COMDIAL®

Scout

900 MXS

Digital Wireless Telephone
System User's Guide
(For IMPACT 224 / 560 / FX System)

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

        System Models:
        DXP
        IMPACT 224 / 560 / FX System
        Software:
        15A and later
        Telephone Model:
        Scout 900MXS

The following useful accessories for the digital wireless telephone are available through your Comdial dealer.

Accessory	Product Code
Vibrator Kit	900-VIB
Belt Clip Kit	900-HOL
Headset 900-HDS	
Standard Battery Kit	900-BAT-STD
Extended-Life Battery Kit	900-BAT-EXT
Replacement Handset without Battery	
	900-HS
Replacement Base Unit	900-BASE
AC Battery Back Up	900-BAT-AC
Charging Stand	900 ACPK
Wall Mounting Kit	900-WM

Ask your dealer about the accessory bag and other items that are available for use with your Scout 900MX Digital Wireless Telephone.

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1 | Introducing The Digital Wireless Telephone

1.1 Using This Guide

This comprehensive user's guide describes your digital wireless telephone and tells you how to use it.

The operation chapters define often-used features and provide instructions for their use. These chapters are titled:

2   **Answering Calls**

3   **Making Calls**

4   **Placing Calls On Hold**

5   **Transferring Calls**

6   **Conferencing Calls**

The special-purpose features of the telephone are grouped into one chapter titled:

7   **Using The Other Telephone Features**

Your telephone provides several non-verbal ways to communicate using lights and indicators. The descriptions of these methods are provided in a separate chapter titled:

8   **Sending And Receiving Non-Verbal Messages**

You can program many of the buttons on your telephone to enhance the unit's versatility and usability. These programming instructions are found in the chapter titled:

9   **Programming Your Telephone**

To assist you in installing the digital wireless telephone and its accessories, refer to the information in the chapter titled:

10   **Installing The Digital Wireless Telephone**

For your convenience, a troubleshooting chart is included in the chapter titled:

11   **Troubleshooting Your Telephone**

1.2 Using Chapter One

The sections in this introductory chapter help you become familiar with your telephone's controls and indicators. The remaining sections are titled:

      1.3   Knowing Your Digital Wireless Telephone

      1.4   Knowing Your Telephone's Functions

      1.5   Interpreting The Low Battery Indication

1.3 Knowing Your Digital Wireless Telephone

Your digital wireless telephone consists of the following items:

- a base unit that is connected to a digital station port on your telephone system,

- a wireless handset that gives you the freedom to use your telephone as you move around your work area,

- an AC adapter that powers your base unit,

- a rechargeable battery pack that powers the wireless handset.

- optional accessories such as a headset, battery charging stand, extended-life battery pack, and lanyard.

Because the handset is wireless, you are not confined to your desk or wherever you've located the base unit. This freedom allows you to carry on a telephone conversation and still be free to do other things. If you should wander out of range while on a call, you will lose voice contact with your party but your handset will keep its display and status lights active for approximately 20 seconds. During this 20 second time period, you can step back in range and resume your conversation. After this approximate 20 second time period, the handset's display shows *NO SERVICE*, the handset sounds three tone bursts, and the telephone drops the call.

Your digital wireless telephone is easy to use and provides you with ready access to many useful communications features.

$$\boxed{CAUTION}$$

Your digital wireless telephone contains special purpose circuitry that allows it to interface directly to a DXP digital communications system. Because of this special design, do not connect your digital wireless telephone to a telephone company central office jack that is designed for industry-standard telephones.

1.3.1   Reviewing Important Safety Instructions

Since your digital wireless telephone has both an AC power supply and batteries, you should read and understand the following important safety instructions.

IMPORTANT SAFETY INSTRUCTIONS
SAVE THESE INSTRUCTIONS

When using your telephone equipment, always observe these basic safety precautions to reduce the risk of fire, electric shock, and injury.

1. Read and understand all instructions associated with this product.
2. Follow all warnings and instructions marked on this product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool).
5. Do not place this product on an unstable cart, stand, or table as it could fall causing serious damage to this product.
6. Slots and openings in this product's cabinet back or bottom are provided for ventilation to protect this product from overheating. Do not block these openings by placing this product on a bed, sofa, rug, or other similar surface. Never place this product near or over a radiator or heat register. Do not place this product in a built-in installation unless the installation is properly ventilated.
7. This product should be operated only from the type of power source indicated on its marking label. If you are not sure of the type of power supply to your home or office, consult your dealer or the local power company.
8. Your product may be equipped with either a grounding-type attachment plug or a polarized attachment plug.

    The grounding-type attachment plug is a three-wire grounding type that has a third pin for grounding purposes It will only fit into a grounding type power outlet. This is a safety feature. If you are unable to insert the plug into the power outlets at your location, contact an electrician to replace your obsolete outlets. Do not defeat the safety purpose of the grounding-type attachment plug.

    The polarized attachment plug has one blade that is wider than the other. This plug will only fit into the power outlet in one way. This is a safety feature. If you are unable to fully insert the plug into the power outlets at your location, try reversing the plug orientation. If the plug still will not fit, contact an electrician to replace your obsolete outlets. Do not defeat the safety purpose of the polarized attachment plug.
9. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by people walking or moving equipment over it.
10. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
11. Never push objects of any kind through this product's cabinet slots as the objects may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock.. Never spill liquid of any kind on this product or submerge it in liquid.
12. To reduce the risk of electric shock, do not disassemble this product. Take it to a qualified service technician when it requires service or repair.. Opening or removing this product's covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when this product is subsequently used.

13. Unplug this product from the wall outlet, remove the batteries, and take it to a qualified service technician if you encounter any of the following conditions:

    A. when the power supply cord or plug is damaged or frayed,

    B. if someone has spilled liquid into this product,

    C. if this product has been exposed to rain or water,

    D. if this product does not operate normally by following the operating instructions (when operating, adjust only those controls that are covered in the operating instructions as improper adjustment of other controls may result in damage and will often require extensive work by a qualified service technician to restore this product to normal operation),

    E. if someone has dropped this product and damaged the cabinet,

    F. if this product exhibits a distinct change in performance,

14. Avoid using a telephone (other than a cordless type) during an electrical storm as there may be a remote risk of electric shock from lightning.

15. Do not use a telephone to report a gas leak in the vicinity of the leak.

CAUTION

To reduce the risk of fire or injury to persons by the batteries, read and follow these instructions:

1. Use only the appropriate type and size battery pack specified.

2. Do not dispose of the battery pack in a fire. The cell may explode. Refer to the nickel-cadmium battery disposal information, detailed on the battery pack and shown in the box below, for disposal instructions.

3. Do not mutilate the battery pack. Released electrolyte is corrosive and may cause damage to eyes or skin. It may be toxic if swallowed.

4. Exercise care in handling the battery pack in order not to short it with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.

5. Charge the battery pack only in accordance with the instructions and limitations specified.

6. Observe proper polarity orientation between the battery pack and battery charger.

SAVE THESE INSTRUCTIONS

RECHARGEABLE NICKEL-CADMIUM BATTERY WARNING

The digital wireless telephone contains a rechargeable nickel-cadmium battery.
" Cadmium is a chemical known to the state of California to cause cancer.
" The rechargeable nickel-cadmium battery contained in this digital wireless telephone

  may explode if disposed in a fire.
" Do not short circuit the battery pack.
" Do not charge the nickel-cadmium battery used in this digital wireless telephone in any charger other than the one supplied in the base unit or optional charging stand. Using another charger may damage the battery pack or cause it to explode.
" *Dispose of rechargeable nickel-cadmium batteries properly.*
  Contact local authorities for information concerning reclamation and disposal of rechargeable nickel-cadmium batteries. Read and heed any notices and disposal details printed on or attached to the battery's case

RECHARGEABLE NICKEL-CADMIUM BATTERIES
MUST BE RECYCLED OR DISPOSED OF PROPERLY
" Residents Of Minnesota should contact 1-800-225-PRBA for information concerning reclamation and disposal of Rechargeable Nickel-Cadmium batteries.
" Residents outside of Minnesota should contact their local authorities for information concerning reclamation and disposal of Rechargeable Nickel-Cadmium batteries.

1.3.2   Reviewing The Technical Specifications

General Specifications

Frequency Control:	Crystal controlled transmission
Modulation	Minimum Shift Keying (MSK)
Operating Temperature:	0° to 50° C
	32° to 122° F

Base Unit Specifications

Receive/Transmit Frequency:	903.20 to 924.95 MHz (9 Channels*)
Power Requirements:	12V DC from supplied AC Adapter
Dimensions (without antenna):	$7\frac{3}{4}$ in.L, 5 in. W, $3\frac{5}{32}$ in. D
Weight:	Approx. 16 oz. (less AC Adapter)

Handset Specifications

Receive/Transmit Frequency:	903.20 to 924.95 MHz (9 Channels*)
Power Requirements:	Rechargeable Ni-Cd Battery Pack
Dimensions (without antenna):	$6\frac{1}{2}$ in.L, $2\frac{1}{8}$ in. W, 1 in. D
Weight:	Approx. 8.5 oz. with battery and belt clip
Battery:	Capacity—400 mAH, 4.8V
	Talk Mode—2.3 hours (typical)
	Standby Mode—38 hours (typical)

> *NOTE: An optional extended-life battery will improve both talk and standby times.*

* Nine channels means that nine simultaneous conversations can occur when a group of digital wireless telephones are operating in close proximity. A tenth telephone will display System Busy *when its user tries to make a call.*

The digital wireless telephone transmits and receives according to the specifications set forth by the Federal Communications Commission (FCC). The digital wireless telephone's operating range depends upon its physical location and the site environment. Many factors limit range, and it would be impossible to include all the variables in the rating. Refer to section 11.5 for details for testing the coverage range.

