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Single Line Telephone User Guide



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1. GENERAL INFORMATION

The following should be considered when reviewing this User Guide:

- Access to many features is based on system assignments. Some access codes may vary from those stated in this user guide and not all features may be available from your telephone.
- The Flash or Tap key, located on certain models of Single Line Telephones, can be used in place of the hookswitch.

2. BASIC OPERATION

Quick Reference Guide

Outside Calling	
Outside Call	Dial 9 → Telephone Number
Last CO/PBX Number Redial	Dial *
Trunk Queue	Receive Trunk Busy Indication → Dial 2
Call Forwarding	
<p>Set: Dial the Call Forwarding feature access code → Dial the desired target station number.</p> <p>Cancel: Dial the Call Forwarding cancellation code.</p>	

Internal Calling	
Station Call	Dial Station Number
Internal Calling With A Call In Progress:	
Hold	Hookswitch
Transfer	Hookswitch → Dial Station Number
Quick Transfer to Voice Mail	Hookswitch → Dial Station Number → 9
Conference	Hookswitch → Place 2 nd Call → Hookswitch.
Call Park System	<p>Set: Hookswitch → Dial the Call Park - System feature access code → Dial 0-9</p> <p>Retrieve: Dial the Call Park - System retrieval access code → Dial 0-9.</p>

From the Intercom	
Internal Paging	Dial the Internal Paging feature access code → Page.
External Paging	Dial the External Paging feature access code → Page.
Call Pickup Direct	Dial the Call Pickup - Direct feature access code → Dial Station Number.
Speed Dialing	
System Speed Dial	Dial Speed Dial code → Dial Speed Dial Memory location (00~99).
Station Speed Dial	<p>Dial Speed Dial code → Dial Speed Dial Memory location.</p> <p>To program numbers in memory:</p> <p>Dial the Station Speed Dialing programming code → Dial the abbreviated code to be assigned → Dial the trunk access code and the desired telephone number.</p>

Answering Calls

RINGING CALLS

1. Lift handset.
2. Converse.

Note 1: *Distinctive ringing tones are provided for internal and outside calls.*

Note 2: *When assigned the Delayed Ringing feature, incoming primary station If the call is unanswered after a preprogrammed calls will also ring at the assigned secondary station.*

Placing Calls

INTERNAL CALLS

1. Lift handset.
2. Dial station number or **0** for the attendant.

Note 1: *When calling a multiline telephone, dialing **1** after the station number will change ringing to voice or voice to ringing.*

Note 2: *To directly access a personal voice mailbox, dial **7** after dialing the station number.*

OUTSIDE CALLS

1. Lift handset.
2. Dial trunk access code, i.e. **9**.
3. Dial telephone number.
4. Converse.

LAST NUMBER REDIAL

1. Lift handset.
2. Dial **Last Number Redial** code *****.
3. Converse.

Stations/System Speed Dial

1. Lift handset.
2. Dial **Speed Dial** code.
3. Dial **Speed Dial** Memory location:
4. Converse.

Call Alert Notification

With a call in progress:

1. Receive Call Alert Notification.
2. Replace handset to disconnect the present call.
3. Lift handset to converse with second call.

Trunk Queuing

Upon receiving busy tone when all outside lines are busy:

1. Dial **Trunk Queue** set code **2**.
2. Replace handset.

Note: *When an outside line is available, your telephone will ring; lift handset and place call (no need to dial Trunk Access code).*

Holding Calls

EXCLUSIVE HOLD

With a call in progress:

Press **Hookswitch**.

Note 1: *Replacing the handset when a call is on hold will cause the held call to immediately ring your station.*

Note 2: *Once a call is placed on hold, the telephone can be used to place another internal or outside call or access a feature (i.e, Call Pickup). Replace handset to return to the original party.*

Transferring Calls

With a call in progress:

1. Press **Hookswitch**.
2. Dial station number.
3. Announce call (optional).
4. Replace handset.

Note 1: *If the called station is busy, replacing handset will initiate a camp-on. An unanswered camp-on or ring transferred call will recall to your telephone after a preprogrammed time interval.*

Note 2: *To return to the original party, press **Hookswitch** twice.*

Note 3: *To transfer a call directly to a personal voice mailbox, dial **2** after dialing the station number.*

3/4 Party Conference

With an internal call in progress:

1. Press **Hookswitch**.
2. Place second call (internal or outside).
3. Announce conference.
4. Press **Hookswitch** to establish conference.

Note 1: *Repeat above procedure to add a fourth party.*

Note 2: *No more than 1 outside party can participate in a conference.*

Note 3: *A conference may be placed on Hold by pressing **Hookswitch**. Replacing the handset will cause the conference call to ring your telephone.*

3. BUSINESS FEATURES

Account Code

This feature allows station users to enter a cost accounting or client billing code (up to 16 digits) into the system.

To enter an Account Code from a station before accessing an outside line:

1. Lift the handset and receive dial tone.
2. Enter the Account Code feature access code or press the Account Code feature access key.
3. Enter the Account Code.
4. Receive dial tone and dial the desired number (including outside line access code).

To enter an Account Code while connected to an outside line:

1. Press the **FLASH** key (or momentarily press the hookswitch) and receive feature dial tone.
2. Enter the Account Code feature access code.
3. Enter the Account Code and receive feature dial tone again.
4. Return to the original outside line by pressing the **FLASH** key (or momentarily pressing the hookswitch).
- or -
Dial a station number to transfer the call.

