SYSTEM AUTOMATIC PRIVACY Off — On † — TOLL CALL CHECK 1 Required † — 1 Not Required — HELD CALL REMINDER 0 No Reminder 1 Minute † — 2 Minutes — 3 Minutes — 4 Minutes — LINE TYPE Unavailable Line Outside Line † PBX/Centrex Line LINES 1 _ 2 _ 3 _ 4 _ 5 _ 6 _ PBX/CENTREX LINE ACCESS CODES Installed Is 9 † — — — EXTERNAL ALERT Never Night Only † Day Only Always LINES 1 _ 2 _ 3 _ 4 _ 5 _ 6 _ DIAL TYPE Touch Tone Dial Pulse † LINES 1 _ 2 _ 3 _ 4 _ 5 _ 6 _ † Installed setting (No customizing necessary for this selling)		EXAMPLE	<i>reception</i>																							
INCOMING LINE 2	Telephone Number	10	CUSTOMIZING SET																							
INCOMING LINE 3	Telephone Number	11																								
INCOMING LINE 4	Telephone Number	12																								
INCOMING LINE 5	Telephone Number	13																								
INCOMING LINE 6	Telephone Number	14																								
		15																								
		16																								
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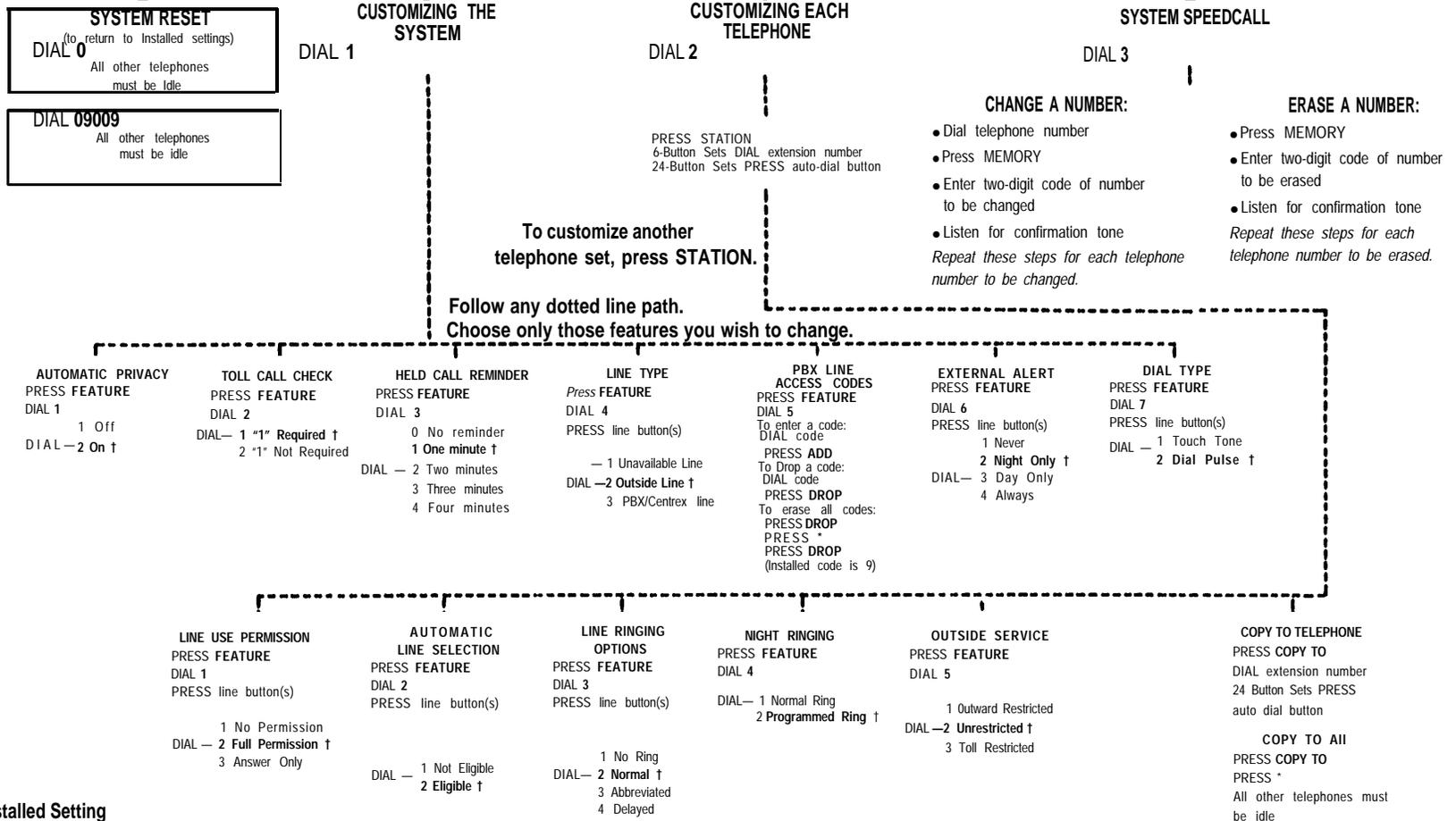
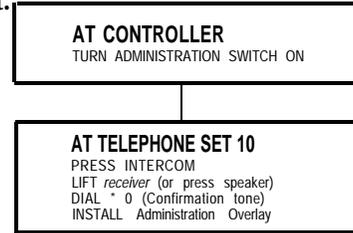
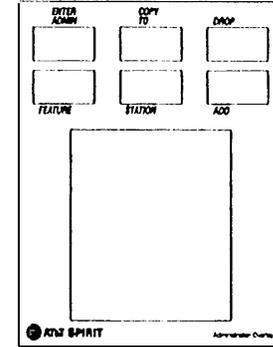
† Installed Setting