> *NOTE: The specifications shown in this section are typical and subject to change without notice.*

1.4 Knowing Your Telephone's Functions

Your digital wireless telephone provides many versatile features for your use. The discussions that follow explain these features in terms of what they allow you to do.

1.4.1 Knowing The Handset

- **Antenna**
  –allows the handset to communicate with the base unit
- **Battery Pack—**standard and optional extended life
  –powers the handset
- **Belt Clip**
  –allows you to clip the handset to your belt
- **Display**
  –two line, 10 character LCD with word wrap-around for single messages
- **Handset Receiver**
  –allows you to hear your calling party's voice
- **Function Buttons**
  –provides access to the intercom (F4) and three outside lines (F1–F3) at default but can be reprogrammed as function buttons when needed.
- **Head Set Jack**
  –allow you to connect a headset to the handset
- **Hold Button**
  –places calls on hold
  –stores pauses in a number sequence during programming
- **Message/Talk LED**
  –shows message waiting and off hook status
- **Memo Button**
  –stores and redials local memory speed dial numbers
- **Microphone**
  –allows you to speak to your calling party
- **Numeric Keypad**
  –allows you to dial telephone numbers and feature codes
- **Mute Button**
  –prevents the calling party from hearing your voice

- **Talk Button**
  –serves as an on/off hookswitch

- **TAP Button**
  –retrieves last call placed on hold (when telephone is idle)
  –generates hookflash or recalls dial tone (when you are on a line)

- **Transfer/Conference (T/C) Button**
  –transfers call and sets up conference calls

- **Volume Button**
  –sets the loudness of the calling party's voice to low or high
  –sets ringer volume to low, high or off

- **Vibrator**
  –optional non-audible ring indication

NOTE: Your telephone has a power saving feature that turns off the display and status LEDs after a short period of time. You can restore the display at any time by pressing **TALK**.

Antenna

Receiver

Display

Message/
Talk LED

Talk Button

TAP Button

Numeric
Keypad

Function
Buttons

Optional
Vibrator
Access

Microphone

Belt Clip

Volume Button

Mute Button

T/C Button

Hold Button

Memo Button

Battery
Pack

Function
Button LEDs

Function
Button Labels

Head Set
Jack

Recharging
Contacts

EXP95HST
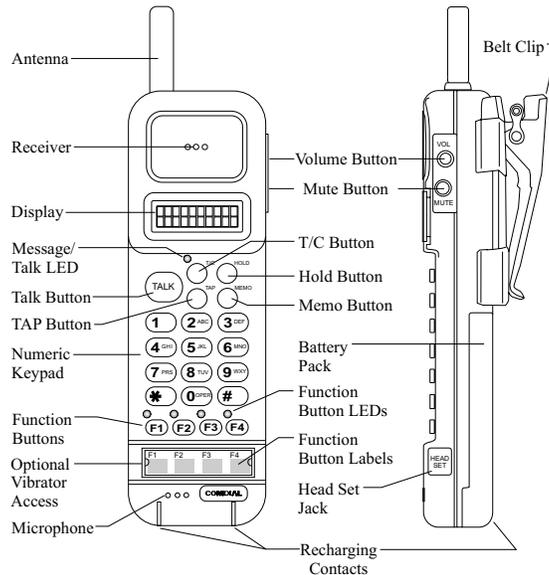
1.4.2   Knowing The Base Unit

- **Antenna**
  –allows the base unit to communicate with the handset

- **Charge LED**
  –indicates that the installed handset battery pack is re-charging

- **Power On LED**
  –indicates that base unit has AC power supplied

- **Spare Battery Charge LED**
  –indicates that the optional extra handset battery pack is recharging

- **Spare Battery Charging Bay**
  –provides a trickle-charge for spare battery packs

Spare Battery
Charging Bay
(Under Base Station)

Base Unit
Antenna

Charge LED
Spare Battery
Charge LED
Power On LED

CHARGE   BATT   POWER
         CHARGE

Scout 900 MHz

EXP95BAN

Recharging
Contacts
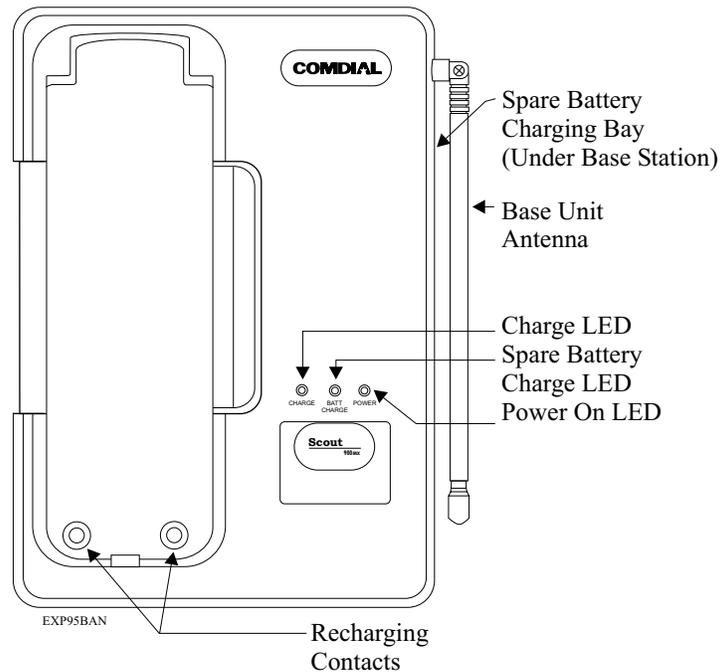
1.5   Interpreting The Low Battery Indication

1.5.1   When You Are Not On A Call,

When the battery pack in the handset is very low and needs to be charged, you will see the message *LOW BATT* on the display, and the handset will beep. If you are not on a call, you will not be able to use the telephone without first recharging the battery pack. None of the buttons will operate.

Return the handset to the base unit for charging. Allow 8–10 hours without interruption for the battery pack to fully recharge. Alternately, you can replace the handset's battery pack with another charged battery pack.

1.5.2   When You Are On A Call,

When the battery pack in the handset is very low and needs to be charged, you will see the message *LOW BATT* on the display, and the handset will beep once every three seconds. Only the TALK button will operate. When you get this indication, complete your call as quickly as possible.

Return the handset to the base unit for charging. Allow 8–10 hours without interruption for the battery pack to fully recharge. Alternately, you can replace the handset's battery pack with another charged battery pack.

> *NOTE: While the handset is charging on the base unit charger,*
> *the handset buttons are inoperative.*

If you wish to continue your call, you can quickly change the battery pack without losing the call. Your telephone holds a call approximately 20 seconds after you remove the battery pack from the handset. This is ample time during a conversation for you to exchange a discharged battery pack for a freshly charged one.

2 | *Answering Calls*

2.1   Using Chapter Two

Answer a call by pressing the function button for the ringing line. As a convenience, your system installer may assign ringing line preference to your station. If he or she does so, you will have access to the ringing line or intercom as soon as you take the handset off hook and you will not have to press a function button to select the ringing prime line or intercom. With ringing line preference, there are two ways that you can take the handset off hook to answer a ringing call. If you have the handset resting in the base unit's cradle, lift the handset from the cradle for the ringing line. If you have the handset laying on your desk or clipped to your belt, press the **TALK** button for the ringing line.

Your installer can enable the synchronized ringing feature in your system. If this feature is active, You may have to press **TALK** after you lift the handset from the base unit's cradle to answer a ringing line.

Because of the feature versatility, the instructions in this chapter tell you to *lift handset and press **TALK** (if necessary)*. The instructions also tell you to press line or intercom button (if necessary).

Use the information that you find in this chapter to learn the various ways that you can use your digital wireless telephone to answer calls.

2.2 Answering Outside And Intercom Calls

An outside call is one that rings on a line while an intercom call is one that is made from one system telephone to another. An incoming call will sound the ringer and light the status light associated with the line or intercom button that the call is on. If you have the ringer volume turned off and are using the optional vibrator, you will feel the vibration indicating a ringing call.

To answer a ringing call,

- lift handset and press **TALK** (if necessary),
- press line button or intercom button (if necessary).

2.3   Answering Calls At Monitored Stations

Your system installer may arrange your telephone to have the personal intercom number of another telephone appearing at a function button location (F1–F4). You can use the light associated with this button to monitor the status of that telephone and you can press the button to make a call to it if you wish. The associated light is known as the busy lamp field, or BLF light, and the button is known as the direct station select, or DSS button.

