
PCS digital™

System 24/48 User Guide



*Digital Communications
for the Growing Business*

PCS Digital EKT User Guide
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General Description

The System 24/48 support two different Digital Telephones: a 31-button Display Telephone and a 28-Button Non-Display Telephone. These Digital Telephones are proprietary, and cannot be connected directly to Central Office (CO) telephone lines. Installation and removal of these telephones should be done only by a qualified telephone technician. Both of these phones support an active keypad for dialing digits without lifting the handset.

Basic Operation of the Digital Telephones

Answering a Call with the Handset

1. When an incoming call rings to your telephone, simply pick up the handset and talk.
2. When you are through, place the handset back in the cradle.

*Placing an Outside Call with the Handset**

1. Pick up the handset.
2. Press an available CO Line button.
3. Dial the number and talk.
4. When you are through, place the handset back in the cradle.

**note: some restrictions may apply. If your system has forced account codes, see the Account Codes section in the next chapter.*

**note: if your station is set up for Automatic Line Selection, you may be able to skip step 2 above. See the Automatic Line Selection section in the next chapter, or contact your system administrator.*

Placing an Intercom Call with the Handset

1. Pick up the handset.
2. Dial the station number of the person you wish to intercom.
3. When you are through, place the handset back in the cradle.

note: if you have Automatic Line Selection active, and connecting directly to an outside CO Line, you will need to press one of the Direct Station Select buttons corresponding to the station you wish to dial on the top half of the telephone, or dial the extension BEFORE you pick up the handset.

Speakerphone Operation

You may answer calls in speakerphone mode by simply pressing the **SPKR** button when an incoming call is received. It is, however, good practice to answer incoming calls with the handset, and then place the calls on speakerphone.

Place a Call on Speakerphone from the Handset

1. While talking on the handset, press the **SPKR** button. The lamp will light red when the speaker button is active.
2. Place the handset in the cradle. The speakerphone will not be active until the handset is placed in the cradle.
3. To disconnect from the caller, press the **SPKR** button.

Place an Outside Call from Speakerphone

1. Press a CO Line button for the line you wish to dial out from. The speakerphone will automatically be active.
2. Dial the party you wish to call.
3. If you wish to go from speaker to handset mode, simply pick up the handset. The speakerphone will be disabled.
4. To disconnect from the caller, press the **SPKR** button.

Place an Intercom Call from Speakerphone

1. Dial the station number while the telephone is idle. You may also press one of the Direct Station Select buttons on the top half of the phone if the station is programmed.
2. Depending on the Intercom mode, their

telephone will either give you a busy signal, ring, directly connect you to the station, or directly connect you with the station with their microphone disabled.

3. To disconnect from the station, press the **SPKR** button.

Digital Telephone Feature Buttons

Both display and non-display telephones have 20 Flexible Programmable Buttons (Flex Buttons). These buttons may be programmed with any station in the system, any CO Line on the system, or almost any Feature.



In addition to the 20 Flex Buttons, the telephones have 8 fixed feature buttons as follows:

TRANS Used for transferring calls to a station or hunt group.

HOLD Places calls on hold for later retrieval either at the current station, or at a different station. When a call is on hold, the lamp of the button corresponding to the CO Line will blink. If it is blinking green, then the call was put on hold by that station. If it is blinking red, then the call was put on hold from a different station.

CLEAR The Clear button is used to set the

telephone back to an Idle state. If you were in the middle of programming a feature, the process will be cancelled. If you are on a call (intercom or CO Line), the call will be disconnected. This will not affect CO Lines that are on hold.

FEAT Used to program the features as described in the following chapter.

VOL▲ Increases the volume of the current state of the phone: If the phone is Idle, the **VOL▲** button increases the volume of the ringer. If the phone is in Speakerphone mode, the **VOL▲** button increases the volume of the speaker. If you are using the handset on a call, the **VOL▲** button increases the volume of the incoming voice through the handset. In all cases, the settings are saved, so you will not have to reset the volume before every call.

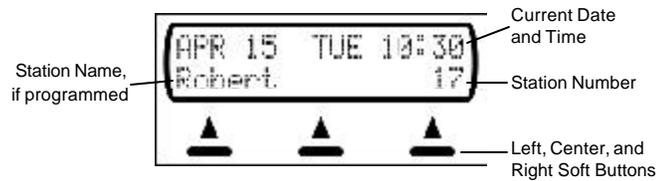
VOL▼ As above, but the volume is reduced.

MUTE Mutes the microphone (either the speakerphone microphone or the handset microphone, depending on which you are currently using) until the mute button is pressed again, or the call is disconnected. The mute will be disabled once the call is disconnected.

SPKR Speakerphone allows you to talk hands-free to the other party (intercom or CO Line).

Display Telephone Features

The Display Telephone allows you to view date, time, your station number, calling station numbers, call progress and duration, Caller ID information (if equipped), message waiting information, and feature programming progress.



The Display Telephone has 3 “Soft Buttons” that are located below the display. These buttons are used for ease of programming. The display will show you the purpose of each button, depending on the screen you are on. For instance, your display may read:

```
STA 10 BUSY
cbck    ns9    next
```

In this example, the three soft buttons are available as follows:

- Left Soft Button: Leave a Call Back message
- Center Soft Button: Leave a custom text message
- Right Soft Button: Go to the next set of options.

These menu items may be different for each feature of the phone. In general, the following buttons are used for many features:

- `back` Returns you to the previous menu selection.
- `bksp` Use this to delete the previous character entered, and move back (like the backspace of a computer)
- `chg` When you are able to enter digits or letters, this will erase the whole string entered.
- `next` Advance to the next menu selection.
- `save` Saves the current settings
- `show` Displays the settings of the feature displayed.