Announcement Service

This feature allows station users to record messages on Voice Response System (VRS). When a station user dials the feature access code for this feature, the user receives the corresponding message from the system.

To access:

1. Lift the handset and receive dial tone.
2. Dial the applicable Announcement Service access code.
3. Receive the message.

To erase an announcement:

1. Lift the handset and receive dial tone.
2. Dial the Announcement Service delete access code.
3. Receive feature dial tone.
4. Dial the Announcement Service group number.
5. Restore the handset.

To record:

1. Lift the handset and receive dial tone.
2. Dial the Announcement Service record access code.

3. Dial the Announcement Service group number and the VRS message number.
4. Receive three seconds of service set tone.
5. Record a message.
6. Restore the handset.

Announcement Service

RECORD/REPLAY/DELETE FOR EACH DIGITAL ANNOUNCEMENT TRUNK CARD

To record a message:

1. Go off-hook and receive Dial Tone.
2. Dial the VRS record access code and VRS message number. Three seconds of tone will be supplied.
3. Record the message (maximum duration – 30 seconds).
4. Restore handset.

To replay a message:

1. Go off-hook and receive Dial Tone.
2. Dial the VRS replay access code and VRS message number.
3. Receive a message.
4. Restore handset.

To delete a message:

1. Go off-hook and receive Dial Tone.
2. Dial the VRS delete access code and VRS message number.
3. Receive Service Set Tone.
4. Restore handset.

Silent Monitor

This feature provides the group supervisor with the ability to monitor a call. The silent monitor function gives no indication (as an option) to either the agent or the calling party.

To monitor a conversation/to cancel monitoring (Supervisor only):

1. Lift the handset and receive extension dial tone.
2. Dial the monitor feature access code.
3. Dial the extension number to be monitored.
4. Monitor the conversation via the handset or the speaker.
5. Restore the handset.

Note: *The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with its transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to the telephone*

conversation, such as using a beep tone or other notification methods or require the consent of all parties to the telephone conversation, prior to monitoring or recording a telephone conversation. Some of these laws incorporate strict penalties.

Authorization Code

An Authorization Code is a numerical code that will temporarily change a station's Class of Service to a Class of Service assigned to that Authorization Code. This new Class of Service allows access to trunks, dialing patterns, and/or features that would otherwise be restricted.

1. Lift handset and receive dial tone.
2. Enter the feature access code for Authorization Code.
3. Enter the Authorization Code.
4. Receive dial tone.
5. Enter the number to be called or access the desired feature.

BROKER'S CALL

This feature allows a user to alternate between two parties, talking to one party while the other party remains on Hold on the same line.

To activate a Broker's Call with a call in progress:

1. Press the **FLASH** key (or momentarily press hookswitch) and receive feature dial tone.
The first party is placed on Consultation Hold.
2. Dial the Call Hold feature access code and receive extension dial tone.

3. Dial the new number and the second party answers.
4. Press the **FLASH** key (or momentarily press the hookswitch). The second party is placed on Consultation Hold.
5. Dial the Call Hold feature access code and the second party is placed on Call Hold. The first party is connected again.
6. Repeat the last two steps, as necessary.

Call Back

This feature allows a calling party to set an automatic Call Back when a busy or no answer condition is encountered. When the busy station becomes idle, the station that set the Call Back will be called. In case of Call Back no answer, the Call Back to the setting station is initiated immediately after the called station goes on-hook after making a call or accessing a feature.

1. Dial the desired station number and receive busy tone or ringback tone.
2. Dial **2** and receive service set tone (if single digit access feature access codes are enabled) for busy tone only.

- or -

Press the **FLASH** key (or momentarily press the hookswitch) and receive feature dial tone. Dial the Call Back feature access code if busy tone, dial **2** if ringback tone and receive service set tone.

3. Restore the handset.
4. When the busy station becomes idle, the station that set the Call Back will ring. The same will happen if the station that did not answer first initiates or answers a call or accesses a feature and then becomes idle.

5. Upon answering, the originally called station will ring.

Note: *Multiple Call Backs can be set by repeating the procedure above.*

To cancel Call Back:

1. Lift the handset and receive dial tone.
2. Dial the Call Back cancellation code and receive service set tone.

Call Forwarding – All Calls

This feature allows all calls directed to a particular extension to be rerouted to an alternate destination, regardless of the busy or idle status of the extension.

To set Call Forwarding - All Calls:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - All Calls feature access code and receive feature dial tone.
3. Dial the desired target station number and receive service set tone.

To set Call Forwarding - All Calls - Outside:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - All Calls feature access code and receive feature dial tone.
3. Dial the trunk access code and desired telephone number.

To monitor Call Forwarding - All Calls:

1. Lift the handset.
2. When Call Forwarding - All Calls has been set, special dial tone is heard.
3. Replace the handset.

To cancel Call Forwarding - All Calls:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - All Calls cancellation code and receive service set tone.

Call Forwarding – Busy Line

This feature permits a call to a busy extension to be routed to a designated station, Attendant Console, or voice mail equipment.

To set Call Forwarding - Busy Line:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - Busy Line feature access code and receive feature dial tone.
3. Dial the desired target station number and receive service set tone.