If the installer also arranges for your station to have the station monitoring feature, the BLF light shows activity status at the monitored telephone. Also, the installer may arrange for your telephone to include a DSS STATUS button at a function button location (F1–F4). If so, you can use that button to switch from monitoring all of the telephone's activity to just monitoring its personal intercom activity.

To monitor another telephone,

- observe the BLF light indications next to a personal intercom appearance (DSS) button (F1–F4):

> Off = idle
> Flashing = ringing
> On = busy or on hold

> *NOTE: If you do not have the station monitoring feature, the BLF light shows just the following information: Off = idle, On = busy.*

To call an idle monitored station or to answer one that is ringing,

- lift handset and press **TALK** (if necessary),
- note the BLF light condition,
- press assigned DSS button and speak.

> *NOTE: If you place this call on hold or if you transfer it to another telephone, the BLF light flashes a hold signal. You can retrieve the call by pressing TAP.*

2.4 Answering Night Transferred Calls

The system attendant can transfer incoming calls to a particular station or stations for off-hour ringing. Additionally, the installer can program the system for night-answer zones (up to four) with a loud bell associated with each zone. The loud bell sounds when the night transfer of ringing feature directs incoming calls to a particular zone. After the attendant has set up this feature, you can answer an outside call when it rings anywhere in the system.

If your telephone rings,

- lift handset and press **TALK** (if necessary),
- press line button (if necessary).

When you hear loud ringing anywhere in the system,

- press intercom button (if necessary),
- dial **65** through **68** to select ringing zone (1–4) that bell is sounding in,

     –or–

- dial **69** to answer any ringing zone.

2.5   Making A Call Pick-Up

Often, the system installer arranges several telephones together in a user group. If your digital wireless telephone is so arranged, you can answer calls that are ringing at other stations within your particular group. Also, you can answer a call that is ringing at any telephone in the system if you know the telephone's extension number.

To answer a call that is ringing within your group,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary)**,**
- **dial # 4**,
- answer call.

 To answer a call that is ringing at any telephone in the system,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary)**,**
- **dial ✳ 4**,
- dial extension number of ringing telephone,
- answer call.

2.6 Responding To A Subdued Off-Hook Voice Announcement

Your installer can arrange your telephone to receive a subdued off-hook voice announcement (SOHVA) call. This calling method allows an intercom caller to break into your current call and make an announcement to you that only you can hear through your handset receiver. The SOHVA call consists of several short tone bursts followed by the SOHVA caller's voice giving you a message. Your distant on-line party cannot hear the SOHVA call.

If your installer has programmed one of the function buttons F1–F4 on your telephone as a **SOHVA** button, you can press it to respond verbally to the SOHVA call. Alternately, you can use a **RESPONSE MESSAGE** button to respond to the SOHVA call in a non-verbal manner or you can ignore the SOHVA call. The SOHVA caller must be using an LCD speakerphone to receive your non-verbal response. (For further information about response messaging, refer to sections 8.4 and 9.7 in this user's guide.)

To respond verbally to a SOHVA call,

- hear the SOHVA voice announcement,
- press and hold the installer-programmed **SOHVA** button and speak into your handset (your distant party cannot hear your response),
- release the **SOHVA** button after your response, and return to the distant party.

To send an LCD message to a caller who has initiated a SOHVA call from an LCD speakerphone,

- hear the SOHVA voice announcement,
- press the appropriate fixed **RESPONSE MESSAGE** button to send a preselected message (*I Will Call Back*, for example) to the calling telephone,

  –or–
- while still on the call, press the scrolling **RESPONSE MESSAGE** button to scroll through the system-supplied messages,
- press **#** when your display shows the message you wish to send (the message will then be displayed at the calling LCD speakerphone and the SOHVA call will be terminated).

3 | ***Making Calls***

3.1 Using Chapter Three

When you wish to make a call, you must press the TALK button to make the handset active and then select a line or the intercom. After you press TALK, the display provides you with several pieces of information. The display first shows the *Acquiring Link* message. If the telephone can complete your call, the display then shows the line you have selected. If your telephone cannot complete the call, the display shows a message detailing the reason (for example, if the telephone cannot make contact with the base unit, the display shows *NO SERVICE*).

As a convenience, your system installer may assign prime line or prime intercom to your station. If he or she does so, you will have access to the assigned line or intercom as soon as you press TALK. You will not have to press a function button to select a line or intercom. Because of this versatility, the instructions in this chapter tell you to lift handset and press ***TALK*** *(if necessary)*. The instructions also tell you to press line or intercom button (if necessary).

Use this chapter to understand the many ways to make calls from your station.

3.2   Dialing Automatically
3.3   Dialing Manually
3.4   Redialing A Previously Dialed Number
3.5   Using Line Groups
3.6   Waiting For A Line (Queuing)
3.7   Making Intercom Calls
3.8   Camping At A Busy Station And
          Waiting For An Automatic Callback
3.9   Camping At A Busy Station
          And Waiting For An Answer (Call Waiting)
3.10   Overriding A Call Or A Do Not Disturb
          Condition At Another Telephone (Executive Override)
3.11   Making A Subdued Off-Hook Voice Announcement

3.2   Dialing Automatically

This feature provides speed dialing using programmable buttons where you have previously stored numbers. since you usually store a line choice as part of a speed dial number, line selection is automatic with speed dialing. This user's guide discusses speed dial programming in a separate section, and you should refer to it when you are ready to store your speed dial numbers.

The system makes two types of speed dial numbers available at the dial pad location for your use: (1) numbers that you store for your own use (personal speed dial numbers), and (2) numbers that the system attendant stores for everyone's use (system speed dial numbers). The system also allows you to have speed dial numbers at unused feature button locations. Plus, the handset provides additional memory locations for speed dial use.

To automatically dial a speed dial number stored at one of the programmable function buttons,

- lift handset,
- press preprogrammed speed dial button **F1–F4** (line selection is usually a part of the stored speed dial number),

With your station at idle, you can use the following procedure to automatically dial a personal or system speed dial number that is stored at a dial pad location:

- lift handset and press **TALK** (if necessary),
- dial code for desired personal speed dial number (0–9),

  –or–

- press S and then dial code for desired system speed dial number **(100 – 299)**,

  NOTE: Remember, it is very common for your digital wireless telephone to automatically select a line for your use when you lift the handset and press TALK. Under these circumstances, you must first select the intercom and press TAP before you can dial the code for a speed dial number.

To automatically dial a memory location number using the
MEMO button,

- lift handset and press **TALK** *(if necessary),*
- press line button to select line or intercom (remember: se-
  lecting a line is not necessary if a prime line, prime inter-
  com, or idle line preference feature is assigned to your
  telephone),
- listen for dial tone,
- press **MEMO**,
- dial memory location **01–20**.

3.3   Dialing Manually

You can manually dial a number over any available telephone
line or intercom you select. Or, if the installer assigned a prime
line, prime intercom, or the idle line preference feature to your
station, your digital wireless telephone will automatically select
a line for use when you lift its handset.

To dial an outside number manually,

- lift handset and press **TALK** (if necessary),
- press line button to select line or intercom (remember: se-
  lecting a line is not necessary if a prime line, prime inter-
  com, or idle line preference feature is assigned to your
  telephone),
- listen for dial tone,
- dial number.

3.4   Redialing A Previously Dialed Number

If the last number you have called is busy or is not answering, you can redial it once. The system temporarily saves the first 16 digits of this last manually dialed number for your redial use.

You will overwrite a temporary system-saved number with subsequent dialing activity. If you have need to permanently save the first 16 digits of the last manually dialed number for later redial, ask your system installer about programing steps that he or she can take to allow you to do this. A permanently saved number remains available until you overwrite it by saving a different number.

To automatically redial the last dialed number one time,

lift handset and press **TALK** *(if necessary),*

press **#***,*

listen for ringing or busy tone:
– Ringing tone: When party answers, speak to him,
– Busy tone: press **TALK** to disconnect.

> *NOTE: Remember, it is very common for your digital wireless telephone to automatically select a line for your use when you lift the handset and press TALK. Under these circumstances, you must first select the intercom and press TAP before you can dial the code for a speed dial number.*

3.5   Using Line Groups

Some systems have telephone lines arranged into line groups and made available at each telephone for making outside calls. Your system administrator can tell you how your system is arranged. When line groups are available for your use, you may access them for outside calling instead of pressing a line button to select a individual line for use.

If your system has line groups, access them as follows:

lift handset and press TALK (if necessary),

press button to select intercom (if necessary),

dial desired line group access code:

             9 = line group 1
80 through **89** = line groups 2 through 11
60 through **64** = line groups 12 through 16

- listen for outside dial tone,
- dial desired number,
- listen for called party to answer.

3.6 Waiting For A Line *(Queuing)*

If all the lines in a line group are busy, you can place your telephone in a queue to await an idle line. When you share a line with another telephone and the line is busy, you can place your telephone in a queue to await the idle line.