General Conventions

The following conventions are used in this manual:

When a soft button is to be pressed, the display menu item corresponding to the soft button will be placed in square brackets as follows: [next]

Fixed Function Buttons and Dial Pad Buttons that are required will look as follows: 

Valid programming will be confirmed with a single beep from the speaker.

Invalid programming can be identified with by a double beep from the speaker.

Quick Feature Reference Chart

Feature Description	Display Telephone	Non-Display Telephone
Account Code Forced	1. Access CO Line 2. Dial Account Code 3. Dial Tel Number	1. Access CO Line 2. Dial Account Code 3. Dial Tel Number
Unforced	1. Access CO Line 2. Press FEAT-71 3. Dial Tel Number	1. Access CO Line 2. Press FEAT-71 3. Dial Tel Number
Alarm Activate	1. Press FEAT-92 2. Press [chg] 3. Dial the alarm time (4 digits) 4. Press [save]	1. Press FEAT-92 2. Dial the alarm time (4-digits)
Deactivate	- Press [back] at alarm time - Press FEAT-392	- Press FEAT-392
Automatic Redial	1. Access CO Line 2. Dial Tel Number 3. Hang Up 4. Press FEAT-78	1. Access CO Line 2. Dial Tel Number 3. Hang Up 4. Press FEAT-78
Auto Line Select Activate	1. Press FEAT-95 2. Select: - [icm] Intercom - [outg ln] Any Line - [co ln] Specific Line - [empty] None	1. Press FEAT-95 2. Select: - 0 Intercom - 1 Any Line - 2 + line Specific Line
Deactivate	- Press FEAT-395	- Press FEAT-395
Background Music	- Press FEAT-52 to toggle	- Press FEAT-52 to toggle
Call Forward Display	- Press FEAT-#6 to toggle	N/A
Call Forward Activate	1. Press FEAT-2 2. Select: - [idle] Idle - [busy] Busy - [direct] Direct - [follow] Follow Me - [na] No Answer - [busy/na] Busy or No Answer 3. Press [save] 4. For No Answer (na & busy/na), you will need to select a time. Press [chg] to change.	1. Press FEAT-2 2. Select: - 0 Idle - 1 Busy - 2 Direct - 3 Follow Me - 4 No Answer - 5 Busy or No Answer 3. Dial the station to forward to - For Follow Me, dial the station that you want forwarded. 4. For No Answer (4&5), dial a time (0 =10sec.,..., 4 =50sec.)
Deactivate	- Press FEAT-2	- Press FEAT-2

Feature Description	Display Telephone	Non-Display Telephone
Caller ID Review	<ol style="list-style-type: none"> 1. Press FEAT #79 2. Press VOL▲ and VOL▼ to scroll 3. Press [MUTE] for more opts 	N/A
Call Park Parking	<ol style="list-style-type: none"> 1. While on a CO Line Call, press FEAT 73 2. Dial Station to Park at 3. Hang up 	<ol style="list-style-type: none"> 1. While on a CO Line Call, press FEAT 73 2. Dial Station to Park at 3. Hang Up
Retrieving	<ol style="list-style-type: none"> 1. Press FEAT 73 2. Dial the Station where Parked 	<ol style="list-style-type: none"> 1. Press FEAT 73 2. Dial the Station where Parked
Call Pickup Direct Station	<ol style="list-style-type: none"> 1. Press FEAT 53 2. Dial the Station to Pick Up 	<ol style="list-style-type: none"> 1. Press FEAT 53 2. Dial the Station to Pick Up
Group	- Press FEAT 54	- Press FEAT 54
Conference Supervised	<ol style="list-style-type: none"> 1. Access CO Line and dial Tel Number #1 2. Press HOLD 3. Access another CO Line and dial Tel Number #2 (OR dial a station within the system) 4. Press FEAT 60 	<ol style="list-style-type: none"> 1. Access CO Line and dial Tel Number #1 2. Press HOLD 3. Access another CO Line and dial Tel Number #2 (OR dial a Station within the system) 4. Press FEAT 60
Unsupervised	<ol style="list-style-type: none"> 1. Access CO Line and dial Tel Number #1 2. Press HOLD 3. Access another CO Line and dial Tel Number #2 (OR dial a station within the system) 4. Press FEAT 60 	<ol style="list-style-type: none"> 1. Access CO Line and dial Tel Number #1 2. Press HOLD 3. Access another CO Line and dial Tel Number #2 (OR dial a station within the system) 4. Press FEAT 60
Leave the Conference	- Press FEAT 77	- Press FEAT 77
Rejoin the Conference	- Press FEAT 60	- Press FEAT 60
Directory Dial	<ol style="list-style-type: none"> 1. Press FEAT 79 2. Use the keypad to enter first letter of the name in the directory, or use the VOL▲ and VOL▼ buttons to scroll. 3. Press any soft button to dial 	N/A
Distinctive Ringing	<ol style="list-style-type: none"> 1. Press FEAT #77 2. Press the [CHG] soft button until the desired tone is reached. 	<ol style="list-style-type: none"> 1. Press FEAT #77 2. Dial a ring type (1 thru 5) 3. Repeat from Step 1 to change again
Do Not Disturb	- Press FEAT 4 to toggle	- Press FEAT 4 to toggle