Customization Chart

Follow this chart to perform all your customizing duties.
A more detailed set of instructions starts on page 10.

- To get a different line of features, press **ENTER ADMIN** (at ●).
- To customize another feature in the same row, press **FEATURE**.
- To leave customization mode, hang up. Replace overlay in pocket.
Don't forget to turn the administration switch OFF when you are finished customizing your system.
- Light patterns indicate current setting:
 OFF is 1
 ON is 2
 Even Flash is 3
 Wink (short on, long off) is 4

SAMPLE ADMINISTRATION OVERLAY



† Installed Setting

How to Customize

Getting Started

When you have finished your customizing plans you are ready to actually customize the system. **You must do all customizing from telephone set 10**, which may be either a 6-button or a 24-button set. For some customization procedures, all telephone sets in the system must be idle, so you will want to choose a time when people are not using the telephones. For telephone customization, the telephone being customized must be idle.

If you wish, you can plan future needs while you customize. If your system is not at capacity (for instance, you have four lines and ten telephones in your **SPIRIT** system now, but plan to expand to six lines and sixteen telephones in the future) you may customize the unequipped lines and extensions now. For proper operation of AUTOMATIC LINE SELECTION, you should customize LINE TYPE as Unavailable for the unequipped lines.

Following are step-by-step instructions for customizing.

STEP 1 SET CONTROLLER ADMINISTRATION SWITCH TO “ON”

See the picture of the controller on page 3.

STEP 2 PRESS ONE OF THE INTERCOM BUTTONS ON TELEPHONE SET 10

Intercom button press times out after five seconds.

STEP 3 PRESS SPEAKER (or lift the receiver)

You will hear a dial tone.

STEP 4 DIAL * 0 (zero)

You will hear a confirmation tone. If you do not hear the confirmation tone, check the administration switch on the controller.

STEP 5 INSTALL ADMINISTRATION OVERLAY ON TELEPHONE SET 10

(This step is not necessary if you are going to reset features back to the installed setting or enter SpeedCall numbers and do no other customization.) Install the administration overlay provided in the pocket on the back cover of this manual. The ENTER ADMIN light will be on to show that the system is ready for administration. No calls may come in to or go out from telephone set 10 during customization.

STEP 6 CHOOSE TYPE OF CUSTOMIZATION

The chart on page 9 shows four customizing choices at the top. The chart also shows what customizable features are reached through each choice. Using the chart as a guide, make the appropriate choice.

- Dial 0 to reset the system. All sets except set 10 must be idle. If a telephone set other than set 10 is in use, you will hear a busy tone and you will not be able to reset the system.
- Dial 1 to customize the system.
- Dial 2 to customize the telephones.
- Dial 3 to enter or erase numbers in the system *SpeedCall* memory.

STEP 7 COMPLETE CUSTOMIZATION

Following the instructions on pages 12-17, complete the customization type chosen in STEP 6.

STEP 8 CONTINUE CUSTOMIZATION

If you wish to continue with another customization type, press the ENTER ADMIN button and repeat steps 6 and 7. For example, if you complete the desired customization under System Customization and want to continue with Telephone Customization, press the ENTER ADMIN button and repeat steps 6 and 7.

STEP 9 EXIT CUSTOMIZATION

When customization is complete, replace the receiver (or press SPEAKER). **Return the administration switch on the controller to the OFF position to guard against accidental administration.** Also, unless the administration switch is set to OFF you will not be able to program personal *SpeedCall* numbers for set 10. Remove the administration overlay and replace in the pocket on the back cover of this manual.

System Reset

CAUTION: Use of reset eliminates all customization.

If you dialed 0 in STEP 6, and if all telephone sets except set 10 are idle, you can reset the system to the installed settings given on pages 4 and 5. Enter the system reset code 09009. If all telephones are not idle, you will hear the busy signal. If you make a mistake you will hear the error tone, and you must exit reset to try again. If you enter the reset code successfully you will hear the confirmation tone and system and telephone features will be returned to installed settings. *SpeedCall* numbers will not be affected.

To exit you may replace the receiver or press SPEAKER, or, if you want to continue customizing features, press the ENTER ADMIN button to reenter administration at STEP 6.

Customizing the System

If you dialed 1 in STEP 6 you began customizing the system. The following features may be programmed in any order, and you may exit customizing after changing any feature, leaving unchanged features at previously-set choices. You may also use system customization to check the setting of a feature. You do not have to make changes once you have begun to customize.