To set Call Forwarding - Busy Line - Outside:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - Busy Line feature access code and receive feature dial tone.
3. Dial the trunk access code and the desired telephone number.
4. Wait until the service set tone is received.
5. Replace the handset.

To cancel Call Forwarding - Busy Line:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - Busy Line cancellation code and receive service set tone.

Call Forwarding – No Answer

When a call is placed to a station that does not answer, this feature forwards the call to another station, an Attendant Console or voice mail equipment.

To set Call Forwarding - No Answer:

1. Lift handset and receive dial tone.
2. Dial Call Forwarding - No Answer feature access code and receive feature dial tone.
3. Dial the desired target station number and receive service set tone.

To set Call Forwarding - No Answer - Outside:

1. Lift the handset and receive Dial Tone.
2. Dial Call Forwarding - No Answer feature access code and receive feature dial tone.
3. Dial the trunk access code and the desired telephone number.
4. Wait until service set tone is received.
5. Replace the handset.

To cancel Call Forwarding - No Answer:

1. Lift handset and receive dial tone.
2. Dial specific Call Forwarding - No Answer cancellation code and receive service set tone.

Call Forwarding – Destination

This feature allows a station user (A) to set Call Forwarding - All Calls from another station (B) within the system, to the user's station (A).

To set Call Forwarding - Destination from Destination Station:

1. Lift the handset and receive dial tone.
2. Dial the specific Call Forwarding - Destination feature access code and receive dial tone.
3. Dial the station number to be forwarded and receive service set tone.

To cancel Call Forwarding - Destination from Destination Station:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - Destination cancellation code and receive feature dial tone.
3. Dial the user's station number (forwarded station) and receive service set tone.

To cancel Call Forwarding - Destination from Call Forwarded Station:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - All Calls cancellation code and receive service set tone.

Split Call Forwarding – All Calls

This feature allows all internal and external calls to a busy extension to be rerouted to different destinations individually, regardless of the busy or idle status of the extension. According to the type of incoming call (Station, C. O. Line, Tie Line, or a call terminated from internal office or via CCIS), Call Forwarding or Split Call Forwarding can be selected.

To activate Split Call Forwarding, both Split Call Forwarding and Call Forwarding settings are required. For Call Forwarding settings, refer to the description of [Call Forwarding – All Calls on page 9](#).

To set Split Call Forwarding - All Calls:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - All Calls feature access code and receive feature dial tone.
3. Dial the desired destination number (0~9) and receive service set tone.
4. Replace the handset.

To monitor Split Call Forwarding - All Calls:

1. Lift the handset.
2. When Split Call Forwarding - All Calls has been set, special dial tone is heard, if set by system programming.
3. Replace the handset.

Number Destination

Number	Destination
0	Target station for Split Call Forwarding – All Calls (Block 0)
1	Target station for Split Call Forwarding – All Calls (Block 1)
2	Target station for Split Call Forwarding – All Calls (Block 2)
3	Target station for Split Call Forwarding – All Calls (Block 3)
4	Target station for Split Call Forwarding – All Calls (Block 4)
5	Target station for Split Call Forwarding – All Calls (Block 5)
6	Target station for Split Call Forwarding – All Calls (Block 6)
7	Target station for Split Call Forwarding – All Calls (Block 7)
8	Target station for Call Forwarding – All Calls
9	Station Speed Dialing

To cancel Split Call Forwarding - All Calls:

1. Lift the handset and receive dial tone.
2. Dial the Split Call Forwarding - All Calls cancellation code and receive service set tone.
3. Replace the handset.

Split Call Forwarding – Busy Line

This feature allows internal and external calls to a busy extension to be rerouted to separate destinations. Destinations may be an internal station, Attendant Console, or voice mail. And according to the type of a caller (Station/C.O. Line/Tie Line) or a call terminated from internal office or via CCIS, Call Forwarding or Split Call Forwarding can be selected.

To activate Split Call Forwarding, both Split Call Forwarding and Call Forwarding settings are required. For Call Forwarding settings, refer to the description of [Call Forwarding – Busy Line on page 9](#).

To set Split Call Forwarding - Busy Line:

1. Lift the handset and receive dial tone.
2. Dial the Call Forwarding - Busy Line feature access code and receive feature dial tone.
3. Dial destination number (0~9) and receive service set tone.
4. Replace the handset.

To monitor Split Call Forwarding - Busy Line:

1. Lift the handset.
2. When Split Call Forwarding - Busy Line has been set, special dial tone is heard if set by system programming.
3. Replace the handset.

To cancel Split Call Forwarding - Busy Line:

1. Lift the handset and receive dial tone.
2. Dial Call Forwarding - Busy Line cancellation code and receive service set tone.
3. Replace the handset.

Number Destination

Number	Destination
0	Target station for Split Call Forwarding – Busy Line (Block 0)
1	Target station for Split Call Forwarding – Busy Line (Block 1)
2	Target station for Split Call Forwarding – Busy Line (Block 2)
3	Target station for Split Call Forwarding – Busy Line (Block 3)
4	Target station for Split Call Forwarding – Busy Line (Block 4)
5	Target station for Split Call Forwarding – Busy Line (Block 5)
6	Target station for Split Call Forwarding – Busy Line (Block 6)
7	Target station for Split Call Forwarding – Busy Line (Block 7)
8	Target station for Call Forwarding – Busy Line
9	Station Speed Dialing

Split Call Forwarding – No Answer

This feature allows internal and external calls, to extensions that do not answer, to be rerouted to separate destinations individually. And according to the type of a caller (Station/C.O. Line/Tie Line) or a call terminated from internal office or via CCIS, Call Forwarding or Split Call Forwarding can be selected.