To queue for a line group,

- lift handset and press TALK (if necessary),
- press button to select intercom (if necessary),
- dial the desired line group access code,
- hear busy tone,
- dial 6*.*

If you have line appearance for a particular line and wish to queue for it,

- note the busy status light (LED),
- lift handset and press TALK (if necessary),
- press button to select intercom (if necessary),
- dial ✳ *6,*
- press line button.

When line group is free, your telephone sounds several short tone bursts. When you hear this,

lift handset, hear dial tone, and place call.

To cancel line group queuing,

- lift handset and press TALK (if necessary),
- press button to select intercom (if necessary),
- dial *#* 6 *and hang up.*

3.7 Making Intercom Calls

You can dial an intercom extension manually from the dial pad or automatically using a direct station select (DSS) button that you have previously programmed. There are two methods for making an intercom call. One causes the called telephone to ring. The other causes your voice to sound out at the called telephone. Your installer can set the system to deliver either tone-first or voice-first calling, although all systems have tone-first as the default condition.

Keep in mind that whatever the system setting, a called party can set a voice announce block condition at his or her telephone to prevent all voice announce calls. Furthermore, if he or she blocks voice announce, the system also blocks SOHVA calls .

(The following instructions assume a tone-first default setting. Any user can change a call to voice announce signaling for that call simply by pressing the INTERCOM button again after dialing the extension number or by pressing the DSS button again.)

To manually cause the other telephone to ring (tone calling),

- lift handset and press **TALK** (if necessary),
- press button to select intercom (if necessary),
- dial extension number (called telephone will ring).

To tone call automatically,

- lift handset and press **TALK** (if necessary),
- press **DSS** button (called telephone will ring).

(The following instructions assume a voice-first default setting. Any user can change a call to a tone signaling for that call simply by pressing the INTERCOM button again after dialing the extension number or by pressing the DSS button again.)

To voice announce manually,

- lift handset and press **TALK** (if necessary),
- press button to select intercom (if necessary),
- dial extension number,
- speak your announcement.

To voice announce automatically,

- lift handset and press **TALK** (if necessary),
- press **DSS** button,
- speak your announcement.

Some systems will be arranged so that certain stations have a hot line feature. If your station is so arranged, every time you lift the handset, your LCD speakerphone will automatically ring a pre-selected station (programmed by the installer). To make an intercom call to a station other than this hot line station, or to make a call on an outside line, you must press an intercom or line button and dial the number.

3.8 Camping On At A Busy Station And Waiting For An Automatic Callback

If you call another station and receive a busy signal or a Do Not Disturb tone, you can press a button that will cause the system to ring your telephone when the station is available. This is called "camping on at a station." Please note that you can camp on to only one station at a time.

To camp on at any busy, do not disturb, or ring no-answer station,

- dial ✳**6**.

Your telephone immediately hangs up. When the station you called becomes available, your telephone will ring with five short tone bursts. When you hear this,

- lift handset and press **TALK** (if necessary),
- press button to select intercom. The other telephone will start ringing.

If you do not select the intercom after the ringback tones within the time limit set by the installer, the system cancels the call back at that time; however, you can cancel automatic call back at any time before your telephone sounds the tone bursts. To do this,

- lift handset and press **TALK** (if necessary),
- press button to select intercom (if necessary),
- dial **# 6**.
- your telephone automatically hangs up.

3.9 Camping On At A Busy Station
And Waiting For An Answer *(Call Waiting)*

If the telephone you have called is busy, you can send a call-waiting tone to the telephone and wait on the line for an answer (you must be using the handset for this feature to work).

To activate call waiting when you hear a busy signal,

- lift handset and press **TALK** (if necessary),
- press button to select intercom,
- dial extension number,
- dial ✻ **6** (called party hears tone),
- wait on line for reply.

Called party can place the current call on hold or disconnect from the call to answer your call-waiting tone, or choose to ignore your call-waiting tone and continue current conversation.

To cancel call waiting,

- lift handset and press **TALK** (if necessary),
- press button to select intercom,
- press dial **# 6**,
- your telephone automatically hangs up.

To answer a call-waiting tone if you receive one while on a call,

- hear short tone burst in receiver,
- either place current call on hold or complete call and hang up (waiting call will ring at your telephone),
- lift handset and press **TALK** to answer call.

You may, of course, choose to ignore the call-waiting tone and remain on the line with your original caller.

3.10 Overriding A Call
Or A Not Disturb Condition
At Another Telephone *(Executive Override)*

You can override a call in progress or a Do Not Disturb condition at another telephone if the system installer has enabled the executive override feature at your telephone. (If the feature is not enabled through programming, an error tone will sound and screen options will remain displayed.)

To override an in-progress call at another telephone,

- make intercom call and hear a busy signal,

- dial ✳ **0 3** (all parties will hear several tone bursts),

- join in-progress call.

To override a Do Not Disturb condition at another station,

- make intercom call and hear a do not disturb signal,

- dial ✳ **0 3**

- speak your announcement (if in voice-first mode) or hear ring-back tone (if in tone-first mode).

  NOTE: This action disables DND condition at the other telephone until DND is reset.

3.11 Making A Subdued Off-Hook Voice Announcement *(SOHVA)*

You can make a subdued voice announcement to another station that is off-hook and busy on a call if the system is arranged to provide this feature and your telephone provides a **SOHVA** button for this purpose. You decide whether to deliver a SOHVA message, camp on at that station, set a message-waiting indicator, or hang up when you hear an intercom busy tone.

Make a SOHVA announcement using the **SOHVA** button as follows:

- make intercom call and hear busy tone,
- decide whether to interrupt or not,
- if you decide not to interrupt the called party, hang up,

    –or–

    to interrupt, press preprogrammed **SOHVA** button and hear several quick tone bursts,

    make announcement (busy tone means that the called telephone is in speakerphone mode and you cannot make announcement, that your SOHVA has been denied through system programming, or that the called party has blocked your SOHVA),

    wait on line for reply (either verbal or LCD reply).

NOTE: The caller cannot control how the announcement is received. This depends upon the equipment used and station programming.

4 | *Placing Calls On Hold*

4.1 Using Chapter Four

You can place calls on hold and pick them up a short time later in several different ways. This chapter explains the various methods you can use to hold a call.

4.2   Holding Calls

You can place a call on hold and pick it back up a short time later. With a regular hold, either you can pick up the held call at your telephone, or another user can pick it up at another telephone if that telephone shares the held call line with your telephone. With an exclusive hold condition, you must pick the held call up at your telephone; no other telephone has access to it. You can also answer and place on hold a call that is on a line that does not appear at your telephone (a call that is parked or transferred to you, for instance).

After a call has been on hold for the period of time (set by the installer of your system), the system will cause a one-second tone burst to sound at your telephone, and the flash rate of the line button becomes faster. If the call is on exclusive hold, it will revert to manual hold after the hold recall time period.

When you answer a call on a group intercom and place it on hold, the system keeps the call on hold on the group intercom. this means that you or any other user can pick up this call at any station that has access to the group intercom

To place a call on hold,

- press **HOLD**.

 To retrieve a held call,

- press line button of the held call (with flashing light),

    –or–

  - press **TAP**.

  NOTE: *Unless you use your HOLD button to scroll through the calls on hold, TAP always retrieves the last number placed on hold, regardless of whether you have line appearance for the line on which the call is holding.*

To place a call on exclusive hold,

- press **HOLD** twice.

To retrieve exclusive hold,

- press line button of held call (with flashing light),

   –or–

- press **TAP** (if station does not have line appearance).

Often, you will have more than one call on hold at your station. You know that you can retrieve the last call placed on hold simply by pressing **TAP**. However, if you do not have line appearance for a line on which another call is holding, the system provides a way for you to access that call before servicing the last call that you placed on hold.

You can have your telephone scroll or scan through the calls currently on hold at your station in order to retrieve a specific held call:

- lift handset (if your station does not have prime line or idle line preference),
- press **HOLD** once for each call in the hold queue until you reach the call you wish to service,
- press **TAP** to retrieve call.

For example, if five calls are holding and you wish to retrieve the second call you placed on hold, you would press **HOLD** three times to scroll from held call #5 through call #4, call #3, and then to call #2. Press **TAP** to retrieve call #2.

> *NOTE: As you press the **HOLD** button, your display will show information about the held line that will be answered if you press the **TAP** button.*

4.3   Handling Hold Recalls

After a call has been on hold for the period of time (set by the installer of your system), the system will cause a hold recall tone burst to sound at your telephone and the flash rate of the line button becomes faster.

If the call is on exclusive hold, it will revert to manual hold after the hold recall period (you will hear four short tone bursts at 12-second intervals). Any user whose telephone line appearance for the recalling line can pick up calls that revert to manual hold

If you placed a line on manual hold or exclusive hold, and that line is recalling,

- answer/retrieve recall,

- press **HOLD** to place the call on hold at your station and restart HOLD timer,

    –or–

- press line button or **TAP** to retrieve the call.

4.4   Parking Calls

You can place a call on hold in the system so that it can be answered from any station that does not have line appearance for the call. You accomplish this by placing the call in one of nine park orbits, where the call remains until it is answered. If the call is not answered within a specified period of time, the system will send it back to your station for service (this is known as a park recall).