Any of the procedures may be exited by one of the following actions:

- pressing the FEATURE button to customize another feature
- pressing the ENTER ADMIN button to go back to STEP 6
- hanging up the receiver or pressing SPEAKER to exit customization

Valid digits will be followed by a confirmation tone and the indicator lights will reflect the new settings. Customization automatically exits that feature. Invalid digits will be followed by the error tone and customization continues in that feature until a valid choice is entered or you exit the feature.

When you are customizing features for which the setting can be changed for each incoming line in the system, you do not have to press the FEATURE button for each line. Press all the line buttons for which you want the same setting.

EXAMPLE: Your system has the capacity for six incoming lines. Lines 1 and 2 are PBX lines. Lines 3 and 4 are outside lines. Lines 5 and 6 are not used (unavailable).

PROCEDURE: Press FEATURE, then dial 4. Press line buttons 1 and 2. Dial 3. Press line buttons 5 and 6. Dial 1 (*You do not have to customize lines 3 and 4 because the installed setting is outside line.*)

The indicator light of a selected line button will flash rapidly. If you have selected a line and then change your mind and do not want to select that line, simply press the line button again.

Customizing the System

■ AUTOMATIC PRIVACY

Press **FEATURE**. Dial **1**.

All the line indicator lights will show the current system-wide privacy status. If the lights are ON, privacy is ON. If the lights are OFF, privacy is OFF. To change the privacy status, enter one of the following:

DIAL	INDICATOR LIGHT	SETTING
1	OFF	Privacy Off
2	ON	Privacy On (<i>installed</i>)

■ TOLL CALL CHECK

Press **FEATURE**. Dial **2**.

All the line indicator lights will go OFF. If you are required to dial 1 before placing toll calls, enter 1; otherwise, enter 2. Possible choices are 1 Required (*installed*) or 1 Not Required.

■ HELD CALL REMINDER

Press **FEATURE**. Dial **3**.

All of the line indicator lights will go OFF. Enter the number of minutes for the held call reminder. If you enter 0 the feature is turned off and no held call reminder will be provided. You may also enter 1,2,3, or 4, meaning that the held call reminder will be provided after 1,2,3, or 4 minutes. The preset time interval is 1 minute.

■ LINE TYPE

Press **FEATURE**. Dial **4**.

Each line indicator light will show the current status for that line. If a light is ON, the line is set as an Outside Line. If a light is OFF, the line is set as an "unavailable line," that is, not part of your system. You should set as Unavailable, lines that are not part of your system (if, for instance, you have a "616" system but have only four incoming telephone lines, you should customize two lines Unavailable). If, the light is flashing an even flash, the line is set as a PBX/Centrex Line. To change the setting for any individual line(s), press the line button(s) and dial 1,2 or 3 (see table, below). You may press more than one line button to make the change on more than one line. If you dial the number without pressing a line button first you will hear the error tone.

DIAL	INDICATOR LIGHT	SETTING
1	OFF	Unavailable Line
2	ON	Outside Line (<i>installed</i>)
3	Even Flash	PBX/Centrex Line

Customizing the System

■ PBX/CENTREX LINE ACCESS CODES

Press FEATURE. Dial 5.

All of the line indicator lights will go off.

To ENTER a system-wide PBX/Centrex dial code.

Dial the desired dial code. Press ADD button. You will hear the confirmation tone when the code is added. If there are already four other codes programmed you will hear the error tone. The digit 9 is preset as the PBX/Centrex code, so there is room for three other codes. You may, of course, erase the 9 code if you wish.

To ERASE a system-wide PBX/Centrex dial code.

Dial the code you wish to erase. Press DROP. You will hear the confirmation tone when the code is erased. If the code is not there to be erased, you will hear the error tone.

To ERASE all codes.

Press DROP. Dial *. Press DROP. You will hear the confirmation tone if you successfully followed the DROP procedure.

You may continue to enter or erase codes or you may exit the feature.

■ EXTERNAL ALERT

Press FEATURE. Dial 6.

Each line indicator light will show the current external alert status for that line. To make changes, press the line button(s) for the line(s) on which you wish to make a particular change and dial one of the digits from the table below. You may press more than one line button to make the change on more than one line. If you enter a digit without first pressing a line button you will hear the error tone.

DIAL	INDICATOR LIGHT	SETTING
1	OFF	Never use external alert
2	ON	External alert when Night Service is on (<i>installed</i>)
3	Even Flash	External alert when Night Service is off
4	"Wink" (Short ON, Long OFF)	External alert always on

■ DIAL TYPE

Press FEATURE. Dial 7.

Each line indicator light will show the current dialing type for that line. If the light is OFF, that line is set for touch tone dialing. If the light is ON, the line is set for dial pulse dialing. To change the dialing type for a line or lines, press the line button(s) and dial the appropriate digit from the table below. YOU may press more than one line button to make the change on more than one line. If you enter a digit without first pressing a line button you will hear the error tone.