To activate Split Call Forwarding, both Split Call Forwarding and Call Forwarding settings are required. For Call Forwarding settings, refer to the description of [Call Forwarding – No Answer on page 10](#).

To set Split Call Forwarding - No Answer:

1. Lift the handset and receive dial tone.
2. Dial the Split Call Forwarding - No Answer feature access code and receive feature dial tone.
3. Dial desired destination number (0~9) and receive service set tone.

Number Destination

Number	Destination
0	Target station for Split Call Forwarding – No Answer (Block 0)
1	Target station for Split Call Forwarding – No Answer (Block 1)
2	Target station for Split Call Forwarding – No Answer (Block 2)
3	Target station for Split Call Forwarding – No Answer (Block 3)
4	Target station for Split Call Forwarding – No Answer (Block 4)
5	Target station for Split Call Forwarding – No Answer (Block 5)
6	Target station for Split Call Forwarding – No Answer (Block 6)
7	Target station for Split Call Forwarding – No Answer (Block 7)
8	Target station for Call Forwarding – No Answer
9	Station Speed Dialing

4. Replace the handset.

To monitor Split Call Forwarding - No Answer:

1. Lift the handset.
2. When Split Call Forwarding - No Answer has been set, special dial tone is heard if set by system programming.
3. Replace the handset.

To cancel Split Call Forwarding - No Answer:

1. Lift the handset and receive dial tone.
2. Dial the specific Split Call Forwarding - No Answer cancellation code and receive service set tone.
3. Replace the handset.

Call Park

This feature enables a station user or attendant to place a call into designated Call Park locations. The station user or attendant is then free to process other calls. This feature is available system wide and for individual tenants.

CALL PARK – SYSTEM

When a call is parked by Call Park - System, the call can be retrieved from Call Park by any station in the system.

To place a call into Call Park - System:

1. Press the **FLASH** key (or momentarily press the hookswitch) and receive feature dial tone.
2. The call in progress is placed on Consultation Hold.
3. Dial the Call Park - System feature access code, and receive service set tone.
4. Restore the handset.

To retrieve a call from Call park-System (by station number):

1. From any station, go off-hook and receive internal dial tone.
2. Dial the Call Park - System retrieval access code.
3. Dial the station number that set Call Park - System.
4. Converse.

CALL PARK - TENANT

When a call is parked by Call Park - Tenant, the call can be retrieved from Call Park - Tenant by any station within the tenant from which the call was originally parked.

To place a call into Call Park - Tenant:

1. Press the **FLASH** key (or momentarily press the hookswitch) and receive feature dial tone.
2. Call in progress is placed on Consultation Hold.
3. Dial the Call Park - Tenant feature access code.
4. Dial the Call Park - Tenant location number (1~8) and receive service set tone. (If Call Park number is busy, dial another location number using the Step Call feature until idle Call Park location is accessed).
5. Receive service set tone.
6. Restore the handset.

To retrieve a call from Call Park - Tenant:

1. Go off-hook and receive internal dial tone.
2. Dial the Call Park - Tenant retrieval access code.
3. Dial the Call Park - Tenant location number (1~8).
4. Converse.

Call Pickup

This feature enables a station user to answer any call directed to another station, to a station within their own Call Pickup Group, or to a station within a different Call Pickup Group. Three Call Pickup methods are available: Call Pickup - Direct, Call Pickup - Group, and Call Pickup - Designated Group.

CALL PICKUP - DIRECT

This method permits a station user to pickup a call to any other station in the system by dialing a specific Call Pickup feature access code and the number of the called extension.

1. Go off-hook and receive internal dial tone.
2. Dial the Call Pickup - Direct feature access code and receive feature dial tone.
3. Dial the extension number of ringing station.
4. Converse.

CALL PICKUP - GROUP

This method permits a station user to answer any calls directed to other extensions in their preset pickup group by dialing a Call Pickup - Group feature access code.

Ringling telephone in your Call Pickup Group:

1. Go off-hook on an extension line and receive internal dial tone.
2. Dial the Call Pickup - Group feature access code.
3. Converse.

CALL PICKUP - DESIGNATED GROUP

This method permits a station user to answer an incoming call directed to another group by dialing the Call Pickup - Designated Group feature access code and any station within the group to which the ringing station belongs.

Ringling telephone in another Call Pickup Group:

1. Go off-hook on an extension line and receive internal dial tone.
2. Dial any station number within the Call Pickup Group to which the ringing station belongs.
3. Dial Call Pickup - Designated Group feature access code.
4. Converse.

Call Transfer

This feature permits a station user to transfer a call to another station in the system directly, or with assistance from the attendant.

CALL TRANSFER - ALL CALLS

This feature permits a station user to transfer incoming or outgoing calls to another station within the system without attendant assistance.

To transfer a call in progress from a Single Line Telephone:

1. Press the **FLASH** key (or momentarily press the hookswitch) and receive feature dial tone.
2. Dial the third party and receive ringback tone.
3. Restore the handset before the third party answers. The first and third parties will be connected when the third party answers.

