



★AMERICOM

**Digital Telephone
System**

System User's Guide



This user guide is applicable for the following system and telephone models:

System Models:

D0408 Rev. A and later

D0816 Rev. C and later

D1632 Rev. A and later

Telephone Models:

7010S-XX

7016S-XX

7102X-XX

7110S-XX

7110X-XX

7116S-XX

7116X-XX

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Using This Guide

To help you use your telephone to its fullest capacity, we have written a clear, comprehensive user guide. This guide is divided into eight sections, each of which is marked with a tab for easy access. These sections tell you how to:

- Answer calls,
- Make calls,
- Hold calls,
- Transfer outside calls,
- Make conference calls,
- Leave messages,
- Program your telephone, and
- Perform miscellaneous functions.

For your convenience, a quick reference guide, a glossary and an alphabetical index are included in the back of this user guide.

If you have an LCD speakerphone (Figure 1), Table 3 gives you a summary of what you will see in the display and when you will see it.

Knowing Your Telephone

The following features on your telephone are explained in terms of what they allow you to do. The telephones in Figures 1 and 2 are the same except for the additional programmable buttons and the display shown in Figure 1.

- **Hold Button**
 - Places a line on hold
 - Stores pauses in number sequences while programming
 - Used for programming and accessing second level autodialers
- **Volume Control**
 - Regulates the volume of the speaker and the handset
- **Intercom Button (ITCM)**
 - Selects an intercom line
 - Initiates many of the features of the telephone
- **Ringer Volume Control (LO, HI, OFF)**
 - Lets you vary ringer volume from low to high to off
- **TAP Button (must be preprogrammed for either function)**
 - Recalls dial tone, or
 - Activates host system features
- **Transfer/Conference Button (TRANS/CONF)**
 - Transfers calls
 - Sets up conference calls
- **Mute Button**
 - Keeps the person on the line from hearing your conversation
 - Adjusts the contrast of the display from light to dark
- **Speaker Button (SPKR)**
 - Turns your speaker on or off
 - Disconnects a call when your handset is on-hook
 - Ends or cancels programming
- **Message Waiting Light**
 - Tells you that there is a message for you

Continued on next page . . .

Knowing Your Telephone (continued)

- **Programmable Buttons**
 - Allow you to program your telephone for automatic dialing functions
 - Allow you to program your telephone for Direct Station Selection (DSS)
 - Show which lines are either in use or on hold (red light)
 - Show which lines are in use by you (green light)
- **Dual-Line Alphanumeric Display**
 - Displays time, day and date
 - Keeps you apprised of the status of your telephone
 - Provides programming prompts
- **Headset Jack (used only with a 16-line speakerphone)**
 - Allows you to use your telephone privately *and* handsfree
 - Helps improve operation of high-call-volume businesses