Feature Description	Display Telephone	Non-Display Telephone
Hold Place a Call on Hold Retrieve a Call from Hold	- Press HOLD - Press the held CO Line button, or press HOLD again from the same station	- Press HOLD - Press the held CO Line button, or press HOLD again from the same station
Hold Automatic	- Press FEAT 9 4 to toggle	- Press FEAT 9 4 to toggle
Last Number Redial	- Press FEAT 8	- Press FEAT 8
Paging	1. Press FEAT 5 0 2. Select: - [all] All Stations - [extern] External Paging Equipment - [both] All Stations and External Paging Equipment 3. Speak into the handset or speakerphone	1. Press FEAT 5 0 2. Select: - 0 All Stations - 1 External Paging Equipment - 2 All Stations and External Paging Equipment 3. Speak into the handset or speakerphone
Save Dialed Number Saving Dialing	- After making CO Call, press FEAT 5 1 1. Access CO Line 2. Press FEAT 5 1	- After making CO Call, press FEAT 5 1 1. Access CO Line 2. Press FEAT 5 1
Station Camp On	1. Dial a busy Station 2. Press [next] 3. Press [CAMP] 4. When Station becomes available, your Station will ring	1. Dial a busy Station 2. Press 2 3. When Station becomes available, your Station will ring
Station Speed Dial Saving Dialing Saved Bin	1. Press FEAT # 1 2. Dial a Speed Dial Bin (00-19) 3. Press [CHG] 4. Dial Tel Number to Save 5. Press [SAVE] 1. Press FEAT 1 2. Dial the saved Speed Dial Bin (00-19)	1. Press FEAT # 1 2. Dial a Speed Dial Bin (00-19) 3. Dial Tel Number to Save 4. Press HOLD 1. Press FEAT 1 2. Dial the saved Speed Dial Bin (00-19)
Transfer	1. While on a CO Call, press HOLD 2. Dial Station to Transfer to 3. Press TRANS	1. While on a CO Call, press HOLD 2. Dial Station to Transfer to 3. Press TRANS
Trunk Queuing	1. Press a busy CO Button 2. Press [CAMP] 3. When CO becomes available, your Station will ring	1. Press a busy CO Button 2. Press FEAT 9 3 3. When the CO becomes available, your Station will ring.

Feature Description	Display Telephone	Non-Display Telephone
Voice Over Busy	<ol style="list-style-type: none"> 1. Dial the Station 2. Press [next] 3. Press [voice] 4. Begin talking. 	<ol style="list-style-type: none"> 1. Dial the Station 2. Press FEAT-56
User Saved Number Redial	<ol style="list-style-type: none"> 1. While on a CO Call, press FEAT-5* 2. Dial numbers you wish to save, then press [save] 3. Press FEAT-5* to retrieve 	N/A

Feature Operation

Account Code

Forced and Verified

Description

Account codes are set up by your system administrator. When account codes are forced enabled, you must dial a valid account code in order to make an outgoing call.

Operation

ALL TELEPHONES

1. Access an outside line:
 - a. Press a CO Line button
 - b. If your phone is set up to automatically give you an outside line (see Auto Line Select), simply pick up the handset or press the **SPKR** button.
2. When you hear a tone, dial a valid account code.

note: if an invalid code is dialed, hang up and start again from step 1.

3. Upon entering a valid code, you will hear a confirmation tone, and receive dial tone. You may now dial the telephone number you wish to call.

Unforced and Unverified

Description

Account codes are set up by your system administrator. When account codes are not forced, you may enter a feature code and an account code. This feature is useful if you are using Station Message Detail Recording (SMDR) to track call times. See your system administrator for more details on SMDR and Account Codes

Operation

ALL TELEPHONES

1. Access an outside line:
 - a. Press a CO Line button
 - b. If your phone is set up to automatically give you an outside line (see Auto Line Select), simply pick up the handset or press the **SPKR** button
2. Press **FEAT 7 1**
3. Dial a valid account code.

note: if an invalid code is dialed, hang up and start again from step 1.

4. a. From a Non-Display telephone, press the **[save]** soft button.
 - b. From a Non-Display telephone, press *****.

Alarm

Description

Each digital telephone may be programmed to ring at a set time, similar to an alarm clock. Once the alarm time is reached, and the alarm is canceled, the Alarm feature is deactivated.

Operation

DISPLAY TELEPHONES

1. Press **FEAT 9 2**. Your display will show the last set alarm time.

note: skip to step 4 to keep the previously set time, as shown on the display.

2. Press the **[chg]** soft button to change the alarm time. Your display will show:
ALARM: _ _
3. Dial the time you wish the alarm to sound. The time must be entered as four (4) digits, and in 24 hour format (example: 0900 = 9:00AM, 1700 = 5:00PM.)

*note: you may use the **[bksp]** soft button as a backspace to correct errors, and **[chg]** to erase the entire alarm time.*

4. Press the **[save]** soft button to accept.

-
- When the alarm time is reached, your telephone will ring and the display will show:
ALARM REACHED
Press the [Back] soft button to stop and deactivate the alarm.

NON-DISPLAY TELEPHONES

- Press **FEAT 9 2**.
- Dial the time you wish the alarm to sound. The time must be entered as four (4) digits, and in 24 hour format (example: 0900 = 9:00AM, 1700 = 5:00PM.) The time is automatically saved after a valid 4 digits are entered.
- When the alarm time is reached, your telephone will ring. Press **FEAT * 9 2** to stop and deactivate the alarm.

Cancellation

ALL TELEPHONES

- Press **FEAT * 9 2** to deactivate the alarm at any time.

Answering Machine Emulation

Description

When equipped with an Integrated Voice Mail System, this feature enables users to listen to messages being left and answer the call, if desired. This feature requires your station to be forwarded to the Voice Mail hunt group. Please contact your system administrator for more information.

Operation

DISPLAY TELEPHONES

- After a call is received and transferred to Voice Mail (you will hear a double ring tone), press **FEAT 6 4**. Your display will show:
MONITOR VM CALL

note: Typically, you will have a Flex Button programmed as Voice Mail (FEAT 6 4). You may press this button in place of pressing FEAT 6 4.

- Press the [Yes] soft button. You will be able

to listen to the message that the caller is leaving. Your display will show:

MONITOR MODE

3. If you wish to answer the call, and stop the Voice Mail recording, press the [answer] soft button, or press [exit] to stop listening. If you exit, the caller will continue to leave a voice mail.