- or -

Wait for the third party to answer and announce the transfer while keeping the first party on Consultation Hold. When the station user hangs up, the first and third parties are connected automatically.

Camp-On

This feature provides selected stations or outside calls with Camp-On capability to a busy internal station. Two Camp-On methods are provided. The call waiting method allows a station or an outside party to camp itself on to a busy station. The transfer method allows a transferred outside call to be camped-on to a busy station.

To set Camp-On (call waiting method):

1. Dial the desired station number and receive busy tone.
2. Press the **FLASH** key (or momentarily press the hookswitch). Feature dial tone is received.
3. Dial the Camp-On (call waiting) feature access code and receive special ringback tone. Camp-On tone (4 tone bursts) is sent to the busy station.

To set Camp-On with an outside call in progress (transfer method):

1. Press the **FLASH** key (or momentarily press the hookswitch). The call in progress remains on Consultation Hold and feature dial tone is received.
2. Dial the desired station and receive busy tone.
3. Press the **FLASH** key (or momentarily press the hookswitch). Feature dial tone is received.
4. Dial the Camp-On (transfer) feature access code and receive service set tone. Camp-On tone (two tone bursts) is sent to the busy station.
5. Restore the handset.

To answer a Camp-On (transfer method or Call Waiting method) from any station:

1. Receive Camp-On tone.
2. From a Single Line Telephone, momentarily press the hookswitch and dial the Call Hold feature access code.

To answer a Camp-On (Call Waiting method - outside calls) from any station:

1. Receive Camp-On (Call Waiting) tone.
2. Momentarily press the hookswitch. The existing call is placed on Call Hold and the Camp-On call is automatically answered.
3. To alternate between two calls, press the **FLASH** key (or momentarily press the hookswitch).
- or -
1. Receive Camp-On (Call Waiting) tone.
2. Complete the existing call and restore the handset.
3. The Camp-On call is automatically terminated.
4. Lift the handset.

Conference (Three/Four Party)

This feature provides a station user the ability to add-on another party (trunk or station) to a call already in progress. Single Line Telephone users can add up to one additional party and Multiline Terminal users can add up to two additional parties.

To add a third party:

1. Press the **FLASH** key (or momentarily press hookswitch). First party is placed on hold and feature dial tone is received.
2. Dial the second party (either another station number or a trunk access code plus the outside number).
3. Wait for the second party to answer.
4. Press the **FLASH** key (or momentarily press the hookswitch). A three-party Conference is established.

Consecutive Speed Dialing

For Speed Dialing, all digits are registered as a Speed Dialing Code. In the case of Consecutive Speed Dialing, the common portion of the number is registered as a speed calling code. The remaining digits of each number are dialed by each individual calling station.

Example:

9 1 5 1 6 7 5 3 X X X X

Stored digits sent Additional digits by Speed Dial dialed by caller

To dial a Consecutive Speed Dial:

1. Go off-hook and receive dial tone.
2. Dial the Speed Dialing feature access code.
3. Dial the abbreviated code.
4. Dial the remaining digits of the number or use a **DSS** key to dial a stored Station Speed Dial number.

Consultation Hold

This feature permits a station user to hold any incoming or outgoing C.O. call, tie line call, or any calls within the office while originating a call to another station user within the system.

To hold the original call and place a second call:

1. Press the **FLASH** key (or momentarily press the hookswitch).
2. The original call is placed on hold and receives Music On Hold when provided.
3. Dial an internal station number and receive ringback tone.
4. The second station answers. The original call is now on Consultation Hold.

To return to the original call:

In any of the following cases, the calling station can return to the original call by pressing the **FLASH** key (or momentarily pressing the hookswitch).

- If the second station called is busy.
- If the calling station cannot gain access to second station due to restriction.
- If the second station does not answer.

Direct Outward Dialing (DOD)

This feature permits any station user the ability to gain access to the exchange network by dialing an access code and receiving new dial tone. The user may then proceed to dial the desired exchange network number.

To place an outside call:

1. Go off-hook and receive extension dial tone.
2. Dial the trunk access code.
3. Receive outside dial tone.
4. Dial the desired outside number.

Do Not Disturb

This feature restricts incoming calls to a station and can be set by an individual station. Placing a station in Do Not Disturb (DND) does not prevent a station from originating a voice call. This feature also allows a station to ensure privacy from telephone interruptions while on an outgoing call.

To set:

1. Lift the handset and receive dial tone.
2. Dial the Do Not Disturb feature access code and receive service set tone.
3. Restore the handset.

To cancel:

1. Lift the handset and receive dial tone.
2. Dial the Do Not Disturb cancel code and receive service set tone.
3. Restore the handset.

Enhanced 911

This feature allows the PBX to transmit a callers' emergency service identification information to an Enhanced 911 Emergency system.

To initiate 911 Emergency Call:

1. Lift the handset and receive a dial tone.
2. Dial the trunk access code and telephone number (e.g. 911).
3. The system automatically completes a call and sends the pre-assigned number: calling area code + calling station number.

Executive Calling

This feature allows a station to be assigned a VIP class. This provides special ringing to a called station when that station is idle. It automatically sends three tone bursts to a called station when that station is busy, if the call was originated from a station assigned as VIP class.

To initiate an Executive Call:

1. The station assigned as VIP class goes off-hook.
2. The station dials another extension.
3. If the called station is busy, three tone bursts will be sent to the called party to indicate there is a call waiting.
4. The called party can now hang up and answer the Executive Call.
5. If the called station is idle, a distinctive ring will be sent to the called party to indicate an Executive Call is ringing in.