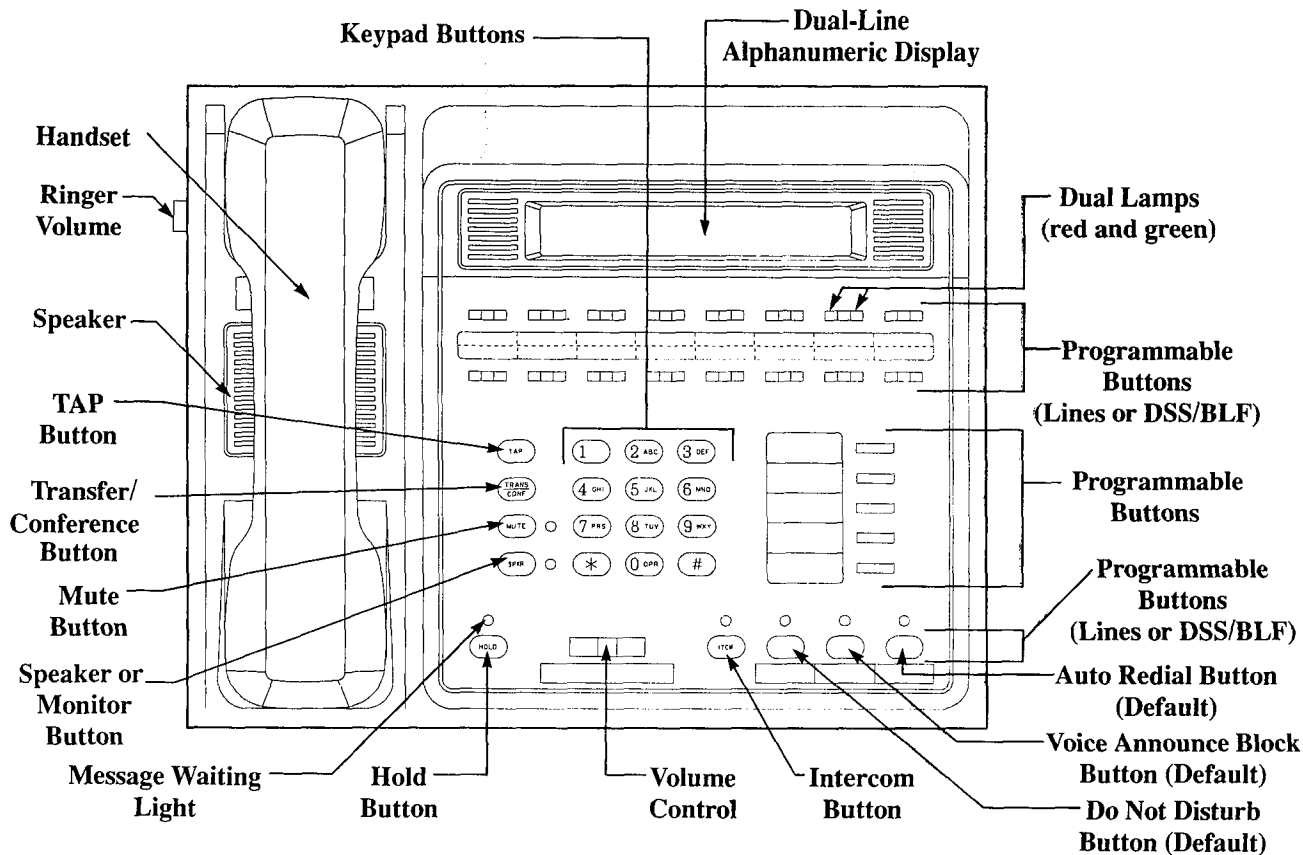


Figure 1. 16-Button LCD Speakerphone

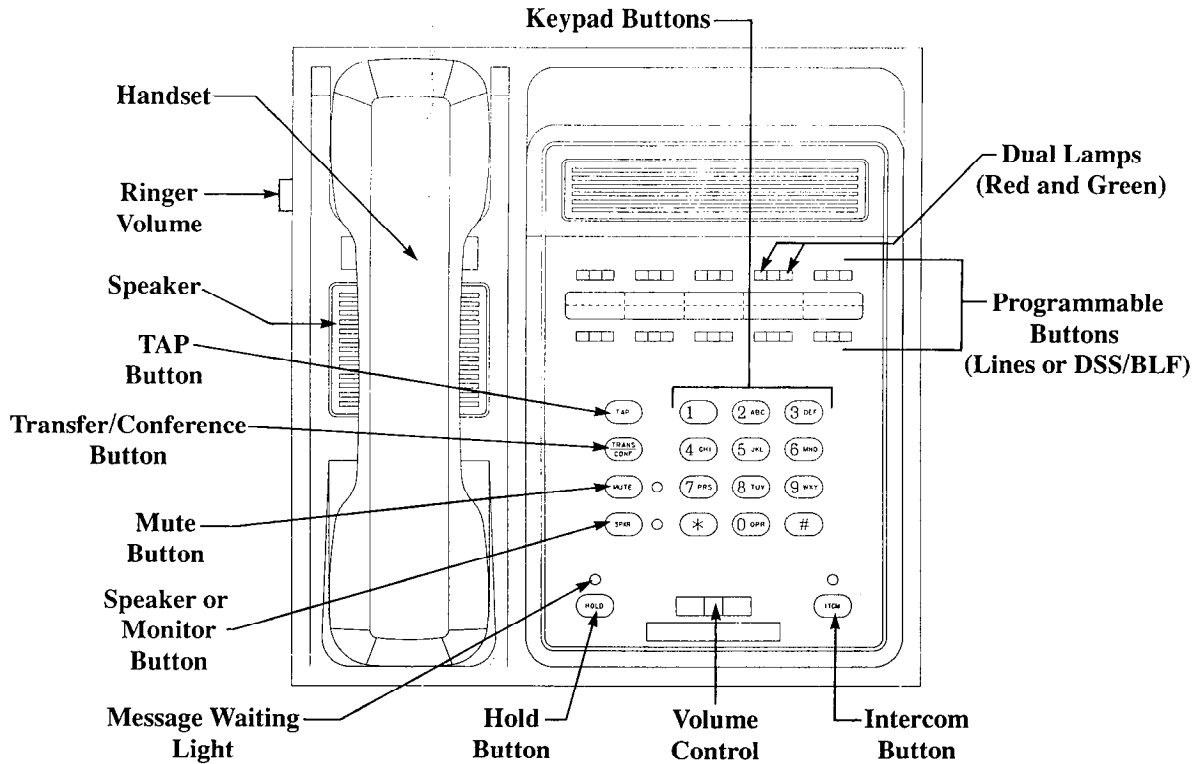



Figure 2. 10-Button Monitor Telephone

Using Your Speakerphone

A speakerphone gives you the freedom to use your telephone without lifting the handset. After initial contact is made, you can carry on a telephone conversation and still be free to do other things. Whenever the instructions "Lift the handset to talk" appear in this guide, they may be ignored if you have a speakerphone.

During the course of a conversation you can always switch from the speakerphone to the handset for privacy. To do this, just lift the handset and talk. To return to speakerphone use, press the SPKR button and hang up the handset.

To manually place a call using your speakerphone:

1. Press the line button or the  button.
2. Dial the number.
3. When party answers, talk.

To autodial using your speakerphone, just press the programmed button and talk when your party answers.

To answer a call with your speakerphone:

1. Press the line button with flashing red light.
2. When party answers, talk.

To end a call with your speakerphone, just press .

What the Lights Mean

The lights on your telephone let you know the status of lines, features and the intercom.

Next to a DSS/BLF button:

Steady red = station is in use.

Flashing red = station is receiving a call.

Fast flashing red = station-to-station messaging has been set.

Next to a line button:

Steady green = this is your line, either on-hook or off-hook, when the line is active.

Flashing green = your line is on hold.

Faster flashing green = your line has been recalled from hold.

Steady red = another station is using this line.

Flashing red = a call is coming in on this line.

Faster flashing red = the call has been placed on hold by another station.

Next to a feature button:

Steady red = the feature is on.

Light off = the feature is off.

Next to an intercom button:

Steady red with a quick flash = you are using your intercom.

Fast flashing red = auto-redial is in use.

Fast flashing red with repeated off periods = night mode is on.

Steady flashing red = an LCD message is set on your telephone.

What the Rings Mean

Two short rings = intercom call.

Single longer ring = outside call.

One short tone burst = voice announce.

Three short tone bursts = ring back from a held call, callback from a queued call.

You can vary the ringing tone of your telephone, choosing from one of four different rings. This way, you can identify your ring even though you may not be close to your telephone.

Additionally, so you won't be disturbed when you're busy on a call and another call rings at your station, the ring volume is subdued automatically.

Using Your Telephone

Answering Calls

Outside Calls

To answer,

- Press button of ringing line (flashing red light).
- Lift handset to talk.

NOTE: Pressing a button is not necessary if:

- *Your ringing line is your prime line, or*
- *Your telephone has ringing line preference.*

Intercom Calls

To answer a voice call,

- Speak toward the telephone.
- Lift handset if privacy is desired.

NOTE: Voice calls can be blocked. See the discussion titled Voice Announce Blocking for details.

To answer a tone call,

- Lift handset to talk.

Call Pickup

To answer a call that is ringing within your group,

- Lift handset.
- Press **ITCM**.
- Dial **#** **4^{GR}**.
- Talk.

Continued on next page . . .

Call Pickup (continued)

You can answer a call that is ringing at any telephone if you know the extension of the ringing telephone,

- Lift handset.
- Press **ITCM**.
- Dial ***** **4^{GH}**.
- Dial extension number of ringing telephone.

Night Transfer

After the attendant sets up the night transfer feature, an outside call can be answered from any station within the system.

- Press **ITCM** when you hear ringing.
- Dial **8^{TUV}** **0^{OPR}**.
- Answer call.

Secure Off-Hook Voice Announce

Your telephone can be set up for Secure Off-Hook Voice Announce (SOHVA).

This feature allows an intercom caller to break into your outside call with an announcement through your handset receiver.

A Secure Off-Hook Voice Announce consists of both several short tone bursts and an announcement in the handset receiver. The distant party cannot hear the announcement. To respond


- **Verbally:** Press and hold MUTE button down and reply by speaking into handset. Distant party cannot hear response.
- **Non-verbally:** If the announcing station has an LCD speakerphone, pressing a preprogrammed message response button causes a message to appear in their display and disconnects the announcing station.

Continued on next page...

Station Monitoring

If your station is set up for station monitoring, when a BLF light flashes (indicating station ringing), you can pick up the call by pressing the DSS button.

However, after you answer the call and either put it on HOLD or begin to transfer it, the DSS light will go out.

Press  if you have to retrieve the call.

ANSWERING
CALLS

Making Calls

Outside Calls

To dial outside calls manually,

- Press button to select line.
- Listen for dial tone.
- Dial number.