DIAL	INDICATOR LIGHT	SETTING
1	OFF	Touch Tone
2	ON	Dial Pulse (<i>installed</i>)

Customizing Each Telephone

If you dialed 2 in STEP 6 on page 10, you began Telephone Customization (see the chart on page 9). All these features are customized on a set-by-set basis, meaning you must enter the telephone set number before customizing. The changes you make on set 12, for example, will not be made on set 14, or any other, unless you specifically copy a customizing set-up from one telephone set to another. *Making changes via Telephone Customization is not always necessary for all telephone sets. You may, for example, want to leave all the telephones at the installed setting for a feature except one set.*

EXAMPLE: All of the telephone sets except set 16 are used by employees who should not be restricted. Set 16, however, is in the lobby, and is used by company visitors. You would want to set the outside service on the lobby telephone to Toll Restricted, leaving the other telephones Unrestricted.

Any of the procedures may be exited by one of the following actions:

- pressing the FEATURE button to customize another feature
- pressing the STATION button to customize another telephone set
- pressing the ENTER ADMIN button to go back to STEP 6 on page 10
- pressing the COPY TO button to copy the customization on this telephone to another telephone
- hanging up the receiver (or pressing SPEAKER) to exit customization.

Valid digits will be followed by a confirmation tone and the indicator lights will reflect the new settings. This completes the customization of that feature. Invalid digits will be followed by an error tone. You would then enter a valid digit or exit the feature.

When you are customizing features for which the setting can be changed for each incoming line in the system, you do not have to press the FEATURE button for each line. Press all the line buttons for which you want the same setting. For example, if you are customizing "LINE USE PERMISSION" and you wish to make lines 4,5 and 6 No Permission, you would press FEATURE, dial 1, press line buttons 4,5 and 6, and dial 1.

The indicator light of a selected line button will flash rapidly to let you know which line you are currently customizing. If you have pressed a line button and then change your mind and do not want to select that line, simply press the line button again.

To customize a telephone:

Press STATION and dial the intercom extension number, or, if you are using a 24-button telephone, just press the auto-dial button for that extension.

If the telephone is busy you will hear a busy signal and you must press STATION again or exit to wait until the telephone is not busy before you can customize it. You can go ahead and choose another telephone extension to customize, or you may choose to leave telephone customization.

COPY TO is a useful procedure if you plan identical customizing for more than one set. If you wish to copy the telephone customization you have completed for a telephone to another telephone, use the COPY TO feature (see page 17). If you wish to copy the telephone customization to all the other telephones in the system, use the COPY TO ALL feature (see page 17).

Customizing Each Telephone

■ LINE USE PERMISSIONS

Press FEATURE. Dial 1.

Each line indicator light will show the telephone set's current permission for that line. Choose the line(s) for which you wish to set the same permission by pressing the line button(s). Dial the appropriate digit (see list below). You may press more than one line button to make the change on more than one line. If you enter a digit without first pressing a line button you will hear the error tone.

DIAL	INDICATOR LIGHT	SETTING
1	OFF	No Permission
2	ON	Full Permission (<i>installed</i>)
3	Even Flash	Answer Only

■ AUTOMATIC LINE SELECTION

Press FEATURE. Dial 2.

Each line indicator light will reflect the current status for that line. To change the status for the individual line(s), press the line button(s) for which you want the same setting and dial one of the valid digits (see table, below). You may press more than one line button to make the change on more than one line. If you enter a digit without first pressing a line button you will hear the error tone.

DIAL	INDICATOR LIGHT	SETTING
1	OFF	Not Eligible for Automatic Line Selection
2	ON	Eligible for Automatic Line Selection (<i>installed</i>)

Lines customized without Full Permission from the telephone set being customized will show as Not Eligible for Automatic Line Selection. Selecting such a line will be ignored.

NOTE: Automatic Line Selection provides the dial tone when you pick up the receiver without having to first select a line by pressing a line button. Customizing all lines as not eligible will mean that the user must select a specific line every time a call is made.

Customizing Each Telephone

■ LINE RINGING OPTIONS

Press FEATURE. Dial 3.

Each line indicator light will show the current ringing option for that line. To change the option for individual line(s) on that telephone, press the line button(s) and dial a valid digit from the table below. You may press more than one line button to make the change on more than one line. If you enter a digit without first pressing a line button you will hear the error tone.

DIAL	INDICATOR LIGHT	SETTING
1	OFF	No Ring
2	ON	Normal Ring (<i>installed</i>)
3	Even Flash	Abbreviated Ring
4	“Wink” (Short ON, Long OFF)	Delayed Ring

Lines that have been customized as No Permission will show No Ring. Selecting such lines will be ignored.

■ NIGHT RINGING

Press FEATURE. Dial 4.

All the line indicator lights will show the current night ringing option for this telephone. To change the night ringing option for this set, dial one of the digits from the following table:

DIAL	INDICATOR LIGHT	SETTING
1	OFF	Normal Ring (Disregards customized LINE RINGING OPTIONS when Night Service is on.)
2	ON	Lines ring according to programmed LINE RINGING OPTIONS whether Night Service is on or off. (<i>installed</i>)

■ OUTSIDE SERVICE

Press FEATURE. Dial 5

All the line indicator lights will show the current overall outside service for the telephone set. To change the overall outside service for the set, dial one of the digits from the following table.