NON-DISPLAY TELEPHONES

1. After a call is received and transferred to Voice Mail (you will hear a double ring tone), press **FEAT 6 4**.
2. Press **1**. You will be able to listen to the message that the caller is leaving.
3. If you wish to answer the call, and stop the Voice Mail recording, press **1**, or press **3** to stop listening. If you exit, the caller will continue to leave a voice mail.

Automatic Redial

Description

Automatic Redial allows you to redial a number multiple times with a single button press. This feature is useful when dialing a telephone number that is busy.

Operation

ALL TELEPHONES

1. Access a CO Line and dial the Tel Number
2. If the line is busy, hang up
3. Press **FEAT 7 8**.
4. The system will redial as follows:
 - a. Access a line and redial the last number
 - b. Wait 16 seconds
 - c. Hang up
 - d. Wait 30 seconds, then repeat from (a) for a total of 8 tries.
5. When the line is no longer busy, immediately pick up the handset.

Auto Line Selection

Description

Auto Line Selection is used to allow you to automatically select an outside line or the intercom when you pick up the handset or press the **SPKR** button.

This feature is only active when your telephone is idle (not in use). When an outside call or intercom call rings your telephone, picking up the handset or pressing the **SPKR** button will answer the call. To override the ringing line and pick up an idle line, press one of the idle CO Line buttons.

Operation

DISPLAY TELEPHONES

1. Press **FEAT 9 5**. The display will show
SELECT:
followed by the current selection.

note: ICM = Intercom, OUTG LN = any outgoing line, CO LN = a specific outgoing line, and empty = deactivate auto line selection.

2. To change the selection, press the [chg] soft button until your selection is displayed.
3. Press **CLEAR** or hang up to save

NON-DISPLAY TELEPHONES

1. Press **FEAT 9 5**.
2. Press the following to select your preference:
 - 0** Intercom
 - 1** Any available outgoing line
 - 2 (1 thru 9)** Line 1 thru 9
 - 2 0** Line 10
 - 2 *** Line 11
 - 2 #** Line 12

Cancellation

ALL TELEPHONES

1. Press **FEAT * 9 5** to cancel auto line selection.

Background Music

Description

This feature allows you to hear music through the speaker of your desk phone. The music source is the same for all phones, and is whatever source is plugged into the BGM port on the telephone system. To change the music, please contact your system administrator.

Operation

ALL TELEPHONES

1. Press **FEAT 5 2**.

Call Back

Description

When calling a station that is busy, in do not disturb mode, or not answering, you can use Call Back to notify you with a special ring that the station you were calling has become available.

Operation

DISPLAY TELEPHONES

1. Call the station you are trying to reach.

note: your display will show one of the following, depending on the status of the station you are calling:

Idle, Hands-Free Mode: CALLING STA 12

Busy: STA 12 BUSY

2. Press the [cbck] soft button to activate Station Call Back.

note: when the station you are calling already has a call back waiting, your call back request will be denied, and your display will show: CALL BACK DENIED

3. When the station becomes available, your phone will ring with a distinctive tone. Simply pick up the handset or press s to call the extension.
4. Press the [del] soft button to cancel Call Back.

NON-DISPLAY TELEPHONES

1. Call the station you are trying to reach.
2. Press **FEAT 9 1**
3. When the station becomes available, your phone will ring with a distinctive tone. Simply pick up the handset or press s to call the extension.
4. Press **FEAT * 9 1** to cancel Station Call Back

Call Forward Display

Description

When Call Forwarding is enabled, display telephones will display the call forwarding mode instead of the date and time when the telephone is idle.

Operation

DISPLAY TELEPHONES

1. Press **FEAT # 6** to toggle on and off.

Call Forward

Description

Call Forwarding allows you to have your station forwarded to another extension, or to voice mail (where applicable).

There are 6 different Call Forward choices:

No Answer, Busy/No Answer, All Call, Idle, and Follow Me

Operation

NON-DISPLAY TELEPHONES

The following table shows the buttons to press to program any of the above forward choices on non-display telephones.

Call Fwd Disp (**FEAT # 6**)

Call Forward (**FEAT # 2**)

Idle	FEAT 2 0 CONF	+ Ext. Number ¹
Busy	FEAT 2 1	+ Ext. Number ¹
All Call	FEAT 2 2	+ Ext. Number ¹
Follow Me	FEAT 2 3 OFF	+ Your Station
No Answer	FEAT 2 4 OFF	+ Ext. Number ¹ + Time ²
Busy/No Answer	FEAT 2 5 OFF	+ Ext. Number ¹ + Time ²
Disable Call Fwd	FEAT 2	

¹Extension Numbers can be a station number, a single line extension, or a hunt group. ²For Time, 0=10 seconds, 1=20 sec, ..., 4=50 sec

No Answer Call Forward

Description

No Answer Call Forward forwards all unanswered calls to a specified extension. The extension can be either a digital telephone, a single line telephone, or a hunt group.

No Answer Call Forward is especially useful when integrated Voice Mail is being used. Example: If your voice mail hunt group is 82, you can Call Forward No Answer your station to extension 82. Whenever you cannot answer a call, it will be forwarded to voice mail.

Operation

DISPLAY TELEPHONES

1. Press **FEAT** **2**. The display will show:
CALL FORWARD
 2. Press the [na] soft button.
 3. Dial the extension number where you would like calls forwarded to.
 4. Press [save] to save. Your display will show:
NA ANS TIME:
Followed by the amount of time in seconds to wait before forwarding.
 5. Press the [chg] soft button until the desired time is displayed,
 6. Press the **CLEAR** button to clear your display.
- note: press **FEAT** **2** to turn off call forwarding.*

Busy Call Forward

Description

Busy Call Forward forwards all calls immediately to a specified extension whenever your station is in use (on an outside line call or an intercom call).