When party answers,

- Lift handset to talk.

NOTE: Selecting a line is not necessary if a prime line has been assigned to your telephone.

For automatic dialing, just press the programmed button and lift handset to talk.

If your system has line groups,

- Press **ITCM**.
- Dial line group access code
9 = line group 1

-OR-

- 81 = line group 2
- 82 = line group 3
- 83 = line group 4
- Listen for dial tone.
- Dial number.

If all the lines in the group are busy, you can place your station in a queue to await an idle line.

- Press **ITCM**.
- Dial the line group access code (9, 81, 82, 83).
- Hear busy tone.

Continued on next page ...

Outside Calls (continued)

- Dial ***** **8^{TUV}** and hang up. When line group is free, your telephone will sound several short tone bursts..
- Lift handset, hear dial tone, and place call.

To cancel queuing,

- Press **ITCM**.
- Dial **#** **8^{TUV}** and hang up.

When you share a line with another station and the line is busy, you can place your station in a queue to await an idle line. While on hook:

- Press **HOLD**.
- Press line button.
- Hear short tone.
- When line is free, your telephone will sound five short tone bursts telling you that you can use your line.

Intercom Calls

Intercom calls may be dialed manually or, using a programmed button (DSS), automatically.

To voice call manually,

- Lift handset.
- Press **ITCM**.
- Dial extension number.
- Talk.



To voice call automatically (DSS),

- Lift handset.
- Press DSS button.
- Talk.

Continued on next page ...


Intercom Calls (continued)

To *tone call* manually,

- Lift handset.
- Press  .
- Dial extension number.
- Press  again. Called telephone will ring.

*NOTE: Some systems may be set up to tone signal as the first option.
Pressing ITCM a second time is not necessary in this case.*

To *tone call* automatically (DSS),

- Lift handset.
- Press DSS button.
- Press  . When intercom party answers, two-way conversation can take place.

Secure Off-Hook Voice Announce

To make a voice announcement to another station that is off-hook or busy on a call,

- Make intercom call.
- Hear several quick tone bursts for a SOHVA.
- Make announcement. When you hear a busy tone, this means the station is on the speakerphone and you cannot make an announcement. The person you are calling will, however, hear a ring from his telephone.
- Wait on line for reply. If announcing from an LCD speakerphone, called station may send non-verbal reply for display. As response is displayed, the announcing station is disconnected.

*NOTE: The caller cannot control how the announcement is received.
This depends upon the equipment used and class of service programming.*

Automatic Callback

If the intercom station you have called is busy, you can queue to the busy telephone.

1. Dial ***** **6^{MNO}** when you hear a busy signal.
2. Hang up. Your telephone will ring with five short tone bursts when the one you called becomes idle.
3. After you lift the handset, the telephone you called will ring. If you don't lift the handset, the callback is cancelled.

To cancel automatic callback before it rings:

1. Press **ITCM** **#** **6^{MNO}**.
2. Hang up.

Automatic Dialing (Autodial)

This is one- or two-button dialing using programmable buttons other than keypad buttons.

To automatically dial numbers,

- Press button programmed for desired number.

If button is programmed on second level (under DSS button),

- Press **HOLD** and then press DSS button.

Automatic Redialing (Auto-Redial)

If the last number you have called is busy or is not answering, use this feature. Once activated, it automatically redials the number once a minute for 10 minutes.

To activate automatic redial,

- Press button programmed for that purpose (that you have labeled "auto-redial").
- Number will be dialed once a minute for 10 minutes.

Continued on next page . . .

Automatic Redialing (continued)

If called station is busy,

- Press auto-redial button to begin redial cycle immediately. (ITCM light flashes.)

To cancel automatic redial,

- Press auto-redial button and lift and replace handset, or press any station key. (ITCM light goes out.)

NOTE: Using your telephone cancels auto-redial.

Speed Dialing

Speed dialing is autodialing using the keypad buttons. **Station** numbers are personal numbers, i.e., business associates, travel agencies, etc., that are used only by you. **System** numbers are public numbers, i.e., the corporate office, the company lawyer, etc., that are accessed from every station.

Make sure you have a list of the system speed dial numbers.

To speed dial **station** numbers if on-hook,

- Dial the keypad number (**0 through 9**) you have programmed into your telephone.

-OR-

If off-hook and on a line,

- Press **HOLD**.
- Press the keypad digit (**0 through 9**).

To speed dial **system** numbers if on-hook,

- Press *****.
- Dial the memory location numbers (**01 through 99**) you have programmed into the system.

-OR-

Continued on next page . . .

Speed Dialing (continued)

If off-hook and on a line,

- Press **HOLD**.
- Dial ***** plus the memory location digits (01 through 99).

Last Number Redialing

The last number dialed can be automatically redialed with a one- or two-button action.

- Press **#**. (If on line listening to dial tone, press **HOLD**, then press **#**.)
- Listen for ringing or busy tone.
 - Ringing tone: When party answers, pick up handset.
 - Busy tone: Press **SPKR** or **MNTR** to disconnect.

Saved Number Redialing

The first 16 digits of the last manually dialed number can be saved for later redial.

To save the number,

- Press button preprogrammed for this purpose.

To dial a saved number,

- Lift handset.
- Press **HOLD**, then press preprogrammed button.

NOTE: You can store only one 16-digit number at a time.

Holding Calls

Manual Hold

To place a call on hold,

- Press **HOLD**.

To retrieve a held call,

- Press line button with flashing light, or
- Press **TAP** if station does not have line appearance.

Exclusive Hold

This means that only you can retrieve the held call on your telephone.

To place on exclusive hold,

- Press **HOLD** twice.

To retrieve exclusive hold,

- Press line button with flashing light.

-OR-

- Press **TAP** if station does not have line appearance.

HOLDING
CALLS

Direct Station Hold (parking a call to a station)

To place a call on direct hold,

- While on line, press **ITCM**. This places the outside call on hold.
- Dial ***** **9**_{wxy} **0**_{opr} plus the extension number of the station receiving park.

To retrieve a direct hold call,

- From the hold receiving extension, dial **#** **9**_{wxy} **0**_{opr}.

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Direct Station Hold (continued)

To cancel a direct hold call from station that placed call on hold,

- Dial ***** **4^{GH}** plus extension number of the station holding the call. Doing this reconnects you to the outside line.

Call Park (parking a call to an orbit)

To park a call in one of nine orbits,

- While on line, press **ITCM** ***** .
- Dial a park zone access code (**91 through 99**).

To retrieve a parked call,

- From any station, press **ITCM** **#** .
- Dial the park zone access code (**91 through 99**).

Hold Recall Feature

After a preprogrammed length of time, a call placed on hold will automatically ring back to the telephone that placed it on hold.


If the call is on exclusive hold, it will revert to manual hold after the hold recall time period. The call can then be retrieved by anyone with that line appearance.