Executive Override

This feature allows selected users to override a busy condition on a called station. A warning tone is transmitted to both stations in the busy call before the busy condition is overridden, and a three-party Conference is then established.

1. When busy tone is heard, press the **FLASH** key (or momentarily press the hookswitch) and receive feature dial tone.
2. Dial the Executive Override feature access code. A warning tone is transmitted to both parties.
3. The station is now bridged into a three-party Conference.

External Paging with Meet Me

This feature allows a station user or attendant dial-access to local voice paging equipment and connects both parties automatically after the paged party has answered the page by dialing an access code.

To page:

1. The calling station dials External Paging feature access code and receives continuous ringback tone for 1 second.
2. The calling station pages desired party.
3. The calling station remains off-hook or hangs up.

To answer:

1. The paged party dials the Meet-Me access code.
2. The paged party is immediately connected to the calling party.

From any station (Delay operation):

1. The paged party dials Meet-Me access code.
2. The party paged receives ringback tone.
3. The calling station rings.
4. The calling station goes off-hook and is immediately connected to the paged party.

Forced Account Code

This feature forces the user to enter an Account Code (up to 8 or 10 digits) for all outgoing calls. The Account Code must be dialed before dialing the outgoing number. Calls are processed only when the dialed Account Codes are valid.

When dialing an outgoing call:

1. Lift the handset and receive dial tone.
2. Enter the Forced Account Code feature access code and receive service set tone.
3. Enter the Forced Account Code (up to 8 or 10 digits) and receive dial tone.
4. Dial the desired number.

Group Call by Pilot Number Dialing

This feature allows a station user (Multiline Terminal / Single Line Telephone / PS) or a trunk party to page a group of stations simultaneously by dialing a pilot number. The maximum of 32 stations can be assigned to a paging group, and the paging group is associated with the pilot number. After one of the paged stations answers, the paging becomes a 2-way calling between the calling party and the first answered station and automatically stops paging other stations.

To page a group of stations:

1. Go off-hook and receive a dial tone.
2. Dial the pilot number for a desired paging group and receive ringback tone.

To answer the paging:

1. When the paging call terminates, the called stations receive ringing.
2. Answer the ringing of paging from the calling party.
3. Paging stops after one of paged stations answer.

Call Hold

This feature permits a user to Hold a call in progress by sending a hookflash and dialing the Call Hold feature access code, or by pressing the Call Hold key. This line can then be used for originating another call or returning to a previously held call.

To Hold a call in progress:

1. Press the **FLASH** key (or momentarily press the hookswitch) and receive special dial tone.
2. Dial the Call Hold feature access code and receive dial tone.
3. The call in progress is held and the station may make a new call.

To release a call and return to the original call:

1. Hang up to release the call in progress.
2. The original call rings back to station.
3. Lift the handset and continue with the original call.

Internal Zone Paging with Meet-Me

This feature allows station users to page over the built-in speakers of the Multiline Terminals within the assigned zone or all zones.

1. Lift the handset and receive extension dial tone.
2. Dial the Internal Zone Paging feature access code for the desired zone/all zones.
3. Page the desired party.

Last Number Redial

This feature allows users to redial the last station-to-station or outside number they dialed using a feature access key or a feature access code. This is useful when the called station is busy or does not answer.

To redial the last number:

1. Go off-hook and receive dial tone.
2. Dial the Last Number Redial feature access code.
3. The system will redial the last number dialed from that station.

Message Reminder

This feature allows a user or Attendant to turn on the message waiting (MW) lamp of a Single Line Telephone, or the Message Reminder (MSG) LED of a Multiline Terminal (if assigned).

To set Message Reminder from a Single Line Telephone:

1. Lift the handset and receive dial tone.
2. Dial the Message Reminder set access code.
3. Dial the desired station number and receive feature dial tone.
4. The MSG LED on the dialed Multiline Terminal or MW lamp on the dialed Single Line Telephone lights.

To clear the message indication without calling the station that set the message, from a Single Line Telephone:

1. Lift the handset and receive dial tone.
2. Dial the Message Reminder search access code.
3. Dial **3**. The message indication is cleared.
4. Restore the handset.
5. If more than one message has been set, repeat the above procedure as required.

To cancel a message from the station that set it:

1. Lift the handset and receive dial tone.
2. Dial the Message Reminder cancel code.
3. Dial the desired station number and receive feature dial tone. The message is cleared at the dialed station.
4. Restore the handset.

Voice Message Waiting – System

To record:

1. Lift the handset and receive dial tone.
2. Dial the Voice Message - System record access code.
3. Dial the message number (0~7) and receive service set tone for three seconds.
4. Record the message.
5. Restore the handset.

To check:

1. Lift the handset and receive dial tone.
2. Dial the Voice Message Waiting - System replay access code.
3. Dial the message number (0~7) and receive service set tone for three seconds.
4. Listen to the message.
5. Restore the handset.

To set:

1. Lift the handset and receive dial tone.
2. Dial the Voice Messaging Waiting - System set access code.
3. Dial the message number (0~7) and receive feature dial tone.
4. Dial the desired station number and receive feature dial tone.
5. Repeat Step 4 for additional stations.
6. Restore the handset.