DIAL	INDICATOR LIGHT	SETTING
1	OFF	Outward Restricted
2	ON	Unrestricted (<i>installed</i>)
3	Even Flash	Toll Restricted

Customizing Each Telephone

■ COPY TO

To copy the feature choices from this telephone set to another set press COPY TO. The COPY TO indicator light will go on, all of the line indicator lights will go off. While the COPY TO indicator light is on, dial an intercom extension number or, if using a 24-button set, press the auto-dial button for the desired set. The telephone set being copied to must not be busy. If you hear a busy tone, cancel the COPY TO button again. All of the telephone customization settings for the set being customized will be copied to the specified telephone set and you will hear a confirmation tone. The COPY TO light indicator will go off. To do another copy, repeat the process.

To cancel a copy, press the COPY TO button again without dialing the intercom extension number.

Copy To All

To copy the set-up on this telephone to all other telephone sets on the system, press COPY TO, then press *. All the telephones in the system except telephone set 10 must be idle.

Exiting Telephone Customization

Press FEATURE to customize another telephone feature on the same telephone.

Press COPY TO to copy the settings on that telephone to another telephone.

Press STATION and dial the set number (or press the auto-dial button on a 24-button set) to start customizing telephone features on another set.

Press ENTER ADMIN to go back to STEP 6 on page 10.

Replace the receiver (or press SPEAKER if you were using the speakerphone while customizing) to exit system administration.

Company 1 CARPENTER, WATKINS, and SEPULVEDA, Attorneys at Law

SYSTEM PLANNER

INCOMING LINE 1

Telephone Number
317-555-1234

INCOMING LINE 2

Telephone Number
317-555-1235

INCOMING LINE 3

Telephone Number
317-555-1236

INCOMING LINE 4

Telephone Number

INCOMING LINE 5

Telephone Number

INCOMING LINE 6

Telephone Number

CUSTOMIZING THE SYSTEM

AUTOMATIC PRIVACY

Off
On †

TOLL CALL CHECK

1 Required †

1 Not Required

HELD CALL REMINDER

0

1 Minute †

2

3

4

LINE TYPE

Unavailable line

Outside line †

PBX

LINES

1 2 3 4 5 6

PBX ACCESS CODES

Installed is 9 †

EXTERNAL ALERT

None

Night Only †

Day Only

Always

LINES

1 2 3 4 5 6

DIAL TYPE

Touch-tone

Dial Pulse †

LINES

1 2 3 4 5 6

† Installed setting

(No customizing necessary for this setting)

setting)

CUSTOMIZING EACH TELEPHONE

SET	LOCATION	LINE USE PERMISSION						AUTOMATIC LINE SELECTION						LINE RINGING OPTIONS						NIGHT RINGING		OUTSIDE SERVICE	
		1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6	Normal ring	Programmed ring †	Unrestricted †	Toil restricted
EXAMPLE																							
10	CUSTOMIZING SET <i>reception</i>	F						E														normal	unrestricted
11	<i>paralegal</i>	F						E														normal	unrestricted
12	<i>lobby</i>	F						E														normal	toil restricted
13	<i>carpenter</i>	F						E														normal	unrestricted
14	<i>Watkins</i>	F						E														normal	unrestricted
15	<i>Sepulveda</i>	F						E														normal	unrestricted
16																							
17																							
18																							
19																							
20																							
21																							
22																							
23																							
24																							
25																							

† Installed Setting

Examples Of Systems

Planning the customizing of your communications system requires considering the needs of your company. Since each company is unique, two business profiles are provided to show you how these systems may be customized. The system planners are shown for each business to help give you a better understanding of how to complete your own system planner.

COMPANY 1

CARPENTER, WATKINS, and SEPULVEDA, Attorneys at Law

Company 1 is a law firm with a receptionist/secretary who answers all calls. There are three incoming lines and six telephone sets. (They have a **SPiRiT** system with a capacity of three incoming lines and eight telephone sets.) Three of the telephone sets, numbers 13, 14, and 15 are on the desks of the three partners of the firm. Telephone set 10 is used by the receptionist/secretary. Telephone set 11 is on the desk of the paralegal assistant. Telephone set 12 is in the lobby.

The following customizing decisions may be made for this company:

Automatic Privacy—On (installed setting, no customizing required)

Toll Call Check—dialing 1 is required (installed setting, no customizing required)

Held Call Reminder— one minute (installed setting, no customizing required)

Line Type—all lines are available as outside lines (installed setting, no customizing required)

PBX/Centrex Line Access Codes —not a PBX or Centrex line, so a code is not applicable

External Alert —The system does not have the optional external alerter, so this may be left at the installed setting.

Dial Type—local service is touch tone. All lines should be customized touch tone.

Line Use Permission — all telephones have full use of all lines (installed setting, no customizing required)

Automatic Line Selection— all lines for all telephones available for automatic line selection (installed setting, no customizing required)

Line Ringing Options— All lines on set 10 are left at normal ringing, which is the installed setting. All lines on sets 11, 13, 14, and 15 are customized for delayed ringing, giving the receptionist/secretary the chance to answer the line first. Telephone set 12, which is in the lobby and offered as a convenience for visitors, is customized for no ringing on all lines.