Transferring Calls

When transferring a call you can either identify the caller before you transfer (screened) or you can transfer the call without identifying the caller (unscreened).

Screened Transfer

To screen and transfer a call to another station in the system,

- Answer call.
- Press . Call is placed on hold automatically.
- Dial extension number of party to be transferred to.

-OR-

Press DSS button for one-button intercom calling.


- When intercom party answers, announce call.
- Hang up handset.

If the called party is busy or does not answer,

- Press  to retrieve call.

Unscreened Transfer

To transfer an unscreened call to another station in the system,

- Answer call.
- Press . Call is placed on hold automatically.
- Dial extension number of party to be transferred to.

-OR-

Press DSS button for one-button intercom calling.

Continued on next page . . .

Unscreened Transfer (continued)

- Hang up handset.

NOTE: If the station to which unscreened transfers are made is busy, the transferred calls will camp-on at the station. Each call will automatically ring the station when it becomes idle.



- If a transferred call is not answered after a preprogrammed time, it will ring back to your station.
- Answer by pressing flashing line key.

Making Conference Calls

Five-Party Conference Calls

You can make conference calls that encompass up to five parties, including you as the originating station, in any combination of outside lines and inside stations. For example, you can conference three outside lines and two inside stations or four outside lines and one inside station or five inside stations - the combinations are up to you.

To set up a conference call that includes either outside lines and inside stations, or just inside stations,

1. Make first call.
2. Press . (Call is placed on hold automatically.)
3. Make next call.
4. Press  to establish conference.
5. Repeat steps 2 - 4 to add up to two more parties.

NOTE: When setting up a conference call with outside lines and inside stations, you must call the outside lines first.

To continue conversation with last conferee after three outside lines have dropped out of conference,

- Press the line button of the remaining party.

To drop outside lines from the conference,

- Press HOLD to put all lines on HOLD before the caller hangs up. Not doing this will result in a tone sounding in the handset receiver, interrupting the remaining conferees.
- To retrieve lines from HOLD and bring them back into the conference, repeat steps 1 - 5 above.

NOTE: If all the conference circuits are busy, you will not be able to add a party to the conference. The message "Conference Full" will appear in your display.

Unsupervised Conference Call

Dropping out of a conference call and leaving outside lines in the conference is known as an unsupervised conference call.

You can do this only when you are involved in a three-party conference call.

To drop out of a conference call, dial **#** and hang up.

NOTE: Conference volume levels are dependent upon the quality of the external lines.

Messaging

Message Waiting Light

If your station has been designated as a central message desk, you can turn on the message waiting light (above HOLD) of any telephone from your station to let the user know that a message awaits pickup.

To receive a message at an alerted station,

- Observe flashing light.
- Lift handset.
- Press **ITCM** **HOLD**.
- Connection to station that left message is automatic.

To turn on the message waiting light,

- Press **ITCM** ***** **3_{DEF}**.
- Dial extension number of station to be alerted. The message waiting light of called station will flash.

To turn off the message waiting light,

- Press **ITCM** **#** **3_{DEF}**.
- Dial extension number of station that was alerted. The message waiting light of called station will turn off.

To turn off the message waiting light during message-delivering conversation,

- Press **ITCM**.







NOTE: Any station, if programmed with "Message Wait Originate," can have this messaging capability.

LCD Messaging

System-supplied messages can be set at a station to be received or displayed by a calling LCD speakerphone. These messages give information on the status of the telephone user.

In the back of this guide there is a list entitled "LCD Messages." Fill it in after the attendant gives you the list of messages.

To turn on message,

- Press    .
- Dial the desired code number from your message list. The default messages of "Back At" and "Call" may be used:
 - For default message 1, which is "Back At," dial time in twelve-hour format using the # as a colon.
 - For default message 2 which is "Call," dial telephone number of where you will be.
- Press  or . Intercom light flashes steadily.

To turn off message and your intercom light,

- Press    .

Response Messaging

When you receive a secure off-hook voice announce or an intercom call, this feature lets you send a message back to the calling station's LCD.



The response messages are preprogrammed and stored at individual stations. You may send them by pressing a programmable button designated for sending response messages. Get a list of the messages from the attendant.

NOTE: When you send a response message, the calling party will be disconnected.




Station-To-Station Messaging

When a station-to-station call is made and no one answers, the caller may leave a message by activating the BLF light at the called station if the calling station is stored as a DSS /BLF at the called station.

To turn on message light,

- Make intercom call. If there is no answer:
- Dial   . BLF light at called station turns on.

To turn off message light,

- Press    .
- Dial extension number of station to turn off message light.

To answer messaging,

- Press DSS associated with lighted BLF light.

If the calling station is not stored as a DSS at the called station, then the call will transfer to the central message desk, if programmed. Then the central message desk (usually the attendant's station) can light the message waiting light of the originally called station.

Assist Button Messaging

By using a programmed assist button on your telephone, you can send a message to your supervisor, asking for assistance.

To send a message for assistance,

- Press ASSIST button.
- If you have not programmed the extension number of the station you need help from, press the DSS button that is assigned to that station after pressing the ASSIST button
- If assisting station is idle, tone burst sounds and message appears in display. If it is busy, message appears when it becomes idle.

Programming Your Telephone

Autodial Programming

Autodial is a feature that lets you:

- Dial lengthy numbers using one or two buttons.
- Store frequently used feature codes.

Autodial can be stored:

- At a blank programmable button, or
- On a secondary level under a DSS button.





Before you begin programming, write down:

- The line(s) you will use to access the number.
- The number or feature code you are storing.

As you program numbers, fill in the identification strips on your telephone. Write first level numbers on the ID strips and secondary numbers on the index pullout directory in the front of your telephone.

Because the programming steps for **outside numbers**, **intercom numbers** and **feature codes** vary slightly, they appear here as separate steps.

Programming Outside Numbers

1. Press     .
2. Press programmable button you want for storage.
3. Press your line button or 0 (for last line used or prime line, if assigned).
4. Dial the numbers to be stored:
 - You can enter up to 16 digits.
 - All digits on the keypad are valid.
 - You may need a pause between numbers to compensate for differences in response time between your system and the host system. If you do, press the HOLD button to insert a pause. Then, continue dialing.

Continued on next page . . .

Autodial Programming (continued)

Programming Outside Numbers (continued)

- If your system is behind a host system that needs a hookflash to access a feature, press the TAP button. Then, continue dialing.
5. To continue storing, press the TRANS/CONF button and repeat steps 2-4.
 6. Press **SPKR** or **MNTR** to end.

You can store an autodial number under a DSS button. Just repeat steps 1-6, using the programmable button mentioned in step 2.

Programming Outside Numbers Using Line Groups

Line groups are represented as 1, 2, 3, and 4 on the keypad. The table below shows the line group and its corresponding keypad number.