Operation

DISPLAY TELEPHONES

1. Press **FEAT 2**. The display will show:
CALL FORWARD
2. Press the [busy] soft button.
3. Dial the extension number where you would like calls forwarded to.
4. Press [save] to save.

*note: press **FEAT 2** to turn off call forwarding*

Busy/No Answer Call Forward

Description

Busy/No Answer Call Forward forwards all calls immediately to a specified extension whenever your station is in use. If your station is not in use, your station will ring for a programmed period of time and then forward to a specified extension if unanswered.

Operation

DISPLAY TELEPHONES

1. Press **FEAT 2**. The display will show:
CALL FORWARD
2. Press the [next] soft button to get to a different set of options.
3. Press the [busy/na] soft button.
4. Dial the extension number where you would like calls forwarded to.
5. Press [save] to save. Your display will show:
NA ANS TIME:
Followed by the amount of time in seconds to wait before forwarding.
6. Press the [chs] soft button until the desired time is displayed,

7. Press the **CLEAR** button to clear your display.
*note: press **FEAT 2** to turn off call forwarding*

Idle Call Forward

Description

Idle Call Forward forwards all calls immediately to a specified extension whenever your telephone is not in use. If you are on a phone call (intercom or outside line), incoming calls will not be forwarded.

Operation

DISPLAY TELEPHONES

1. Press **FEAT 2**. The display will show:
CALL FORWARD
2. Press the [next] soft button to scroll to the next set of options.
3. Press the [idle] soft button.
4. Dial the extension number where you would like calls forwarded to.
5. Press [save] to save.

*note: press **FEAT 2** to turn off call forwarding*

All Call (Direct) Forward

Description

All Call (Direct) Call Forward forwards all calls immediately to a specified extension.

Operation

DISPLAY TELEPHONES

1. Press **FEAT 2**. The display will show:
CALL FORWARD
2. Press the [next] soft button twice to scroll to the direct option.
3. Press the [direct] soft button.
4. Dial the extension number where you would like calls forwarded to.
5. Press [save] to save.

*note: press **FEAT 2** to turn off call forwarding*

Follow Me

Description

Follow Me Call Forward is used to remotely program an extension to receive calls from a remote extension.

Operation

DISPLAY TELEPHONES

1. Press **FEAT 2**. The display will show:
CALL FORWARD
2. Press the [next] soft button twice to scroll to the follow option.
3. Press the [follow] soft button.
4. Dial the extension number of the station you want forwarded.
5. Press [save] to save. The display will show:
CHK PSWD
6. Dial the password for the station being forwarded.
7. Press [save].

*note: follow me call forward can only be turned off from the phone that originated the forward. Press **FEAT 2** to turn off call forwarding.*

Caller Identification

Description

The System 24/48 Display telephones are capable of receiving Caller ID information from the telephone company (your organization must subscribe to the Caller ID service, and compatible Caller ID equipment is required).

note: some telephone companies do not provide the name and/or number of the caller. Callers can also block their information from displaying.

Operation

DISPLAY TELEPHONES

When an outside call rings to your extension:

1. One of the following will appear on the display:
 - a. The name of the calling party will be displayed.
 - b. If the name is not available, but the telephone number is available, the telephone number will be displayed.
 - c. If neither name or number is available, your display will read UNAVAILABLE
2. You may toggle the display between the name and telephone number by pressing the third (right) soft button.

Caller Identification Review

Description

The past 200 callers are stored in the system-wide Caller ID table. Any display telephone may view this data.

Operation

DISPLAY TELEPHONES

1. Press **FEAT # 9**. The display will show:
 ICLID CALL TABLE
 USE VOL +/- KEYS
2. Use the **VOL▲** and **VOL▼** buttons to scroll through the table.
3. Press [more] soft button to view the telephone number, if available
 Press the [more] soft button again to view the date and time the call was received

*note: While viewing the date and time the call was received, * will appear if the call was answered.*

note: When using integrated voice mail, all calls will be answered when the auto attendant is active.

4. Press [dial] soft button for dialing options:
 - a. Press [longd] soft button to dial a 1 + the area code and phone number.
 - b. Press [local] soft button to dial the last 7 digits only.
 - c. Press the [more] soft button for additional dialing options:
 - Press the [10 dgt.] soft button to dial the area code and phone number
 - Press the [8 dgt.] soft button to dial 1 + the phone number (no area code)
5. Press [del] to delete the current Caller ID data from the table.

Call Park

Description

Call park allows you to put a call on hold at a specific station for later retrieval from any station, including stations that do not have outside line access.

Operation

ALL TELEPHONES

1. While on an outside line telephone call, press . Display Telephones will show:
CALL PARK
2. Dial the station number where you want to park the call.

note: only one call may be parked at any given extension. If a call is already parked at an extension, a warning tone will be heard. Display Telephones will show: PARK(ext.)IS BUSY.

3. You may retrieve a parked call from any idle phone by one of the following methods:
 - 1a. Press . Display Telephones will show: CALL PARK ANSWER.
 - 1b. Dial the station number you parked the call at.
 2. Press the CO Line button of the parked call, if the button appears on the station.

Call Pickup

Direct Station

Description

Direct Call Pickup allows you to pick up calls that are ringing at a specific station. Calls are picked up based on the following:

CO Line Calls:

1. Queued/Camped-On Calls - Calls that are ringing on an extension that is already in use.
2. Recalling Calls - Calls that were transferred to an extension that didn't answer, so the call is sent back to the originating telephone.
3. Transferred Calls - Calls that were transferred to an extension
4. Incoming Calls - Calls that have not been answered by an extension

Intercom Calls:

5. Incoming Intercom Calls
6. Voice Calls

Operation

ALL TELEPHONES

1. When a station that you want to pick up is ringing, press **FEAT 53** from an idle phone. Display Telephones will show:
DIRECT PICKUP
2. Dial the station number. You will be connected to the caller that was ringing at the station. You may pick up the handset or talk on the speakerphone.