Night Ringing — normal ringing in night operation for all accessible lines on all telephones. This way, if the receptionist/secretary is not there, anyone at any telephone in the system will be alerted immediately to an incoming call.

Outside Service— all telephone sets except set 12 are unrestricted, which is the installed setting. Set 12, which is accessible to visitors, is customized toll restricted.

COMPANY 2
LIVELY TRAVEL AGENCY.

Company 2 is a travel agency with six incoming lines and eleven telephone sets. Eight travel agents share phone answering duties. Whoever is not currently busy picks up an incoming call. Telephone sets 11 through 18 are for the use of the travel agents. Telephone set 10 is used by the company president. Telephone set 19 is in the conference room. Telephone set 20 is in the lobby.

Automatic Privacy—On (installed setting, no customizing required)

Toll Call Check—dialing 1 is required (installed setting, no customizing required)

Held Call Reminder— three minutes

Line Type— all lines are available as outside lines (installed setting, no customizing required)

PBX/Centrex Line Access Codes—not a PBX or Centrex line, so a code is not applicable

External Alert—night only (installed setting, no customizing required)

Dial Type—local service is touch tone. All lines should be customized touch tone.

Line Use Permission — all lines accessible for all sets except line 6, which is customized No Access for all sets except set 10. The company president uses line 6 as a private line.

Automatic Line Selection—all lines eligible for selection by automatic line selection (installed setting, no customizing required) Line 6, which is not accessible from telephone sets other than set 10, is automatically not eligible at those sets.

Line Ringing Options—All telephone sets are set for normal ringing on all accessible lines, except set 10, which is set for delayed ringing on lines 1-5 and normal ringing on line 6.

Night Ringing—Telephones ring according to programmed LINE RINGING OPTIONS whether Night Service is on or off. (Installed setting, no customizing required)

Outside Service—Unrestricted, except telephone set 20, which is customized Toll Restricted because it is in the lobby and accessible to visitors.

SECTION 2 *SpeedCall*

The *SpeedCall* feature is an important time saver for users. *SpeedCall* numbers are dialed by using a two-digit code. There are two kinds of *SpeedCall* numbers: personal and system. Personal *SpeedCall* numbers are entered by the users of the sets. These numbers are available only at the telephone where they are stored. Each user may store 16 personal *SpeedCall* numbers.

System *SpeedCall* numbers are stored in the system memory and are for the use of all the users in the system. The system can store 70 system *SpeedCall* numbers; of these 70, 50 are unrestricted and 20 are restricted (see below).

Restricted and Unrestricted *SpeedCall* Numbers

Unrestricted *SpeedCall* numbers (including toll numbers) may be called by using a two-digit code from any telephone in the system that has full permission to an outside line, including telephones restricted from making outside calls or toll calls. For this reason, emergency numbers such as FIRE, POLICE, and AMBULANCE, should be entered as unrestricted numbers. Unrestricted numbers are stored with codes 30-79.

The Outside Service restrictions (see page 16) you may have assigned to each telephone apply to numbers stored with codes 80-99, which are restricted *SpeedCall* numbers. The number 911 can be dialed from any telephone set that has at least one line with full line use permission and does not require entering as a *SpeedCall* number.

In summary,

Unrestricted *SpeedCall* numbers:

- may be called from any telephone regardless of OUTSIDE SERVICE customization.

Restricted *SpeedCall* numbers:

- may be called from telephones with **Unrestricted** OUTSIDE SERVICE.
- may be called from telephones with **Toll Restricted** OUTSIDE SERVICE, if the numbers are local.
- may not be called from telephones with **Outward Restricted** OUTSIDE SERVICE.

***SpeedCall* Directories**

Be sure you keep an accurate directory of the numbers you have stored in the system *SpeedCall* memory. Since numbers may be erased and added often, it's a good idea to make a simple directory that can be copied as often as necessary. Photocopy the sample System *SpeedCall* Directory on page 28.

Storing System *SpeedCall* Numbers

STEP 1 SET ADMINISTRATION SWITCH TO "ON"

Set the system administration switch on the controller to ON (see the drawing on page 3.)

STEP 2 PRESS INTERCOM BUTTON. PRESS SPEAKER

Working at telephone set 10, press an INTERCOM button that is not busy. Lift the receiver (or press SPEAKER). INTERCOM times out after five seconds. You must lift the receiver or press SPEAKER within those five seconds or start the procedure over again at STEP 2.

STEP 3 ENTER CUSTOMIZATION

Dial * 0 (zero)

STEP 4 CHOOSE SYSTEM SPEEDCALL

Dial 3

STEP 5 DIAL NUMBER

Dial a number you wish to store in the system *SpeedCall* memory. A total of 16 digits, including pauses and one flash, may be stored as one number.