Line Group	Keypad
9	1
81	2
82	3
83	4

To store a number using a line group:

1. Press **ITCM** ***** ***** **1**.
2. Press programmable button you want for storage.
3. Press either 1 (9), 2 (81), 3 (82), or 4 (83) on the keypad.
4. Dial the number you are storing.
5. To store another number, press the TRANS/CONF button and repeat steps 2-4.
6. Press **SPKR** or **MNTR** to end.

Continued on next page . . .

Autodial Programming (continued)

Programming Intercom Numbers (DSS/BLF)

1. Press **ITCM** ***** ***** **3_{DEF}** .
2. Press the DSS button you want for storage.
3. Dial the intercom number to be stored.
4. To store another number, repeat steps 2 and 3.
5. Press **SPKR** or **MNTR** to end.

Programming Feature Codes

For convenience and quick access, you might want to store feature codes. Some examples of these are:

- Call Forwarding (on and off)
- Call Pickup
- Automatic Redialing

To program feature codes,

1. Press **ITCM** ***** ***** **1** .
2. Press programmable button you are using for storage.
3. Enter the codes for the feature.

Example: For Call Forwarding to a specific extension, press **ITCM** ***** **0_{OPR}** **5_{JKL}** and extension of telephone you want calls forwarded to.

4. To store another code, press the TRANS/CONF button and repeat steps 2 and 3.
5. Press **SPKR** or **MNTR** to end.

NOTE: See Quick Reference Guide in back of this guide for complete feature code listing.

Station Speed Dial Programming

Using the keypad digits, you may store frequently used telephone numbers that only you will access. Before you begin, make a list of:

- The storage location you are using (0 through 9 on the keypad).
- The line the call will go over.
- The telephone numbers or feature codes you are storing.

Use the directory in the pullout index tray in front of your telephone to store the list.

To program station speed dial numbers,

1. Press **ITCM** ***** ***** **2^{ABC}**.
2. Press a keypad button (0 through 9) that you are using for storage.
3. Choose the line to be used:
 - 0 = last line used or prime line (if assigned)
 - line key
 - ITCM = intercom
 - 1 through 4 = line groups
4. Dial the number to be stored (up to 16 digits); if you need a pause between numbers, press the HOLD button.
5. Press **TRANS CONF** to continue entering numbers.
6. Press **SPKR** or **MNTR** to end.

Response Message Programming

This program lets you set up a button to be used for making a non-verbal response to a SOHVA or an intercom call. The response appears in the display of the calling station.

To assign a button for non-verbal response:

1. Dial **ITCM** ***** ***** **1**.
2. Press the programmable button you want to use for message access.

Continued on next page . . .

Response Message Programming (continued)

3. Dial **5_{JKL}**.
4. Dial a message number (**0 through 9**).

NOTE: The preprogrammed messages are created by the attendant.

5. Press **SPKR** or **MNTR** to end.

Automatic Redial Programming

To program a button on your telephone for redialing calls you make that are either busy or do not answer,

1. Press **ITCM * * 1**.
2. Press programmable button.
3. Press **#**.
4. Press **SPKR** or **MNTR** to end.

When you push this programmed button after having made a call that is busy or doesn't answer, the system will automatically dial the number every minute for 10 minutes and ring the number for approximately 30 seconds. To cancel auto-redial, simply lift and replace the handset.

Assist Button Programming

With this feature you can program an "assist" button on your telephone that will let you send a message to an LCD speakerphone. By pushing this button you can let your supervisor know, with a tone and a station message display, that you need assistance with a problem caller.

Then, after receiving the tone and the display message, your supervisor can join the call or monitor it through executive override or service observing.

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Assist Button Programming (continued)

To program an assist button,

1. Press **ITCM** ***** ***** **1** .
2. Press programmable button you want as assist button.
3. Dial **7^{PRS}**.
4. Dial **0 - 9** to choose preprogrammed message. (See attendant for list of messages.)

-OR-

- Dial ***** to choose system-provided message. (System message = "ASSIST" plus name or extension number of station sending message. Name or extension is automatically added by system.)
5. If one particular station must always receive message, dial extension number of that station; otherwise, skip to step 6.
 6. Label button.
 7. Press **SPKR** or **MNTR** to end.

Using Miscellaneous Features

Account Code Entry

If you need to enter an account code for the SMDA report while calling a number, you can do so using this feature. However, code entry is voluntary, i.e. if you do not enter a code, the call will continue to go through.

To enter account code:

1. Select line. The display on the LCD speakerphones will prompt for "Account Code" if programmed to do so.
2. Press **ITCM** ***** **0**_{OPR} **4**_{GH} .
3. Dial account code. Listen for dial tone.
4. Dial number you are calling.

NOTE: If you hear an error tone after step 3, check the account code for validity.

Automatic Set Relocation

With this feature, if you move your telephone to another location, you will be given a choice via the display prompt as to whether you want to keep the previous programming or use the programming in the new location.

Background Music

If supplied by your system, music can be set to play through your telephone speaker.

To turn music ON:

1. Press **ITCM** ***** **1** . Speaker light will turn on.
2. Adjust loudness of music with speaker volume control.

To turn music OFF:

- Press **ITCM** **#** **1** . Speaker light will turn off.

NOTE: Background music automatically turns off during calls.

Call Forwarding

You can forward your calls to ring at another station.

To forward intercom and prime line calls to another telephone:

1. Press **ITCM** ***** **0_{OPR}** **5_{JKL}**.
2. Dial extension number of telephone to which calls are to be forwarded.
3. Hang up.

To cancel intercom and prime line call forwarding:

- Press **ITCM** **#** **0_{OPR}** **5_{JKL}** and hang up.

To forward all calls to another telephone:

1. Press **ITCM** ***** **5_{JKL}**.
2. Dial extension number of telephone to which calls are to be forwarded.
3. Hang up.

To cancel all call forwarding:

- Press **ITCM** **#** **5_{JKL}** and hang up.

NOTE: Your station will ring with a short ring burst each time a call is forwarded to remind you that your calls are being forwarded.

Call Override Features

Executive Override

If your telephone has this feature, you can break into a conversation at another station. When you make an intercom call and hear a busy signal:

1. Dial ***** **0_{OPR}** **3_{DEF}**. Several short tone bursts will sound at the called station.
2. Join in-progress call.

Continued on next page . . .

Call Override Features (continued)

Service Observing

For training purposes, this feature allows you, undetected, to monitor a conversation at another station. You can use this feature on-hook or off-hook.

To monitor an in-progress call:

1. Press **ITCM** **#** **0_{OPR}** **3_{DEF}** .
2. Dial extension number of station you are going to monitor.
3. Press **SPKR** or **MNTR** to end.

Call Waiting

You can send a call waiting tone to a busy station and wait for an answer.

To activate call waiting:

1. Make intercom call and hear busy signal.
2. Dial ***** **0_{OPR}** **1** . Called party will hear tone.
3. Remain on line, waiting for called party response.

To cancel call waiting, hang up handset.