When you press a personal or group intercom button and dial a code to retrieve a parked call, the system removes it from the park orbit and places it at your station on the intercom that you selected.

To park a call in orbit,

- while on the call, press intercom button,
- press ✳,
- dial code for park orbit (**91** - **99** for orbits 1-9),
- remember the code for later use or make it known to those who need to know it in order to retrieve the call.

To retrieve a call that was placed on hold in the system (parked),

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- press **#**,
- dial code for orbit (**91 - 99** for orbits 1 - 9).

4.5   Handling Park Recalls

When a parked call "times out" of the system, it will return to your telephone in the form of a park recall (you will hear four short tone bursts at 12-second intervals). Your display will indicate that the call is a park recall and will identify the orbit from which the recall originated.

To answer a park recall,

- press button for recalling line. The call will then connect to your station.

To place a park recall on hold at your station,

- press **HOLD**. If the call remains on hold for a period of time, it will ring back to your telephone as a hold recall.

To re-park a park recall and restart the park timer,

- answer/retrieve call,
- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- press ✳,
- dial code for park orbit (**91 - 99** for orbits 1 -9).

5 | **_Transferring Calls_**

5.1 Using Chapter Five

You can transfer calls from your digital wireless telephone to another system telephone in several ways. The information in this chapter describes those ways.

5.2   Transferring Screened And Unscreened Calls

5.3   Making A Hot Transfer

5.2 Transferring Screened And Unscreened Calls

You can answer a call at your telephone and transfer it to another telephone in one of two ways. If you first identify the caller to the party receiving the transfer (giving that user the opportunity to prepare for the call), you make a *screened transfer*. If you transfer the call without first announcing it, you make an *unscreened transfer*. If you transfer a call to another telephone so that the call appears at the station immediately without having to be retrieved, you make a *hot transfer*.

If the telephone to which you are transferring the call is busy, you must recover the call yourself or choose one of several options that may be available at your telephone. Also, if a transferred call is not answered after a certain length of time (as set by the your installer), the transferred call returns to your telephone.

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

- answer call,
- press **T/C** (call is automatically placed on hold),
- dial extension number of telephone to receive transfer,
- when intercom party answers, announce call,
- press **TALK** to disconnect. Intercom party can then answer the call.

If the intercom party is busy, take the following action:

- press **TAP** to retrieve the call. Remember, you can use the secure off-hook voice announce feature or the camp-on call waiting feature to contact the intercom party.

To transfer an unscreened call to another telephone,

- answer call,
- press **T/C** (call is automatically placed on hold),
- dial extension number of telephone to receive transfer,
- press **TALK** to disconnect. The call will then ring at that station.

> ***NOTE:*** *Unscreened transfers camp-on at busy telephones and wait to be answered. Each call automatically rings the telephone as soon as it becomes idle.*

5.3   Making A Hot Transfer

A *hot* transfer is a type of screened transfer. To perform a *hot* transfer, you voice announce the transfer over the speaker of the telephone that you want to receive the transfer, and release the call to that telephone. The system handles the release in a way that does not require the called party to retrieve the call (the call does not ring at the station).

This feature is useful for transferring calls to people who need to work in a handsfree mode. Once you announce the call and the system completes the transfer, the person receiving the transfer can simply begin speaking toward his or her speakerphone to answer the call.

If you make a *hot* transfer to a monitor telephone, you can voice announce the call over the telephone's speaker, but the person receiving the outside line transfer will need to lift the handset to answer the call (the telephone will not ring after you have made the announcement).

Please note that you can not make a hot transfer to a telephone if its user has enabled the Voice Announce Block feature. This telephone will automatically ring with the transfer requiring the intercom party to answer it as either a screened or an un-screened transfer.

To make a *hot* transfer to another telephone in the system,

- answer call,
- press **T/C** (the call is automatically placed on hold),
- dial extension number of telephone to receive the trans-fer,
- announce call,
- press **TALK** to disconnect.
- called party immediately has the call.

6 | *Conferencing Calls*

6.1   Using Chapter Six

When you join your digital wireless telephone together on a call with one or more system telephones, the arrangement is known as conferencing. Use the information contained in this chapter to understand how to make a conference.

6.2   Conferencing Telephones Together

6.2   Conferencing Telephones Together

When your digital wireless telephone is joined together with several other telephones on the same call, the result is called conferencing. You can make conference calls that involve up to five parties, including you as the originating party, in any combination of outside lines and intercom parties. For example, you can conference three outside lines and two intercom parties or four outside lines and one intercom party or five intercom parties — the combinations are up to you.
If you are involved in a conference call with two outside lines, you can drop out of this established conference call and leave the outside lines in the conference with each other. This is known as an unsupervised conference call.

To set up a conference call that includes any combination of outside lines and intercom parties,

- make first call,
- press **T/C** (call is placed on hold automatically),
- select next line,
- make next call,
- press **T/C** to establish conference,
- repeat the last four procedures to add up to two more parties, establishing a 5-party conference (including yourself).

  NOTE: If all the conference circuits are busy, you will not be able to add a party to the conference.

To drop outside lines from the conference and remain in con-ference with intercom party,

- press **HOLD** to put all lines on hold before the parties hang up (not doing this will result in a tone sounding in the handset receiver, interrupting the remaining confer-ence),

- when status light for outside line turns off, press **TAP** to return to conference.

To drop out of a conference call between you and two outside lines (creating an unsupervised conference),

- press **#** and hang up (lines remain lighted and in use until both outside parties disconnect; if only one party drops out of an unsupervised conference, the remaining party is placed on hold).

To rejoin an unsupervised conference between two outside lines,

- press **TAP**.

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

7 | ***Using The Other Telephone Features***

7.1 Using Chapter Seven

This chapter details features that enhance the basic operation of your digital wireless telephone.

Remember, your station may be arranged to give you access to an assigned line or intercom as soon as you lift the handset from the base unit or as soon as you press the TALK button if you are using the handset in a portable manner. Because of this versatility, the instructions in this chapter tell you to *lift handset and press **TALK** (if necessary)*. The instructions also tell you to press line or intercom button (if necessary).

7.2   Blocking Voice Announced Calls

When you operate your telephone using the optional headset, other system users can make subdued off-hook voice announcements to you through your headset while your are on a call. You can block these SOHVA announcements if you wish.

To block SOHVA calls,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial ✳ **2**.

To un-block SOHVA calls,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial **# 2**.

7.3   Displaying Status Of Busy Lines And Stations

The system installer can provide your digital wireless telephone with the ability to display the identify the station that is busy on a line and the line on which a station is busy (this latter feature usually requires an optional DSS/BLF console). The system presents the information to your display for 10 seconds after you request it. If your telephone does not have this feature, it displays busy status without identifying information.

To identify the station that occupies a busy line,

- lift handset and press **TALK** (if necessary),
- press line button for busy line,
- read identity of occupying station in your telephone's display.

To identify the line that a busy station occupies,

- press DSS button for busy station

  NOTE: unless your telephone has a DSS button assigned at F1–F4, you will need the optional DSS/BLF console to exercise this feature.

- read identity of busy line in your telephone's display.

7.4 Displaying Button Functions (Button Query)

You can cause the telephone's display to identify the function of each button on your telephone. This is useful when the installer has assigned your function buttons for special-purpose tasks and you need to remind yourself of the button's feature.

To button query your telephone,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- Dial ✳✳ **8.**
- press the button in question,
- read the displayed information (display will hold for few seconds before the telephone returns to idle).

7.5   Entering Account Codes

If the system installer has arranged your telephone system for account code entry, your telephone display may prompt you to dial a code and then enter an account code before you dial a number or after you answer a call. Account codes enhance the station message detail accounting reports that businesses some-times find useful.

To enter account code on an incoming call,

- answer call,
- press intercom button,
- dial ✶ **0 4** (call is automatically placed on hold),
- dial account code. Your telephone automatically returns to the call after you've dialed the complete account code.

To enter account code on an outgoing call,

- lift handset and press **TALK** (if necessary),
- press line button (if necessary),
- press intercom button,
- dial ✶ **0 4** (call is automatically placed on hold),
- dial account code,
- listen for dial tone and dial number you are calling.

   NOTE: If you hear an error tone after you have dialed your account code, check the number for validity.

7.6 Entering Authorization Codes

Authorization codes give you a *walking class of service* option. *Walking class of service* provides you with the mobility to use your class of service (COS) features, prime line assignments, and exception numbers on any other telephone in the system. This feature could be useful to you should you travel out of range to use your digital wireless telephone and need to use a system telephone that you find nearby. With authorization code operation, you will not be limited by features that are available to the particular telephone that you happen to be using.

Authorization codes are associated with your personal intercom number and are assigned to you by your installer when he or she programs the system. When you enter your assigned authorization code at another system telephone, the code alerts the system to make your normal features available to you at that telephone. This means that you can use the same calling features on that telephone that the system allows you to use on your telephone; however, you cannot disturb the last number redial stored there by the normal user. Once you access your calling features at another telephone, they remain in effect until any idle time exceeds the authorization code time-out period.