To cancel Voice Message Waiting - System to all stations:

1. Lift the handset and receive dial tone.
2. Dial the Voice Message Waiting - System all stations cancel access code.
3. Dial the message number (0~7) and receive service set tone.
4. Restore the handset.

To cancel Voice Message Waiting - System to an individual station:

1. Lift the handset and receive dial tone.
2. Dial the Voice Message Waiting - System cancel access code.
3. Dial the station number and receive service set tone.
4. Restore the handset.

To retrieve a message:

1. Lift the handset and receive dial tone.
2. Dial the Voice Message Waiting - System retrieve access code.
3. Listen to the message.
4. Restore the handset.

Voice Message Waiting – Individual

To set:

1. Lift the handset and receive dial tone.
2. Dial the Voice Message Waiting - Individual set access code and receive feature dial tone.
3. Dial the desired station number and receive service set tone for three seconds.
4. Record the message.
5. Restore the handset.

To cancel:

1. Lift the handset and receive dial tone.
2. Dial the Voice Message Waiting - Individual cancel access code and receive feature dial tone.
3. Dial the desired station number and receive service set tone.
4. Restore the handset.

To set while receiving ringback tone or busy tone or conducting a voice call:

1. Dial **8** (or press the hookswitch and dial **8** for PB telephone and Voice Call); receive service set tone for three seconds.
2. Record the message.
3. Restore the handset.

Trunk Answer any Station (TAS)

This feature allows any station, other than one with incoming restrictions, to answer incoming calls when the system is in the night mode. When this feature is activated, incoming exchange network calls will activate a common alert signal at the customer premises. By dialing a specified code, any station may answer the call and then extend it to any other station by means of the Call Transfer feature.

To answer a Trunk Answer Any Station (TAS) call:

1. The TAS signal sounds.
2. Go off-hook and receive dial tone.
3. Dial the specified TAS feature access code.
4. Connection to the incoming call is completed.

Pad Lock

This feature temporarily restricts telephones from making unauthorized calls by dialing special access code when station users are away from their seats.

To set Pad Lock:

1. Lift the handset and receive dial tone.
2. Dial the access code for Station Authorization Code, and receive Service Set Tone if programmed.
3. Enter Station Authorization Code.
4. If the code is right, Dial Tone will be heard. (If the code is not right, Reorder Tone will be heard.)
5. Dial access code to set Room Cutoff.
6. Service Set Tone will be heard.
7. Restore handset.

To cancel Pad Lock:

1. Lift the handset and receive dial tone.
2. Dial the access code for Station Authorization Code and receive Service Set Tone, if programmed.
3. Enter Station Authorization Code.
4. If the code is right, Dial Tone will be heard. (If the code is not right, Reorder Tone will be heard.)
5. Dial access code to reset Room Cutoff.
6. Service Set Tone will be heard.
7. Restore handset.

Set Relocation

This feature enables two stations to be moved from one location to another without programming station data.

To move Station A to Station B:

1. Lift handset at Station A. Receive Dial Tone.
2. Dial Authorization Code access code. Receive Special Dial Tone.
3. Dial Authorization Code for changing station class temporarily. Receive Dial Tone.
4. Dial Set Relocation access code. Receive Special Dial Tone.
5. Dial Station B number; receive Service Set Tone.
6. Restore the handset. After four seconds, data between Station A and Station B will be exchanged.

Station Speed Dialing

This feature allows a station user to dial frequently-called numbers by dialing an access code and an abbreviated code.

1. Go off-hook and dial the Station Speed Dialing feature access code.
2. Dial the abbreviated code assigned to the desired number.
3. The number is dialed.

To program numbers in memory:

1. Go off-hook and dial the Station Speed Dialing programming code.
2. Dial the abbreviated code to be assigned.
3. Dial the trunk access code and the desired telephone number.
4. Restore the handset.

Step Call

This feature allows the station user, after calling a busy station, to call an idle station by simply dialing an additional digit. This feature will operate only if the number of the idle station is identical to that of the busy station in all respects, except the last digit.

1. The dialed station (for example, Station 220) is busy.
2. Dial **5**.
3. If Station 225 is idle, the call will be connected there.

System Speed Dialing

This feature provides all users the ability to dial frequently-called numbers using an abbreviated call code.

1. Lift the handset and receive dial tone.
2. Dial the System Speed Dialing feature access code.
3. Dial the abbreviated call code (2 or 3 digits).
4. Converse when the party answers.

Timed Reminder

This feature allows the system to be programmed to automatically call stations at specified times. Upon answering, the station is connected to a recorded announcement or music source.

To set Timed Reminder:

1. Go off-hook and receive dial tone from the primary extension.
2. Dial the Timed Reminder feature access code and receive feature dial tone.
3. Dial the desired reminder time in military format.
4. Receive service set tone.
5. Restore the handset.

To cancel Timed Reminder:

1. Go off-hook and receive dial tone.
2. Dial the Timed Reminder cancellation code.
3. Receive service set tone.
4. Restore the handset.

Trunk Queuing - Outgoing

This allows a station user, upon encountering a busy signal on a trunk, to dial a feature access code and enter a first-in, first-out queue. As soon as an outgoing trunk becomes available, stations in the queue will be called back on a first-in, first-out basis.