To answer call waiting if you receive a call waiting tone while on a call:

1. Hear short tone burst in receiver.
2. Either place call on hold or complete present call and hang up. Waiting call will begin ringing.
3. Lift handset to answer.

Departmental Station Operation

If your station is within a departmental group of stations, you can place your station in either an **off-duty** or a **wrap-up** mode.

Off-duty mode is when you leave your station for lunch or for an extended time period.

Continued on next page...

Departmental Station Operation (continued)

- To place station in off-duty mode, press Do-Not-Disturb (DND) button. Calls will ring at another departmental station.
- To return to on-duty mode, press DND again.

Wrap-up mode is when you may need time after a call to perform paperwork, but you stay at your station.

- To place station in wrap-up mode, press HOLD DND buttons. Calls will ring at another departmental station.
- To return to on-duty mode, press HOLD DND again.

Display Contrast Adjustment

If your telephone has an LCD, you can adjust the contrast of the display by holding down the MUTE button on your telephone. After five seconds, "Contrast Level" and a number shows up in the display. Continue to depress the MUTE button; the display contrast changes.

The numbers 0 through 7 represent the contrast from light (0) to dark (7).

When you have adjusted the display contrast to suit you, release the MUTE button.

Do Not Disturb

This feature keeps calls from ringing at your station and makes your station appear to be busy to intercom calls.

If your telephone has this feature, press the button arranged by class of service programming for this purpose. The light associated with this feature will turn on when you are using "Do Not Disturb."

To cancel this feature, press the button again.

NOTE: Generally, this feature cannot be overridden by the caller; the caller will hear two quick tone bursts every three seconds. Some stations, however, have the ability to override "Do Not Disturb."




Mute Button

By using the MUTE button, you can block transmission of your voice to the distant party. For example, if someone comes into your office to talk to you and you do not want to interrupt the distant party, just press the MUTE button.


The MUTE button turns on and locks when you press it and turns off when you press it again.

Paging

If you have an external paging unit set up by the installer, you can page over it:

1. Lift handset.
2. Dial paging access number, push line button (if external paging is on a line) or, if hooked up to auxiliary paging port, press   .
3. Make announcement.
4. Hang up.

You can also page all stations through their intercoms (all-call paging) or just some stations (zone paging). To do this:




1. Lift handset.
2. Press .
3. Dial **87** for all-call paging. Dial **84**, **85**, or **86** for zone paging.
4. Make announcement and stay on line if waiting for an answer.

-OR-

5. Hang up handset.

You can answer an all-call or zone page from any station in the system.

To answer this page known as "Meet-Me Page":

1. Lift handset of nearest station.
2. Press   .

Personal Ringing Tones

You can choose one of four different ring tones to easily identify your station when it rings. To select one of these rings:

1. Press **ITCM**, *****, *****, **4^{GH}**.
2. Dial **1**, **2^{ABC}**, **3^{DEF}** or **4^{GH}**. One of four ringing tones will be selected and the next time your telephone rings, you will hear the difference.

Privacy

By pressing a button designated a "privacy button," you can allow another person to join you in a call. This feature is preprogrammed by the installer.

Pulse/Tone Switching

If your local telephone service is pulse (rotary), but you have to convert to tone while dialing, press **#** at the point in the dialing sequence where conversion to tone is required. The system will switch back to pulse dialing when you end your call.

You can program pulse-to-tone switching by pressing **#** during autodial or speed dial number storage.

Voice Announce Blocking

You can prevent voice-signalled intercom calls from sounding through your station speaker.

To block voice calls:

- Press **ITCM**, *****, **2^{ABC}**.

To un-block voice calls:

- Press **ITCM**, **#**, **2^{ABC}**.

This feature also blocks Secure Off-Hook Voice Announce calls.

Table 1. Quick Reference Guide

FEATURE		MULTILINE TELEPHONES
Alt-Call Page		ITCM 87
Attendant Calling		ITCM 0
Automatic Callback	Activate	ITCM, Ext., * 6
	Cancel	ITCM # 6
Automatic Redialing		Programmed Button
Background Music	On	ITCM * 1
	Off	ITCM # 1
Call Forward	Personal	ITCM * 05, Ext.
	Cancel	ITCM # 05
	All Calls	ITCM * 5, Ext.
	Cancel	ITCM # 5
Call Park	Park	Orbit 91 - 99
	Pick Up	ITCM # (91 - 99)
Call Pickup	Directed	ITCM, * 4, Ext.
	Group	ITCM # 4
Call Waiting Tone	Send	ITCM, Ext., * 01
	Cancel	Hang up
Do Not Disturb	Set	Programmed Button
	Cancel	Programmed Button
Executive Override		ITCM, Ext., * 03
Hold	Manual	HOLD
	Exclusive	HOLD, HOLD
	Direct	ITCM * 90, Ext.
	Direct Hold Pickup	ITCM # 90
Line Answer From Any Station (Night Transfer)		ITCM 80
Line Group Access	Group 1	ITCM 9
	Group 2	ITCM 81
	Group 3	ITCM 82
	Group 4	ITCM 83
LCD Messaging	Set	ITCM * 02 (0 - 9)
	Cancel	ITCM # 02

Line Queuing	Enable	ITCM (Group code) * 8
	Cancel	ITCM # 8
Meet-Me Answer (Paging)		ITCM 88
Message Waiting	Set	ITCM, * 3, Ext.
	Cancel From Idle	ITCM, * 3, Ext.
	Cancel On Line	ITCM
	Retrieve Message	ITCM, HOLD
Night Transfer (Attendant Station Only)	On	ITCM * # 03 (1)
	Off	ITCM * # 03 (2)
Personal Ringing Tones	Set Tone 1 - 4	ITCM * * 4 (1 - 4)
Pulse/Tone Switching		#
Redial (Last number dialed)		#
Saved Number Redial	Use	HOLD, Progr. Button
	Store	Programmed Button
Service Observing (On-hook)		ITCM # 03, Ext.
Speed Dial	Station	1-0
	System	* 01-99
Station-to-Station Messaging	Activate	ITCM, Ext., * 7
	Cancel	ITCM, # 7, Ext.
Voice Announce Block	On	ITCM * 2
	Off	ITCM # 2
Zone Page	Zone 1	ITCM 84
	Zone 2	ITCM 85
	Zone 3	ITCM 86