Group

Description

Group Call Pickup allows you to pick up calls that are ringing at any station in the group.

Operation

ALL TELEPHONES

1. When a station rings within the same group as your current station, press **FEAT 5 4**. You will be connected to the caller that was ringing. You may pick up the handset or talk on the speakerphone.

Conference

Supervised

Description

A Supervised Conference is where there are one or more stations connecting to one or two outside telephone lines. The maximum number of parties (stations and CO lines combined) that can participate in a conference is four parties (3 stations with 1 CO line, 2 stations with 2 CO lines, 2 stations with 1 CO line, and 1 station with 2 CO lines).

Operation

ALL TELEPHONES

1. While on a CO Line call, press **HOLD**.
2. Make the next call; do one of the following:
 - a. Press an available CO Line and dial the next party's number.
 - b. Press a held CO Line that you wish to join the conference.
 - c. Dial the station number of the party you wish to join the conference.
3. Join the parties by pressing **FEAT 6 0**.
4. Repeat steps 1 thru 3 for an additional party.

DISPLAY TELEPHONES

Releasing a member

1. Press the [release] soft button
2. Dial the station or press the CO Line button that you wish to release.

FEAT 5 4

FEAT 6 0
Conference ()

Talk privately to a member

1. Press the [Private] soft button
2. Dial the station or press the CO Line button that you wish to talk privately to. The other parties will hear Music On Hold.

NON-DISPLAY TELEPHONESReleasing a member

1. Press **FEAT 7 4**.
2. Dial the station or press the CO Line button that you wish to release.

Talk privately to a member

1. Press **FEAT 5 7**.
2. Dial the station or press the CO Line button that you wish to talk privately to. The other parties will hear Music On Hold.

Unsupervised*Description*

Unsupervised Conference allows you to exit a conference while allowing two outside lines to continue the conference.

*Operation*ALL TELEPHONES

1. While on a CO Line call, press **HOLD**.
2. Make the next CO Line call:
 - a. Press an available CO Line and dial the next party's number.
 - b. Press a held CO Line that you wish to join the conference
3. Join the two CO Lines by pressing **FEAT 6 0**.
4. a. Leave the conference, allowing the 2 CO Lines to conference together: **FEAT 7 7**.
 - b. Rejoin the conference: **FEAT 6 0**.

Directory Dial

Description

Allows you to view the directory of station users and system speed dial names that are set up in the Directory Dial table. Once a name is found, you can view their station number or stored speed dial number.

Station users and system speed dial names must be set up by your system administrator. Please see your system administrator for more details.

Operation

DISPLAY TELEPHONES

1. Press **FEAT 7 9**.
- 2a. Use the dial pad (2 thru 9) to enter the first letter of the person's name (or company name, depending on how it is stored).
- 2b. You may also scroll through the alphabetical listing by using the **VOL▲** and **VOL▼** buttons.
3. Press the [SHOW] soft button to locate the closest match.
4. You may press the **VOL▲** and **VOL▼** buttons to scroll to the next or previous alphabetical match.
5. Press any soft button to dial the station or speed dial bin of the displayed name. If the number is a station, you will be connected immediately. If the number is a speed dial bin, and an outside line is available, the number will be dialed.

Distinctive Ring

Description

Distinctive Ringing allows you to differentiate your station from neighboring stations. Whenever your station rings, you will hear the tone that you select.

Operation

DISPLAY TELEPHONES

1. Press **FEAT # 7**. Your display will show:
RING TYPE: 1
2. Press the [CHG] soft button until you hear a distinctive ring tone that you want to use.

NON-DISPLAY TELEPHONES

1. Press **FEAT # 7**.
2. Dial a distinctive ring code (1 thru 5)

note: If you wish to try a different code, you need to start again from step 1. CODE 5 RESULTS IN NO RING TONE.

Do Not Disturb

Description

Do Not Disturb (DND) keeps all incoming calls (station calls and outside calls) from ringing your telephone. Stations with a higher class of service will be able to override DND. See your system administrator for an explanation of Class Of Service.

Operation

ALL TELEPHONES

1. Press **FEAT 4** to turn DND off and on.

Hold

Description

You may place any outside line on hold. The system has a Hold Remind time that notifies you when your call has been on hold for a time programmed by your system administrator. Your call will continue to hold until it is picked up or the caller disconnects.

Operation

ALL TELEPHONES

1. While on an outside call, press the **HOLD** button.

note: if you have a CO Line button corresponding to the line that is on hold, the button will blink with a Green Lamp. Other stations will see this button blinking with a Red Lamp.

2. You may answer other intercom and outside calls, and you may make other intercom and outside calls.

note: you may place any number of calls on hold.

3. To retrieve calls on hold:
 - a. Press the CO Line button corresponding to the call you want to retrieve.
 - b. Press the **HOLD** button to pick up the call you placed on hold. If you have multiple lines on hold, pressing the **HOLD** button will pick up the call that has been on hold the longest.

Hold Automatic

Description

This feature allows you automatically place calls on hold when you press a programmed CO Line button or programmed Station button while you are currently on a CO Line or intercom with another station. When disabled (default), pressing a different programmed CO Line button will disconnect the caller.

Operation

ALL TELEPHONES

1. Press **FEAT 9 4** to turn Hold Automatic on or off.

note: automatic hold places calls on exclusive hold. Only your station will be able to retrieve the call.

Intercom Calling

Description

Intercom Calling is used to converse with other station users in the system. Stations may be programmed as Direct Station Select (DSS) button on your station (see Direct Station Select in this manual).