You can also use your authorization code to lock your digital wireless telephone and deny other users access to its lines and features. This feature prevents indiscriminate use should you leave your handset laying somewhere unattended.

To activate walking class of service,

- select another system telephone to use,
- press **INTERCOM** on that telephone,
- dial **#08,**
- dial your authorization code,
- complete your calling requirements.

To lock your telephone,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial **#04**
- dial your authorization code.

   NOTE: If you wait longer than two seconds to dial a digit after you dial the action code, that pause, and any others that you might include, becomes part of the lock code. The telephone display will show a (-) to represent a pause as part of the code as you enter it. You must allow for any pauses at wherever location that you inserted them in the number string when you unlock your telephone. This feature provides you with a method for creating a very effective lock and unlock password.

To unlock your telephone,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial your authorization code (remember, include any pauses that you inserted when you locked your telephone).

7.7   Forwarding Calls

You can permanently forward calls that normally ring at your telephone. You can forward just your prime line and intercom calls or you can forward all calls. When you exercise this feature, your telephone will ring a short ring burst each time the system forwards a call. It does this to remind you that the system is forwarding your calls.

You can also forward calls that ring at your telephone but receive no answer; This feature is valuable if you are frequently too busy to answer a call yet find it inconvenient to have your calls permanently forwarded. The system installer sets the number of rings that sound at your telephone before the system forwards the calls.

To forward your calls,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial one of the following codes,

	Forward Immediately	Forward After Ring No-Answer Or Busy
All calls	✳**52**,	✳**54**
Prime line and personal intercom calls	✳**51**	✳**53**

- Telephone automatically hangs up when you finish.

To cancel call forwarding,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial **# 5**,
- Telephone automatically hangs up when you finish.

7.8 *Making A Call Non-Private* (Privacy Release)

It is often the case that telephones will share line appearance for one or more lines. When one telephone is active on a line that several other telephones share, the call is private (users at the other telephones cannot join the conversation by pressing the line button of the line being used). A situation may exist where users want others to join an in-progress call. In this case, they need a method to make the call non-private. If you have this situation with your digital wireless telephone, ask your system installer to assign a **PRIVACY RELEASE** button on your telephone at one of your function buttons F1–F4.

To release privacy from your telephone while on a call,

- press preprogrammed **PRIVACY RELEASE** button. The light associated with the PRIVACY RELEASE button will remain on steady when your telephone is in a non-private mode.

Others who wish to join the call must press the active line button on their telephones. Privacy returns when the call is completed.

7.9 Monitoring A Conversation Between Two Telephones (Service Observing)

If your telephone provides the installer-programmed service observing feature, you can use it to monitor an on-going conversation at another telephone in an undetected manner.

To monitor another station at any time,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial # **0 3**,
- dial extension number of telephone to be monitored,
- press **TALK** to end monitoring.

7.10 Muting Your Telephone

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

To mute your telephone,

- press and hold **MUTE** (you can still hear the distant party's voice).

To speak to the calling party,

- release **MUTE**.

7.11 Sending A Paging Announcement

There are several ways to make a public announcement to all or a portion of your location. Your system might be arranged with an external paging unit that you access by pressing a line button or by dialing a special code. This unit sounds the announcement over an external speaker unit.

Your system may provide an all-call or a zone page feature that you access by dialing special codes. This arrangement sounds your voice announcement through the telephone speakers. All-call sounds the announcement through all telephones, while zone paging sounds it only through those telephones located in a specific area. Check with your system administrator to determine the type of paging and access method that you should use.

To send a paging announcement,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial **70 - 77** for zones 1 - 8 (when the system is operating in the defaulted mode, zone 1 provides an all-call function),
- make announcement,

  NOTE: To guard against the annoying noise caused by audio feedback, do not stand near a paging speaker while you deliver a page announcement.

- remain on line if awaiting a reply (known as a "meet-me" page),

  –or–

- hang up to end.

To reply to a "meet-me" page,

- hear page announcement,
- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial **78**,
- meet paging party on line.

7.12 Setting A Do Not Disturb
Condition At Your Telephone

The do not disturb (DND) feature keeps calls from ringing at your telephone and makes it appear to be busy to intercom calls. Generally, this feature cannot be overridden by the caller. The caller hears two quick tone bursts every two seconds when he or she calls a telephone with the DND feature enabled. Some telephones, however, are programmed to have the ability to override a do not disturb condition set at another telephone.

To enable or disable the do not disturb condition at your telephone,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial **#01**,
- press **TALK** to end.

To override a do not disturb condition at another telephone,

- make intercom call and hear DND tone,
- dial ✶ **0 3** (called party will hear several short tone bursts),
- **wait for a reply.**

> *NOTE: When you override a Do Not Disturb condition at another station, the condition remains disabled until that station user re-enables it.*

CAUTION

Remember, your telephone has a power saving feature that turns off the display after a short period of time. Be sure that you do not set and forget a DND condition. If you do, the blanked display will hide the displayed DND reminder from your view thus leaving your telephone in DND without any visible reference.

7.13 Setting The Volume Control

Your telephone has a push-button volume control. This is a multipurpose control that you can use to set the volume, or loudness, of the ringer and the handset.

There are two *ringer* loudness levels and a vibrator position. Set the level as follows:

- while your telephone is idle, press **VOLUME** once for each ringer loudness change that you desire. The ringer sounds once for each change as an example of the current setting. When you reach the setting that causes no ringer sound, you have reached the vibrator enable setting. The display indicates "Ringer Off" at this setting. Your final change becomes the new default setting and will result in your telephone ringing at that level for all future calls (until you change the default by repeating the procedure).

There are two *handset* loudness levels (also two levels on the optional headset as well).

Set the volume level for the current call as follows:

- while on a call, press **VOLUME** once for each change in loudness that you desire. (Be sure you are on a call when you set handset receiver volume; otherwise, you may in-advertently adjust your ringer level instead.)

7.14 Switching The Dialing
Mode Between Pulse And Tone

If your local telephone service is pulse (rotary dialing), your telephone is arranged to dial in this manner (when programmed to do so by the installer). If you need to send tones during a dialing sequence (e.g., to send bank-by-phone tones), you can convert to tone while dialing. The system will switch back to pulse dialing when you end your call. You can store a # as part of an automatic dialing number to cause pulse-to-tone switching where needed.

To convert to tone dialing at any time during dialing or while on an active call, press #.

7.15 Using The Tracker Paging System

The Tracker Paging System option allows you to send call back and parked call messages to Tracker pagers assigned to station extension numbers.

Along with the parked call message, The system parks the call in orbit for retrieval by the paged party. The type of message that the system delivers (either alphanumeric or numeric-only) is dependent upon the Tracker pager model in use at the station.

When outside callers call into a system that has both a Tracker Paging option and a voice mail option installed, the system gives these callers the option of either leaving a message or tracking the person that they are calling.

  If you have a Tracker pager assigned to your personal intercom number you can receive messages that someone else sends you. The system automatically installs the Tracker pager for your use; however, you can disable it when you do not wish to receive paged messages and when you leave at the end of your day. Of course, if you do disable your Tracker pager at the end of your day, be sure to enable it at the beginning of your next day.

To track a called party after receiving a ring—no answer,

- make an intercom call to someone and receive no answer,
- dial✳**8**,
- hear confirmation beep (Tracker page accepted) or hear ringing tone (Tracker page not accepted),
- press **TALK** to end.

To track a called party without first calling them,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial ✳**8**,
- dial extension number,
- hear confirmation beep (Tracker page accepted) or hear ringing tone (Tracker page not accepted),
- press **TALK** to hang up.

To use Tracker to transfer a call to a park orbit for retrieval and transmit the call's park orbit code and caller ID information (if available),

- answer call and press **T/C**,
- dial extension number,
- if the called station does not answer or is busy, dial ✳ **8**,
- hear confirmation beep (Tracker page accepted) or hear ringing tone (Tracker page not accepted),
- press **TALK** to end.

  NOTE: Tracker parked calls will recall to your station after a pre-programmed time-out. You can either replace the call into another Tracker page orbit or retrieve the call for servicing.

To retrieve a call that you parked using the Tracker option,

- press **HOLD** button to scroll your held calls, (display shows Page and extension number of each parked call),
- press **TAP** to retrieve the displayed parked call.

If you receive a parked call message on your Tracker pager,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial Tracker pager displayed orbit code (**#800–#899**).
- retrieve call.

To disable or enable your Tracker pager,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial ✳**06** to disable,

  –or–
- dial ✳**07** to enable,
- press **TALK** to end.

7.16 Using Your Digital Wireless Telephone With A DSS/BLF Console

Your installer can assign a DSS/BLF console as a companion to your digital wireless telephone. This companion console extends the function button capability of your telephone with additional buttons and status lights. You can program the console buttons for speed dialing and direct station selection (DSS) with busy lamp field (BLF) status indication.

When the installer assigns a companion console for your use, the system automatically clears the console's buttons so that you can immediately store your functions at the buttons when you need them.