Table 2. Display Summary

Display Type	When Displayed				
Assist	This preprogrammed message appears in display that it is sent to. Either a name or a station number can be entered.				
<table border="1"> <tr> <td data-bbox="157 277 231 305">Tue 1</td> <td data-bbox="362 277 426 305">3:05</td> </tr> <tr> <td data-bbox="157 306 248 334">Assist</td> <td data-bbox="362 306 426 334">S15</td> </tr> </table>	Tue 1	3:05	Assist	S15	
Tue 1	3:05				
Assist	S15				
Automatic Callback	When waiting for a busy telephone to signal that it has become idle, the display shows that the feature is active.				
<table border="1"> <tr> <td data-bbox="157 485 231 513">Tue 1</td> <td data-bbox="362 485 426 513">3:05</td> </tr> <tr> <td data-bbox="157 514 366 542">Camp-On S118</td> <td></td> </tr> </table>	Tue 1	3:05	Camp-On S118		
Tue 1	3:05				
Camp-On S118					
Automatic Redial	Display shows that feature is active.				
<table border="1"> <tr> <td data-bbox="157 732 231 760">Tue 1</td> <td data-bbox="362 732 426 760">3:05</td> </tr> <tr> <td data-bbox="210 761 376 789">Auto-Redial</td> <td></td> </tr> </table>	Tue 1	3:05	Auto-Redial		
Tue 1	3:05				
Auto-Redial					
Call Costing	When you push HOLD button after making a call, if programmed, call cost appears in display.				
<table border="1"> <tr> <td data-bbox="157 911 231 938">Tue 1</td> <td data-bbox="362 911 426 938">3:05</td> </tr> <tr> <td data-bbox="157 940 280 967">Call Cost</td> <td data-bbox="362 940 426 967">1.27</td> </tr> </table>	Tue 1	3:05	Call Cost	1.27	
Tue 1	3:05				
Call Cost	1.27				
Call Forward	Display shows extension number of telephone to which call is forwarded.				
<table border="1"> <tr> <td data-bbox="157 1118 231 1146">Tue 1</td> <td data-bbox="362 1118 426 1146">3:05</td> </tr> <tr> <td data-bbox="157 1148 330 1175">Fwd To S122</td> <td></td> </tr> </table>	Tue 1	3:05	Fwd To S122		
Tue 1	3:05				
Fwd To S122					
Call Messaging	Display prompts for message. Entering a keypad digit (0-9) causes a message to be displayed.				
Example:	<table border="1"> <tr> <td data-bbox="253 1419 327 1446">Tue 1</td> <td data-bbox="447 1419 511 1446">3:05</td> </tr> <tr> <td data-bbox="253 1448 366 1476">Back At</td> <td></td> </tr> </table>	Tue 1	3:05	Back At	
Tue 1	3:05				
Back At					

Table 2. Display Summary (continued)

Display Type	When Displayed								
<p>Call Timer</p> <table border="1" data-bbox="169 305 459 380"> <tr> <td data-bbox="169 305 377 341">Tue 1</td> <td data-bbox="377 305 459 341">3:05</td> </tr> <tr> <td data-bbox="169 341 377 380">Call Time</td> <td data-bbox="377 341 459 380">1:57</td> </tr> </table>	Tue 1	3:05	Call Time	1:57	<p>Begins during dialing and displays for 10 seconds after hang-up.</p> <p>To recall display for last completed call, press HOLD key.</p>				
Tue 1	3:05								
Call Time	1:57								
<p>Calling Station</p> <table border="1" data-bbox="169 545 459 620"> <tr> <td data-bbox="169 545 377 581">Tue 1</td> <td data-bbox="377 545 459 581">3:05</td> </tr> <tr> <td data-bbox="169 581 377 620">122</td> <td></td> </tr> </table>	Tue 1	3:05	122		<p>The display shows extension number or name of calling telephone.</p>				
Tue 1	3:05								
122									
<p>Conference Calls</p> <table border="1" data-bbox="169 724 459 799"> <tr> <td data-bbox="169 724 350 760">Line 2</td> <td data-bbox="350 724 459 760">Line 1</td> </tr> <tr> <td data-bbox="169 760 350 799">Call Time</td> <td data-bbox="350 760 459 799">1:27</td> </tr> </table> <table border="1" data-bbox="169 818 459 893"> <tr> <td data-bbox="169 818 377 854">S11</td> <td data-bbox="377 818 459 854">S13</td> </tr> <tr> <td data-bbox="169 854 377 893">S12</td> <td data-bbox="377 854 459 893">S14</td> </tr> </table>	Line 2	Line 1	Call Time	1:27	S11	S13	S12	S14	<p>When conferencing with lines, this shows up in display.</p> <p>When conferencing with other stations, the display shows the numbers of the stations.</p>
Line 2	Line 1								
Call Time	1:27								
S11	S13								
S12	S14								
<p>Dialed Numbers</p> <table border="1" data-bbox="169 993 459 1068"> <tr> <td data-bbox="169 993 377 1029">Tue 1</td> <td data-bbox="377 993 459 1029">3:05</td> </tr> <tr> <td data-bbox="169 1029 377 1068">200</td> <td></td> </tr> </table>	Tue 1	3:05	200		<p>The display will show all dialed numbers or names along with any dialed codes.</p>				
Tue 1	3:05								
200									
<p>Station:</p> <table border="1" data-bbox="259 1117 547 1192"> <tr> <td data-bbox="259 1117 466 1153">Tue 1</td> <td data-bbox="466 1117 547 1153">3:05</td> </tr> <tr> <td data-bbox="259 1153 466 1192">200</td> <td></td> </tr> </table>	Tue 1	3:05	200		<p>Initially, the display shows the line number and the number you dialed. Then, after approximately 20 seconds, the call time will show up in the bottom line.</p>				
Tue 1	3:05								
200									
<p>Line:</p> <table border="1" data-bbox="259 1224 547 1299"> <tr> <td data-bbox="259 1224 547 1260">Line 4</td> <td></td> </tr> <tr> <td data-bbox="259 1260 547 1299">9782200</td> <td></td> </tr> </table> <table border="1" data-bbox="259 1325 547 1403"> <tr> <td data-bbox="259 1325 466 1360">Line 4</td> <td data-bbox="466 1325 547 1360"></td> </tr> <tr> <td data-bbox="259 1360 466 1403">Call Time</td> <td data-bbox="466 1360 547 1403">1:57</td> </tr> </table>	Line 4		9782200		Line 4		Call Time	1:57	
Line 4									
9782200									
Line 4									
Call Time	1:57								
<p>Access Codes:</p> <table border="1" data-bbox="259 1435 547 1510"> <tr> <td data-bbox="259 1435 466 1471">Tue 1</td> <td data-bbox="466 1435 547 1471">3:05</td> </tr> <tr> <td data-bbox="259 1471 547 1510">9p18049782200</td> <td></td> </tr> </table>	Tue 1	3:05	9p18049782200						
Tue 1	3:05								
9p18049782200									

Table 2. Display Summary (continued)