When Least Cost Routing is not provided:

1. Dial the trunk access code and receive busy tone.
2. Press the **FLASH** key (or momentarily press hook switch) and receive feature dial tone.
3. Dial the Trunk Queuing-Outgoing feature access code and receive service set tone.
4. Replace the handset.
5. When a trunk becomes idle, the station is recalled.

When Least Cost Routing is provided:

1. Dial the trunk access code and receive PBX dial tone.
2. Dial the desired number and receive busy tone.
3. Press the **FLASH** key (or momentarily press hook switch) and receive feature dial tone.
4. Dial the Trunk Queuing-Outgoing feature access code and receive service set tone.
5. Replace the handset.
6. When the trunk becomes idle, the station is recalled. Once connected to the trunk, the system automatically redials the number.

Whisper Page

This feature allows a secretary to interrupt the boss in a private way. By pressing a feature key or dialing an Access Code, the secretary station can interrupt the conversation between the boss and another party (station or trunk). When the conversation is interrupted, the boss can hear the secretary but the other party is unaware of the Voice Override.

To activate Whisper Page (1):

1. Receive Busy Tone after dialing the boss station.
2. Press the **FLASH** key (momentarily press the hook switch).
3. Receive feature dial tone.
4. Dial the Whisper Page access code.
5. Service set tone is heard. You can hear the conversation and speak to the boss station that you called.

To activate Whisper Page (2):

1. Lift the handset and receive dial tone.
2. Dial the Whisper Page access code or press the Whisper Page feature key.
3. Receive feature dial tone.
4. Dial the boss station number.
5. Service set tone is heard. You can hear the conversation and speak to the boss station that you called.

4. HOTEL FEATURES

Automatic Wake-Up

This feature allows the system to be programmed to automatically call guest rooms or administration stations at specified times. Upon answering, the guest is connected to a recorded announcement or music source.

To set Automatic Wake-Up from a guest room station or administrative station:

1. Go off-hook and receive dial tone.
2. Dial the Wake-Up access code and receive feature dial tone.
3. Dial the desired Wake-Up time in military format (in one minute increments).
4. Receive service set tone.
5. Restore the handset.

To cancel Automatic Wake-Up from a guest room station or station or administrative station:

1. Go off-hook and receive dial tone.
2. Dial the Automatic Wake-Up cancellation code.
3. Receive service set tone.
4. Restore the handset.

Maid Status

This feature allows the Hotel/Motel (H/M) Front Desk Instrument, Property Management System (PMS) terminal, or guest room station (using special access code) to register the condition of each guest room.

To set Maid Status from a guest room station by maid or repair person:

1. Lift the handset and receive dial tone.
2. Dial the Maid Status feature access code and receive special dial tone.
3. Dial the Maid ID code.
4. Dial the desired function status number code.
5. Receive service set tone, then restore the handset.

Room Cutoff

This feature temporarily restricts guest room telephones from making unauthorized calls when guests are away from their rooms.

To set Room Cutoff from a guest room station by maid or repair person:

1. Lift the handset and receive dial tone.
2. Dial the Maid Status feature access code and receive special dial tone.
3. Dial the maid ID code.
4. Dial the desired function status code and receive service set tone.
5. Replace the handset.

House Phone

This feature allows selected stations to reach the Attendant simply by going off-hook.

1. The House Phone user lifts handset.
2. The Attendant Console is called automatically.
3. The attendant answers.
4. The attendant connects the user to another station or a trunk.

Do Not Disturb – Hotel/Motel

This feature allows the Attendant Console(s), Hotel/Motel Front Desk Instrument(s), guest stations or Property Management System (PMS) terminal(s) to place individual stations into Do Not Disturb. Calls can be placed from stations set in DND.

To set Do Not Disturb from a guest station or administrative station:

1. Go off-hook and receive dial tone.
2. Dial the Do Not Disturb setting code.
3. Receive service set tone and restore the handset.

To cancel Do Not Disturb from a guest station or administrative station:

1. Go off-hook and receive dial tone.
2. Dial the Do Not Disturb cancellation code.
3. Receive service set tone and restore the handset.

Direct Data Entry

This feature allows a maid or other hotel personnel to enter numeric data to the PMS (Property Management System), using the guest room station for entry through dial operation.

1. Lift the handset and receive dial tone.
2. Dial the Direct Data Entry access code and receive feature dial tone.
3. Dial input data to the PMS or Hotel/Motel Printer, and receive service set tone.
4. Restore the handset.

Messaging Waiting

MESSAGE WAITING - SINGLE LAMP

This feature allows the administrative station to light a lamp on a Single Line Telephone to indicate a message is waiting.

VOICE MESSAGE WAITING

In addition to the lamp indication control, this feature also provides a Voice Message Waiting service where an originating station user can set the Message Waiting with a recorded message by using the Voice Response System (VRS).

Voice Message Waiting - System

An originating station user can choose the recorded message to be set by dialing the message number associated.

The messages are recorded by the predetermined station.

Voice Message Waiting - Individual

When setting Message Waiting, an originating station user announces the message to be recorded after dialing the station number.

To set Message Waiting:

1. Lift the handset and receive dial tone.
2. Dial the Message Waiting set access code.
3. Dial the desired station number and receive service set tone.
4. Restore the handset.

To cancel Message Waiting:

1. Lift the handset and receive dial tone.
2. Dial Message Waiting reset access code.
3. Dial the desired station number and receive service set tone.
4. Restore the handset.

NEC

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