Operation

ALL TELEPHONES

1. You may place an intercom call with one of the following methods:
 - a. Pick up your handset and dial the station of the person you wish to reach.
 - b. Simply dial the station of the person you wish to reach. This will activate your speakerphone.
 - c. If you have a DSS button programmed with the station of the person you wish to reach, you may pick up your handset and press the DSS button, or simply press the DSS button while the handset is in the cradle.

note: if you have automatic line select programmed to access a CO Line when you pick up your handset, you will need to dial the station or press the DSS button before you pick up your handset.

DISPLAY TELEPHONES

You will receive one of the following messages when you attempt to intercom a station:

VOICE CALL 10	Connected to Station
STA 10 BUSY	Station is Busy
STA 10 DND	Station is in DND mode
OUT OF SERVICE	Station does not exist
YOUR NUMBER	Station is your own

Last Number Redial

Description

Last Number Redial allows you to dial the most recent number dialed.

Operation

ALL TELEPHONES

1. Press **FEAT 8**.

note: all digits from the point of pressing the CO Line button are redialed. If you dialed additional digits (i.e. bank information), all digits are redialed immediately.

Message Waiting

Description

Message Waiting allows users of Non-Display Telephones to leave a call-me message for a station to call back. For Display Telephone users, see Text Messaging.

Leaving a Message

Operation

NON-DISPLAY TELEPHONES

1. Press **FEAT 9 6**.
2. Dial the extension where the message should be left.

Receiving a Message

Operation

NON -DISPLAY TELEPHONES

1. Press **FEAT 9 6**. You will be connected to the station that left a message.

One Button Record

Description

When equipped with an Integrated Voice Mail System, this feature allows users to record and store telephone conversations (both CO Line and

Intercom conversations). After the recording is saved, it is sent to your station's voice mail box as a new message for future retrieval.

Operation

ALL TELEPHONES

note: The use of this feature may be interpreted as a violation of Federal, State, or Local Laws, and an invasion of privacy. Check applicable laws in your area before using this feature.

1. Press **FEAT 7 2**. After 3 seconds, recording will begin.
2. To stop recording during your conversation, press **FEAT 7 2**.
3. Hanging up will save the message and disable One Button Record.

Paging

Description

Paging allows you to broadcast your voice through all idle telephones (internal paging), through external paging equipment (external paging), or both (all call paging).

Operation

DISPLAY TELEPHONES

1. Press **FEAT 5 0**. Your display will show:
PAGING
- 2a. To broadcast to all internal stations, press the [all] soft button.
- 2b. To broadcast to an external paging system, press the [extern] soft button.
- 2c. To broadcast to both internal stations and the external paging system, press the [next] soft button followed by the [both] soft button.

NON-DISPLAY TELEPHONES

1. Press **FEAT 5 0**.
- 2a. To broadcast to all internal stations, press **0**.
- 2b. To broadcast to an external paging system, press **1**.
- 2c. To broadcast to both internal stations and the external paging system, press **2**.

Save Dialed Number

Description

This feature is used to save a number dialed. Only one saved number is allowed.

Operation

ALL TELEPHONES

1. After calling the number you wish to reach, press **FEAT 5 1** before hanging up.
2. To dial the saved number, press **FEAT 5 1**.

Station Camp On

Description

Busy Station Camp On allows you to notify a busy station that you are waiting to speak to the person at that station.

*note: If you place an internal station on hold in order to answer a camp-on call, you must press the **HOLD** button again to return to the station on hold.*

Operation

DISPLAY TELEPHONES

1. Dial the station you wish to speak to. If the station is busy, the display will show:
STA 10 BUSY
2. Press the [next] soft button to scroll to another set of soft button options.
3. Press [camp]. The display will show:
CAMP ON TO 10

note: if equipped and enabled, you will hear Music-

Save Dialed # (**FEAT 5 1**)

Station Camp On (**2**)

On-Hold until your camp on is answered.

4. When the station you have camped on to places their current call on hold or hangs up, your station will begin to ring. Pick up the handset to speak.

NON-DISPLAY TELEPHONES

1. Dial the station you wish to speak to. You will hear a busy tone if the station is busy.
2. While listening to the busy tone, press .
3. When the station you have camped on to places their current call on hold or hangs up, your station will begin to ring. Pick up the handset to speak.

Station Speed Dial

Description

Station Speed Dial allows you to save frequently accessed numbers. These numbers are saved for quick access. Each station may store up to 20 speed dial numbers of up to 16 digits each. You may insert pauses ( ) and flashes () in the speed dial number. Each pause and flash occupies one digit of the 16 digit capacity.

Saving Speed Dial Numbers

Operation

DISPLAY TELEPHONES

1. Press . The display will show:
SPEED NO: ____
2. Dial the bin number where you wish to store the telephone number (  thru  ). The display will show the current contents of the bin:
EMPTY
3. Press the [chg] soft button to change the bin's contents.
4. Dial the telephone number to be saved.
5. Press the [save] soft button to save.

NON-DISPLAY TELEPHONES

1. Press **FEAT # 1**.
2. Dial the bin number where you wish to store the telephone number (**0 0** thru **1 9**)
3. Dial the telephone number to be saved.
4. Press the **HOLD** button to save.

Retrieving Speed Dial Numbers

ALL TELEPHONES

1. Press **FEAT 1**.
2. Dial the bin number where the speed dial number is saved.

Text Messaging

Description

You may send a preprogrammed or customized message to any Display Telephone. The message length can be up to 16 characters (letters and numbers).

Sending a Text Message

Operation

DISPLAY TELEPHONES

1. Dial the station number of the person you are trying to reach. Your display will look similar to:
CALLING STA 10
2. Press the [MSG] soft button to access the Text Messaging menu. Your display will show:
MESSAGE TYPE
- 3a. To send a preprogrammed Call Me message, press the [CALL ME] soft button. Using the Call Me feature allows you to leave a message for Non-Display Telephones, if they have a Message button programmed (see DSS Programming for details)
- 3b. Press the [PREPROG] soft button to view a list of preprogrammed messages or to enter a personal text message.