Display Type	When Displayed
Display Contrast Adjustment	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Tue 1 3:05 Contrast Level X </div>	Display after holding down Mute button for five seconds. X = 0 through 7
Do Not Disturb	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Tue 1 3:05 Do Not Disturb </div>	Display shows "Do Not Disturb" when feature is active.
Hold Recall Feature	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Tue 1 3:05 Recall S118 L 2 </div>	When a timed hold recall occurs, display shows line being held and holding telephone.
Last Number Redial	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Line 2 5552222 </div>	When last number dialed is redialed, display shows selected line, and dialed number.
Line Queuing	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Tue 1 3:05 Camp-On L1 </div>	When queuing for a line or line group, the display will show the queuing arrangement.
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Tue 1 3:05 Camp-On G1 </div>	

Table 2. Display Summary (continued)

Display Type	When Displayed
Line Selection <div data-bbox="157 318 452 391" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> Line 2 </div>	When line is selected for calling or when ringing line is answered. Lines can be programmed to display numbers or names, i.e. WATS.
Mute <div data-bbox="157 524 452 597" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> Tue 1 3:05 Mute </div>	Display shows when feature is active.
Paging <div data-bbox="157 699 452 773" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> Tue 1 3:05 Zone Page X </div> <div data-bbox="157 792 452 865" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> Tue 1 3:05 All Call </div> <div data-bbox="157 885 452 958" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> Tue 1 3:05 "Station Name" </div>	Display for zone paging (paging some stations).
	Display for all-call page (paging all stations).
	Display when answering page. (Station Name = station originating page.)
Programming for Autodialing and Station Speed Dialing <div data-bbox="157 1101 452 1174" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> Tue 1 3:05 Location </div> <div data-bbox="157 1193 452 1266" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> Tue 1 3:05 Line </div> <div data-bbox="157 1286 452 1359" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> Tue 1 3:05 Number </div> <div data-bbox="157 1378 452 1451" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> Tue 1 3:05 9pp18049782200 </div>	After you press ITCM * * 1, this appears in the display.
	After you enter location, this appears in display.
	After you enter line, this appears in display.
	Display after you dial the number.

Table 2. Display Summary (continued)

Display Type	When Displayed
<p>Saved Number Redial</p> <div data-bbox="141 313 431 386" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Tue 1 3:05 Last No Saved</p> </div>	<p>When a number is saved, display shows that feature is active. When saved number is dialed, display shows selected line, then shows dialed number.</p>
<p>Service Observing</p> <div data-bbox="141 553 431 626" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Service Observe S12 S14</p> </div>	<p>When using service observing, the names or extension numbers of two stations show up in display.</p>
<p>Station Identification</p> <div data-bbox="141 735 431 808" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Tue 1 3:05 XXXX PYY ZZZZZ</p> </div>	<p>Pressing SPKR or MNTR when your station is idle causes your extension number, port number and station name to show up in the display.</p> <p>X = extension number Y = port number Z = station name</p>
<p>System Clock And Calendar</p> <div data-bbox="141 1092 431 1166" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Tue 1 3:05</p> </div>	<p>Always displayed as top line of display.</p> <p><i>NOTE: Date and time are set by attendant as part of system programming.</i></p>

Glossary

A

All-call paging: Paging through the intercoms of all stations in the system.

Assist button: A button that you can program that will let you send a message requesting assistance to the LCD of another telephone.

Automatic callback: System will ring a calling telephone when a busy called telephone becomes idle.

Automatic dialing (or Autodialing): Using programmable buttons to store numbers for one- or two-button dialing.

Automatic redialing: Turning on a program that automatically redials the last number dialed once a minute for 10 minutes.

C

Call forward: Designating another telephone to receive intercom calls normally directed to the user's telephone.

Call park: Placing an active call at a particular telephone in system hold (park orbit) and retrieving it by any telephone.

Call pickup: Answering a call at one telephone when it is ringing at another telephone.

Call transfer: Transferring a call from one station to another. The transfer can be screened, i.e., you find out who is calling and announce them to the party being called; or unscreened, i.e., you transfer the call without identifying the calling party to the called party.

Central message desk: A station that has been assigned to control message waiting lights and deliver messages to other stations in the system.

Class of Service programming: Customized programming of your system by the installer that establishes the basic operating parameters of the system and individual stations.

D

Departmental station operation: The operation of stations that are organized into departments.

Direct Inward Station Dialing (DISD): This feature allows an outside party to call an intercom station directly without an attendant's assistance.

Direct Station Selection/Busy Lamp Field (DSS/BLF): Using one button to place intercom calls; the button is sometimes referred to as a DSS button. Busy lamp field or BLF is a term for a light that identifies current call status of DSS station.

Do not disturb: A mode that disables incoming call ringing and intercom calling.

Dual Tone Multiple Frequency (DTMF): The tones made by your telephone when you dial.

Dynamic line key: System temporarily assigns a normally unassigned line to an idle line button for certain call handling operations.

E

Exclusive hold: Only the telephone placing the call on hold can retrieve it.

Executive override: Breaking into a conversation at a busy called telephone. This intrusion is announced by several quick tone bursts over the conversation.

H

Handsfree answer inhibit: A telephone can be set to block voice calls sent to it over the speaker.

Hookflash: Action that occurs when the TAP button is pressed. Needed for activating host system features.

Hookswitch: The switch on a telephone which, when depressed manually or by the handset, disconnects a call.

K

Keypad: Buttons 0 through 9, * and # used for dialing numbers.

L

Last number redialing: Automatically dialing the last number dialed.

M

Messaging: Turning on a telephone lamp to let the user know that a message awaits pickup and leaving a message on the display of a telephone that gives information on your status.

Mute: A fixed feature button that keeps a distant party from hearing your conversation. This button also lets you adjust the telephone display contrast from light to dark.

N

Night transfer: Transferring incoming calls to a particular station(s) for off-hour answering.

P

Personal ringing tones: A telephone can be arranged to ring in one of four distinctive tones.

Prime line: A line designated to a particular telephone and automatically selected when the handset is lifted.

Programmable buttons: Each telephone or station has buttons that can be user-programmed for autodialing numbers or feature codes, or other special purpose dialing requirements.

Pulse/Tone switching: Changing from pulse/rotary dial signals to tone/DTMF signals.

R

Response messaging: Responding non-verbally to a calling station by pressing a programmed button that sends a message to the calling station's display.

Ringing line preference: An automatic connection to any outside line ringing at the station when the station handset is taken off-hook.

S

Saved number redialing: Saving a last manually dialed number for later autodialing.

Secure off-hook voice announce: A private announcement that can be made to a busy party which they hear through the receiver of their handset.

Speed dialing: Autodialing using the keypad buttons. Speed dialing can be station calls (personal and accessed by only one specific user) or system calls (numbers used and accessed by anyone in the system).

T

TAP: Depending on your system's programming, this button gives you a fresh dial tone or activates a hookflash.

Tone call: A ringing intercom call.

Trans/Conf: A fixed feature button that allows you to transfer outside calls and set up conference calls.

V

Voice call: A verbal intercom call.

Voice announce blocking: A telephone can be set to block voice calls sent to it over the speaker.

Z

Zone paging: Paging through the intercoms of some stations or departments in the system.

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