NOTE: Press the HOLD/PAUSE button to enter a 1½ second pause in the number (i.e., to wait for a dial tone or access tone). If your system is part of a PBX/Centrex system you may store the outside access code as part of the number. If the line is customized as a PBX/Centrex line and the access code is entered in system customization, the system will automatically insert a pause after the code when you use your SpeedCall numbers.

STEP 6 PRESS MEMORY

STEP 7 ENTER TWO-DIGIT CODE

Enter the two-digit code you wish to assign to the number you have stored. Remember, **code numbers 30 through 79 are for unrestricted numbers** that can be dialed by any user in your system, regardless of any outside service restrictions that may be customized on any one telephone set. **Code numbers 80 through 99 are restricted** according to the outside service you customize for each telephone (see Outside Service, page 16).

If you use a code that is already in use for another number, the new number will be stored over the old number and the old number will be lost. If you enter an invalid code (a code other than 30-99) you will hear the error tone, which is a series of alternating high and low beeps. This means you will have to start over again at STEP 5, dialing the telephone number. When you have successfully stored a number in the system *SpeedCall* memory you will hear a confirmation tone (three short beeps).

When you hear the confirmation tone you may continue to store numbers in the system *SpeedCall* memory by going back to STEP 5 and dialing a new number. If you are finished storing numbers and wish to exit the procedure, hang up the receiver (or press SPEAKER if you were using the speakerphone) and return the administration switch to OFF.

Erasing a Number from the System *SpeedCall* Memory

You may enter a new number over an old number instead of erasing the old number. If you wish to simply erase a number, follow steps 1 through 4 of the above procedure. At STEP 5, instead of entering a number, press the MEMORY button. Enter the code of the number you want to erase. A confirmation tone indicates your success. You may continue erasing, or you may enter a new number by going back to STEP 5 of the procedure. If you wish to exit the procedure, hang up the receiver (or press SPEAKER if you were using the speakerphone) and return the administration switch to OFF.

SECTION 3 Additional Information

The System Attendant

Many businesses have a system attendant or receptionist, a person who answers most calls and transfers them to other people in the company. If your business has an attendant, you'll probably want to make some customizing changes in your system.

Ringling Options

If the attendant answers most of the calls that come into the office, you may want to customize the lines on other telephone sets to *no ring* or *delayed ring*.

Some businesses have one attendant and no backup, leaving no one to answer calls if the attendant is absent. If this is your situation, you may want to set the lines on all the phones in the office to *delayed ring* so that when the attendant is not available, calls will automatically ring at the other phones after twelve seconds.

If there is someone to cover for the attendant, you may choose to customize the line on the backup person's phone for *delayed ring* and all other phones for *no ring*.

The customizing procedure is so simple you can change call coverage and ringing patterns on an as-needed basis. For example, if the usual backup person is out of the office, it's easy to reset the lines on someone else's telephone set to *delayed ring*. In other words, think of your system customizing as flexible and easily changed.

System Changes

From time to time you will want to make changes, either in the system or on individual lines or sets. To make changes simply follow the instructions for customizing features.

When you customize a telephone from telephone set 10, you are not actually customizing the telephone, but the *location* where the telephone line is plugged in at the controller. Therefore, if you want a telephone set to retain previous customization, be sure the cord or wiring run for that telephone is plugged into the controller in the same jack as before.

For example, if Linda, whose intercom extension number is 14, and Bob, whose intercom extension number is 15, exchange offices, you may leave the telephone sets in the original locations but plug station cord 14 into controller jack 15 and station cord 15 into controller jack 14. Relabel the cords to identify the new positions. Linda is still intercom extension number 14 and Bob is still intercom extension number 15, and they retain their individual customization and personal *SpeedCall* memories.

Using With a PBX/Centrex System

Throughout the Administration Manual and the User Manual you are directed to dial an "intercom extension" number. This number is the two-digit telephone set identification number, between 10 and 25, not a PBX or Centrex extension number. The intercom extension number refers to the controller jack in which the telephone set line cord or wiring run is plugged. That information should be part of the system directory that was completed during installation of the system.

If your system requires a PBX/Centrex line access code (dialing a digit to get a line when placing an outside call), you should customize that code through the system customization process (see page 13). If the line access code is customized, the system will automatically enter a pause to wait for a dial tone after the code is dialed as part of a *SpeedCall* number. If the code is not customized, the system may consider the code part of the telephone number and not be able to check the digits for toll call restrictions.

LINE AUX JACKS (*Dedicated Lines and Power Failures*)

Dedicated Lines

Two jacks on the 308 controller, and another on the 616 expansion unit, are labeled LINE AUX. The jacks provide standard telephone service separate from SPIRIT system features, and are useful as dedicated lines for computer modem(s) and in power failure situations. When LINE AUX jack 1 on the 308 is actually being used (that is, the device is “off hook” and using the line) incoming line 1 will be unavailable for use by the SPIRIT system. LINE AUX jack 2 on the 308 controller uses line 2, and the single LINE AUX jack on the 616 expansion unit uses line 4. The devices may be left plugged in the LINE AUX jacks. As long as they are not in use they will not interfere with regular use of the lines.