To store information at the console buttons, use the procedures detailed in sections 9.3, 9.4, and 9.6 in this book. When using these procedures, press a console button to denote the button location for storage instead of pressing a button on your telephone.

To use the console with your digital wireless telephone,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- press console button for desired feature,
- complete your call in the normal manner.
- press **TALK** to hang up.

8 ***Sending And Receiving Non-Verbal Messages***

8.1 Using Chapter Eight

This chapter details the several different methods that you can employ to send and receive messages with your digital wireless telephone without using verbal communications.

8.2   Lighting The Message Waiting Light
8.3   Sending LCD Messages
8.4   Sending Response Messages

8.2   Lighting The Message-Waiting Light

If the system installer designates your station as a <u>central mes-</u><u>sage desk</u> or programs it to have message-wait originate ability, you can turn on the message-waiting light of any other tele- phone. This light lets that telephone user know that you have a message for him or her. In addition to the message waiting light, leaving a message indication at a station also causes the dial tone at that station to sound in a broken manner when the station user takes his or telephone off-hook.
If a telephone that receives a message has a DSS button that is programmed to call the station that left a message, the light next to that DSS button on the message-receiving station will flash.

To turn on the message-waiting light (and a broken dial tone) at an idle telephone,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial ✳ **3**,
- dial extension number of station to be alerted. The mes- sage-waiting light of called station will flash.

To turn off the message waiting light at a busy or idle station,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial # **3**,
- 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 when you are either delivering or receiving a message,

- press intercom button.

   NOTE: Only the person who sent the message and the person receiving the message can turn the indicator off.

To receive a message at your station,

- observe flashing message waiting light and the LCD message indicating who called for you,
- press intercom button,
- press **HOLD** (system automatically connects you to the messaging station).

8.3   Sending LCD Messages

You can set system-supplied messages at your station to be received and displayed by a calling LCD speakerphone. These messages give the caller information on your telephone status. Get a list of the available messages from the attendant and write them on the blank chart on the next page.

To turn on a message from your telephone,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial ✳ **0 2**,
- press **#** to clear current message if one is stored,
- dial the desired code number from your message list (01-30) on the next page. If you use the default messages of "Back At" and "Call," add to them as follows:

For default message 1, dial code for time numbers and colon from dialing codes table (for example, dial **# 12 00 01 29 04 05** for a space and the time 1:45).

For default message 2, dial code for telephone number of where you'll be (for example, dial **# 12 09 07 08 15 02 02 00 00** for a space and the number 978-2200.

- press **#**, then press **TALK** to end message.

To turn off the message,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial **# 0 2.**

DIALING CODE TABLE				
Character	**Dialing Code**		**Character**	**Dialing Code**
1	01		8	08
2	02		9	09
3	03		10	10
4	04		space	12
5	05		-	15
6	06		:	29
7	07			

LCD MESSAGE LIST (Write the attendant supplied message here.)	
Dial Code	**Message**
01	Back at (default message 1)
02	Call (default message 2)
03	Ask them to hold (default message 3)
04	Take a message (default message 4)
05	I will call back (default message 5)
06	
07	
08	
09	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	

8.4   Sending Response Messages

By programming one or more **RESPONSE MESSAGE** but-
tons at unused function buttons F1–F4 on your digital wireless
telephone, you can respond with a variety of messages to many
calling situations. For example, if you call another station and
receive a busy signal or no answer, you can send one of 30
system-supplied messages, or you can send the same message
every time the situation arises. Further, you may at times re-
ceive SOHVA calls (while you are using the optional headset)
that you decide not to answer, and you can send a message to
the calling telephone's display for the caller to read.

If you program a scrolling **RESPONSE MESSAGE** button at
your telephone, you may use it to scroll through and select any of
the system's messages to send, allowing you to send a different
message every time. If you program a fixed **RESPONSE MES-
SAGE** button, you can send the same message every time in re-
sponse to a situation, which saves you the trouble of scrolling to
the message you want to send.

This section tells you how to use the **RESPONSE MESSAGE**
button(s) to send messages to LCD speakerphones. Refer to
the chapter titled *Programming Your Telephone* in this guide
for instructions on programming the **RESPONSE MESSAGE**
button(s).

To send an LCD message to an LCD speakerphone that you
call and receive busy signal or no answer,

- while still on the call, press the appropriate fixed
  RESPONSE MESSAGE button to send a preselected
  message ("Call [your name]," for example) to the other
  telephone,

    –or–

- while still on the call, press the scrolling
  RESPONSE MESSAGE button to scroll through the
  system-supplied messages,

- press # when your display shows the message you wish to
  send (the message will then be displayed at the called
  telephone).

To send an LCD message to a caller who has initiated a
SOHVA call from an LCD speakerphone,

- hear the SOHVA voice announcement in your optional
  headset,

- press the appropriate fixed **RESPONSE MESSAGE** but-
  ton to send a preselected message (*I Will Call Back*, for
  example) to the calling telephone,

     –or–

- while still on the call, press the scrolling
  RESPONSE MESSAGE button to scroll through the
  system-supplied messages,

- press # when your display shows the message you wish to
  send (the message will then be displayed at the calling
  telephone and the SOHVA call will be terminated).

9 | *Programming Your Telephone*

9.1   Using Chapter Nine

Use this chapter's information to understand the various pro-
gramming steps that you can take with your LCD
speakerphone.

9.2   Programming For Speed Dialing

Speed dialing is a feature that lets you:

- dial lengthy numbers using one or two buttons,
- store intercom numbers of frequently called telephones.
- store frequently used feature codes,

You can store numbers for speed dialing at the following locations:

- at any function button that is ***not now assigned as a line button or other feature*** by the system administrator or installer,
- at the keypad numbers 0–9,
- at memory number locations within the handset,
- at any DSS/BLF console button (if you have a companion console assigned to your station).

Before you begin programming, write down the intercom or outside line you will use to access the number and the number digits that you are storing. Then, as you program the speed dial numbers, write the numbers on your telephone's ID strips. You can also fill out the charts on the next page, if you wish, for a personal record of your stored numbers.

*NOTE 1: You cannot reprogram the **INTERCOM** button location from your telephone; however, your installer, through VDT programming, can reassign these buttons to other locations on your telephone or to a console unit. Further, you cannot store feature codes on a second level at a storage location.*

NOTE 2: The Federal Communications Commission (FCC) requires that when programming emergency numbers and (or) making test calls to emergency numbers:
1. remain on the line and briefly explain to the dispatcher
   the reason for the call,
2. perform such activities in the off-peak hours,
such as early morning or late evening.

Enter your stored numbers on these charts for future reference.

Speed Dial Numbers			
Key Pad Buttons		**Function Buttons**	
1		F1	
2		F2	
3		F3	
4		F4	
5			
6			
7			
8			
9			
0			

Speed Dial Numbers			
Handset Memory Locations			
01		11	
02		12	
03		13	
04		14	
05		15	
06		16	
07		17	
08		18	
09		19	
10		20	

9.3 Storing Speed Dial Numbers

To store *an outside number* as a speed dial number, follow the display prompts and proceed as follows:

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial ✳✳**1**,
- press function button or dialpad button to choose storage location,
- press line button to select dial-out line,

    –or–

- dial **00** to select prime line or last line used,

    –or–

- dial **01-16** to select line group,
- dial number (up to 16 digits long—include ✳ and **#** if needed),

    *NOTE: You may need a pause between numbers to compensate for differences in response time between your system and the host system (ask your attendant about this). To store a pause, press **HOLD**, then continue dialing. If your system is behind a host system that needs a hookflash to access a feature, press **TAP** to store a hookflash, then continue dialing.*

- press **T/C** to store the number,
- press next location button and store next number,
- repeat previous steps until all numbers are stored,

    –or–

- press **TALK** to end**.**

    NOTE: Storing a new speed dial number at a button location overwrites an existing speed dial number already stored there.

9.4 Storing DSS Numbers

To store an intercom number as a DSS number,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial ✳✳**3**,
- press function button or dialpad button to choose storage location,
- dial extension number,
- press next location button and store next DSS number,
- repeat the previous step until all DSS numbers are stored,

    –or–

- press **TALK** to end.

   NOTE: Storing a new DSS number at a button location overwrites an existing DSS number already stored there.

9.5 Storing The Memory Location Speed Dial Numbers

To store speed dial numbers at the handset memory locations,

- lift handset and press **MEMO**,
- dial speed dial number,
- press **MEMO**,
- dial memory location **01–20** (display shows *Stored*),
- press **MEMO** and store next number.

9.6   Storing The Feature Codes

If you find that you are using certain features often, you can
program a feature's dialing code (such as ✳ **52** to forward your
calls) at an unused function button. When you store a feature
code, you automatically provide a button that has an enable and
a disable toggle function. You can create access code buttons as
you need them and as unused function buttons are available.

Often, your installer will store a frequently-used feature at a
function button when he or she programs your telephone thus
saving you the trouble of doing it yourself. If he or she does
this, you may be able to overwrite that programming with some
of your own; however, you can not overwrite line and intercom
assignments.