- 4a. To view a list of the preprogrammed messages, press the [next] soft button until you find the desired message.
- 4b. To create your own text message, use the dial pad to enter up to 16 characters. See the chart on the following page for instructions on using the dial pad to enter text.
5. Press the [send] soft button to send the text message.

Available preprogrammed messages:

```
CALL OPERATOR      CALL HOME
CALL SCHOOL        VISITORS WAITING
URGENT             COME SEE ME
```

Number of Presses:

	1	2	3
	Special Character - See administrator		
	A	B	C
	D	E	F
	G	H	I
	J	K	L
	M	N	O
	P	R	S
	T	U	V
	W	X	Y
	Q	Z	

 Pressing this BEFORE a dial pad button will make the next entry a number.

Pressing this AFTER a dial pad button will make the current character lower case.

 Moves you to the next character position. It can also act like a space.

Receiving a Text Message

Operation

DISPLAY TELEPHONES

1. If you have received a text message, your display will show:
MSG FROM STA 10

-
2. Press the [show] soft button to view the message.

Station Notification

Description

DISPLAY TELEPHONES

Station notification allows you to set a message for your station. When an intercom caller with a display telephone attempts to call you, they will receive the notification that you program.

Operation

DISPLAY TELEPHONES

1. Press **FEAT 9 0**. Your display will be similar to:
EMPTY
2. Press the [chg] soft button to change the message.
- 3a. To view a list of the preprogrammed messages, press the [next.] soft button.
- 3b. Use the dial pad buttons to type in the desired message. (see Text Messaging:Sending a Text Message for typing a text message)
4. Press the [store] soft button to save the message.
5. To remove your Station Notification message, press the [del] soft button.

Transfer

Description

You may transfer CO Lines to different stations. There are 2 types of transfers:

Unsupervised (Direct) Transfer is used to transfer callers directly to a station unannounced.

A Supervised Transfer is when you announce a caller to a station prior to sending the call to that person.

Supervised Transfer

Operation

ALL TELEPHONES

1. While on a CO Line call, press the **HOLD** button.
2. Call the station you wish to transfer to.
3. After speaking to the station, you may press the **TRANS** button to complete the transfer.

*note: If you need to speak to the CO Line party, press the CO Line button instead of **TRANS**.*

Unsupervised / Direct Transfer

Operation

ALL TELEPHONES

1. While on a CO Line call, do one of the following:
 - a. Press the Direct Station Select (DSS) button for the station you want to transfer to, and hang up, OR
 - b. Press **HOLD** and dial the station you want to transfer to and press **TRANS**.

Trunk Queuing

Description

Trunk Queuing allows you to reserve a specific CO line for use when it becomes available.

Operation

DISPLAY TELEPHONES

1. Press the CO line you wish to reserve for next use. If the line is busy, the display will show:
CO LINE 1 BUSY
2. Press the [camp] soft button

note: only one station may camp on to any single line.

- a. If the line has not been camped on, the display will show:
CAMP ON CO LN 1
- b. If the line has been camped on by another station, the display will show:
CAMP ON FAILURE

3. When the line becomes available, your station will ring, and the display will show:

LN 1

Press the line button or pick up the handset to use the CO line.

NON-DISPLAY TELEPHONES

1. Press the CO line you wish to reserve for next use. You will hear a busy tone.
2. Press **FEAT 7 3**.
3. When the line becomes available, your station will ring. Press the line button or pick up the handset to use the CO line.

note: only one station may camp on to any single line.

User Saved Number Redial

Description

USNR is used to store numbers while you are on an outside CO Line. USNR can only be used with Display Telephones.

Operation

ALL TELEPHONES

1. While on a CO Line call, press **FEAT 5 ***.
2. Dial the numbers you wish to save
3. Press the [save] soft button.
4. To retrieve, press **FEAT 5 *** when your station is idle.

Voice Announce

Description

Voice Announce allows you to call a station and have the other station immediately connect allowing you to talk to the other station.

Voice Announce has 2 modes: Hands-Free and Private. In Hands-Free mode, both stations may talk and listen to each other. In Private mode, the

calling station may talk, but the microphone on the receiving party is muted.

Alternately, there is a Tone Ring mode. When a station calls another station in Tone ring mode, the receiving station rings.

Each station is preprogramming with a Voice Announce button as one of the Programmable Flex Buttons. It is on the bottom row, the #3 button from the left, marked HF/TONE. The following chart shows you what the color of the button lamp means:

Green Lamp	Hands Free Mode - Mic and Speaker Active
Red Lamp	Privacy Mode - Only Speaker Active
No Lamp	Tone Ring Mode - Station will always ring

Voice Over Busy

Description

Voice Over Busy allows you to speak to another station that is on a CO Line without the person on the CO Line hearing. The person originating the Voice Over Busy will not be able to hear the person on the CO Line, and vice versa.

Activating

Operation

DISPLAY TELEPHONES

1. When calling a station that is on a CO Line, your display will show:
STA 10 BUSY
2. Press the [next] soft button to get to the next set of menu options.
3. Press the [voice] soft button to initiate the Voice Over Busy.

NON-DISPLAY TELEPHONES

- When calling a station that is on a CO Line,

press .

Rejecting

Operation

DISPLAY TELEPHONES

- Press the [reject] soft button.

NON-DISPLAY TELEPHONES

- Press **FEAT 5 6**.

Talk Back

Operation

ALL TELEPHONES

- Press the **MUTE** button to speak to the Station that is calling you. Your handset mic will be muted to the outside caller, and active to the Station calling you.

Notes:

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