Power Failures

The LINE AUX jacks may be used with a standard single-line telephone during a power failure when the rest of the SPIRIT system cannot be used. Simply plug one end of a telephone line cord into one of the LINE AUX jacks and the other end into a standard single-line telephone.

In the event of a long power failure, the administration memory may be lost and all administered features revert to the installed setting.

Optional Accessories

Optional equipment connectors include modular telephone jacks for an external alert buzzer and a public address system. Follow the manufacturer’s installation instructions provided with the optional equipment. The music-on-hold connector requires an RCA-type phono plug from the music source.

NOTE: Users of equipment that rebroadcasts copyrighted music or other material may be required to obtain a license from a third party such as ASCAP or BMI.

Special Feature Information

Busy Lamp Field (24-button sets only)

The indicator lights next to the auto-dial buttons of a 24-button telephone set show what is happening on each telephone in the system. If the light is OFF the telephone is idle. If the light is ON, the telephone is busy. If the light is FLASHING rapidly, the telephone is the source of an incoming intercom call to your telephone, is returning a transferred call to your telephone, or is manually signaling your telephone. If the light is FLASHING slowly, the telephone is receiving an intercom call that may be answered by you using the call pickup procedure.

The indicator lights for the programmable buttons (buttons 26 and 27) programmed for a feature will show ON when that feature is used. For instance, the indicator lights for all programmable buttons on a system that have been programmed for loudspeaker paging will be ON when the loudspeaker paging feature is used.

Call Pickup

The User Manual gives instructions for picking up a call ringing at another intercom extension. You will hear a busy signal if you try to pick up a call on a line for which your intercom extension does not have full permission.

Conference

A maximum of four telephones may be conference; only three of these may be **SPIRIT** telephones. The total of four must include any telephones bridged onto the conference.

NOTE: When two or more outside lines are conference the quality of transmission and audio reception may be reduced.

The originator of a conference call is the person who initiates the conference. If the originator hangs up, the call is disconnected. Only the originator can add or drop other people. If one of the other telephones in a conference call is an intercom extension, the originator can leave a conference call without disconnecting the other people simply by placing it on hold. The originator can then hang up and the other people can continue the call. However, if none of the telephones except the originator's is an intercom extension and the outside callers are placed on hold, they will not hear each other. In either case, the originator is still considered one of the four participants on the call, so if someone other than a conference participant sets up the conference, a total of three people can be conference. The call will disconnect when all the other parties hang up. If your system has a System-Attendant who will be responsible for originating conference calls, be sure this procedure is explained carefully.

A conference call on hold is actually a call without an originator, so if someone picks up a line where a conference call is on hold, that person becomes temporary custodian of the call and will disconnect the conference call by hanging up.

When retrieving a held call, it is important that the line or INTERCOM button that is pressed is flashing on I HOLD pattern; pressing a button with a THEY HOLD pattern can result in hanging upon all of the other parties.

Placing and retrieving conference calls on hold can require special treatment, particularly if outside calls appearing on an INTERCOM button are involved. You may want to practice by placing a few conference calls involving combinations of lines and stations so that you can set up written guidelines for conferencing.

Intercom Indicator Lights

The indicator lights next to the INTERCOM buttons show what is happening on intercom calls at that telephone set. I USE flashes a long ON and short OFF. I HOLD flashes a short ON and long OFF. THEY HOLD flashes two shorts ON and one long OFF. Incoming alert flashes a short ON and short OFF. If the light is OFF, that INTERCOM button is idle.

Paging to All Intercom Extensions

When a telephone set is involved in a page to all intercom extensions the user will not hear a ring if a call comes in.

Intercom Extension List and System *SpeedCall* Directory

For your convenience the next two pages provide a place to record your company Intercom Extension List and System *SpeedCall* Directory. Photocopy pages 27 and 28. Complete both pages and provide a copy to each person in your company using the **SPIRIT** Communications System.



Intercom Extension List

Name	Intercom Number
	10
	11
	12
	13
	14
	15
	16
	17
	18
	19
	20
	21
	22
	23
	24
	25



System SpeedCall Directory

Name/Number	Code	Name/Number	Code
Unrestricted:			65
	30		66
	31		67
	32		68
	33		69
	34		70
	35		71
	36		72
	37		73
	38		74
	39		75
	40		76
	41		77
	42		78
	43		79
	44	Restricted:	
	45		80
	46		81
	47		82
	48		83
	49		84
	50		85
	51		86
	52		87
	53		88
	54		89
	55		90
	56		91
	57		92
	58		93
	59		94
	60		95
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	63		98
	64		99

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*ENTER
ADMIN*

*COPY
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DROP

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ADD



Administration Overlay

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Customer Installation Instructions	950-226	999-500-226
Installation Instructions— 616 Expansion Unit	950-227	999-500-227
Administration Manual	950-228	999-500-228
User Manual	950-237	999-500-237
Reference Card (set of 10)	950-238	999-500-238
Set (1 each of the above)	999-902	
Customer Convenience Kit (blank and printed telephone set labels, plastic strips, Administration Overlay)	999-240	999-500-240
Administration Overlay		999-500-241
Training Tape	775-347	

A copy of the Administration Overlay is located on page 9.

999-500-228