To store a feature code at a function button,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial ✳✳**3**,
- press unassigned function button **F1–F4** to choose stor-
  age location.
- press programmable button for storage location,
- dial access code for feature,
- repeat last two steps until all features are programmed,

    –or–
- press **TALK** to end.

9.7 Storing The Response Message Button

Section 8.4 discusses how you can respond to callers in a non-verbal manner. This section discusses how you can create **RESPONSE MESSAGE** buttons that will send the same preselected message every time you press it. If, for example, you know that you want to send the message *I Will Call Back* every time you receive a SOHVA call (remember you only receive SOHVA calls if you are using the optional headset), program a fixed **RESPONSE MESSAGE** button with that message, and label the button accordingly. Alternately, you can give yourself a scrolling button that allows you to review a list of messages and choose the particular message that you want to send. You can obtain the list of system-supplied messages from your attendant.

To store a **RESPONSE MESSAGE** button,

- lift handset and press **TALK** (if necessary),
- press intercom button (if necessary),
- dial ✳✳ **6**,
- press unassigned function button **F1–F4** for location,
- dial **00** to make a scrolling button,

  –or–

- dial message number (**01–30**) from list of messages to make a fixed button,
- press # to save programming,
- press **TALK** to end,
- label button location.

10 | **Installing The Digital Wireless Telephone**

10.1 Using Chapter Ten

The digital wireless telephone is a proprietary multiline telephone that connects directly to a digital station port.

Use the information in this chapter to learn how to install the digital wireless telephone and its accessories.

10.2 Selecting The Installation Location

CAUTION

Your digital wireless telephone contains special purpose circuitry that allows it to operate only when it is connected to a proprietary digital telephone system. Because of this special design, do not connect your digital wireless telephone to a telephone company central office jack that is designed for industry-standard telephones.

Select a location for the digital wireless telephone to avoid excessive heat or humidity. Place the base unit of your digital wireless telephone on a desk or tabletop near a standard 120V AC outlet and within reach of the station jack. Keep the base Unit and handset away from sources of electrical noise (for example, motors, fluorescent lighting, and similar devices). You may find that you can extend the digital wireless telephone's operating range by locating the base unit at an elevated height. An elevated location will allow the radio signals to travel above nearby obstructions.

When you install your digital wireless telephone in an area where other digital wireless telephones are in use, locate your base unit at least 10 feet from adjacent base units.

10.3 Connecting To The Station Jack

Connect one end of the supplied four-conductor line cord to the LINE JACK on the digital wireless telephone. Connect the other end of this line cord to a digital station port jack.

CAUTION

- Never install telephone wiring during a lightning storm.
- Never touch uninsulated telephone wires or terminals
  unless you have disconnected the telephone line at the
  network interface.
- Use caution when installing or modifying telephone lines

10.4 Applying Power To The Base Unit

1. Using only the AC adapter supplied with the digital wireless telephone, plug the AC adapter cord into the AC adapter input jack on the base unit. Route the cord through the strain relief channel.

2. Plug the AC adapter into a standard 120VAC wall outlet.

3. Route the power cord where it will not create a trip hazard, or where it could become chafed and create a fire or other electrical hazard.

EXP95AUP

AC Adapter

Strain Relief Channel

Line In From Station Jack
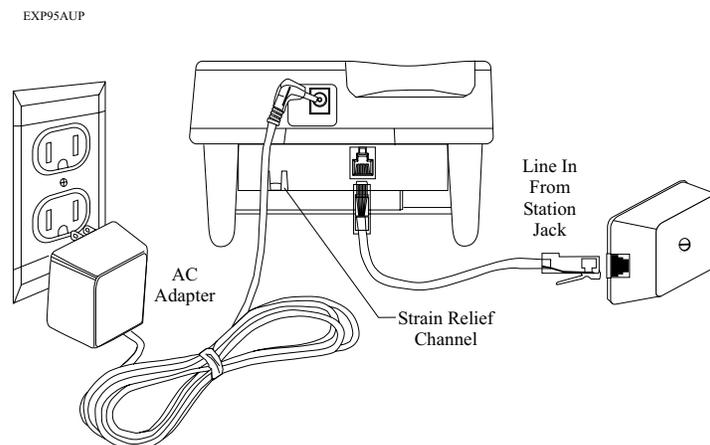
10.5 Installing The Battery Pack

1. Place the battery pack onto the handset so that it slides easily along the ridges.

2. Slide the battery pack up onto the handset until it clicks into place.

To remove a battery pack, press button to unlatch the pack and slide it from the handset.

> *NOTE: Do not remove the battery pack unless you intend to install a*
> *fresh one in its place. This will ensure that the battery in the*
> *handset will be charged as quickly as possible.*

If you see a low battery notice in the display while you are on a call, you can quickly change the battery pack without losing the call. Your telephone holds the call for approximately 20 seconds after you remove the battery pack from the handset. This is ample time during a conversation for you to exchange a discharged battery pack for a freshly charged one.

Press Button
To Unlatch
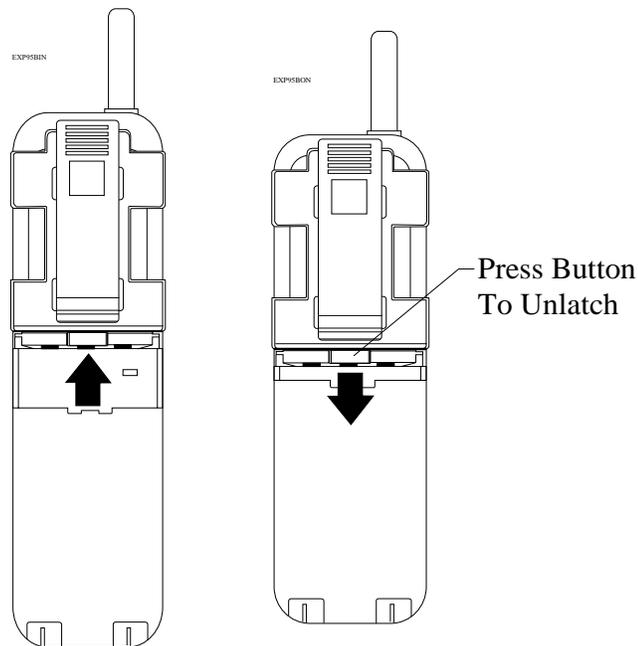
10.6 Charging the Handset's Battery Pack

You must fully charge the rechargeable nickel-cadmium battery pack before using your digital wireless telephone for the first time. This means that you should allow the unit to charge without interruption for 8–10 hours.

If you do not intend to use the handset for more than a day, either store the handset on the charger or take the battery pack off the handset to avoid draining the battery too low.

1. Place the handset on the base unit.

    NOTE: You can place the handset on the base unit either face down or face up, with or without the belt clip attached. The battery pack in the handset automatically recharges in either position.

    Please note that the telephone's buttons are inoperative while the handset is on the charger.

2. Make sure the **CHARGE** LED turns on. If the **CHARGE** LED does not turn on, check to see that the AC adapter is plugged in, and that the handset is making good contact with the base unit.

    NOTE: Occasionally, use your handset until the display shows the low battery indication. As soon as you see this indication, discontinue further use, and recharge or replace the battery pack.
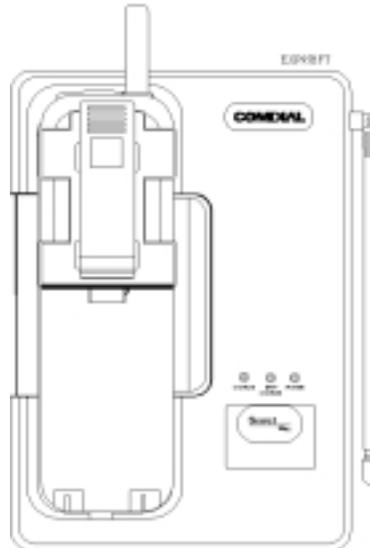
10.7 Charging Extra Battery Packs

The digital wireless telephone's base unit is equipped with a spare battery charger for charging an extra battery pack; however, for quickest charge, always use the base unit's handset cradle charger.

> *NOTE: If you keep a spare battery pack in the spare battery charging compartment, occasionally alternate that battery pack with the one that is in the handset. After you install a replacement battery pack in the handset, allow that battery pack to charge without interruption for 8–10 hours with the handset in the base unit's cradle.*

1. Position the battery pack so the inner side is facing toward the top of the base unit.

2. Slide the battery pack into the charging compartment until it clicks into place. Note that the battery pack charging compartment has a latch that keeps the battery pack in place during charging.

3. Make sure the **BATTERY CHARGE** LED turns on. If the **BATTERY CHARGE** LED does not turn on, verify that the battery pack is seated into the charging compartment.

4. Allow the battery pack to charge without interruption for 30 hours.

5. When charging is complete, press down on the latch to remove the battery pack for use. Or, if you don't need the battery pack immediately, leave it in the charging compartment (the battery pack will not overcharge).

Battery Pack

Charging Compartment

COMDIAL

CHARGE   BATT   POWER
          CHARGE

Scout

EXP95BTC
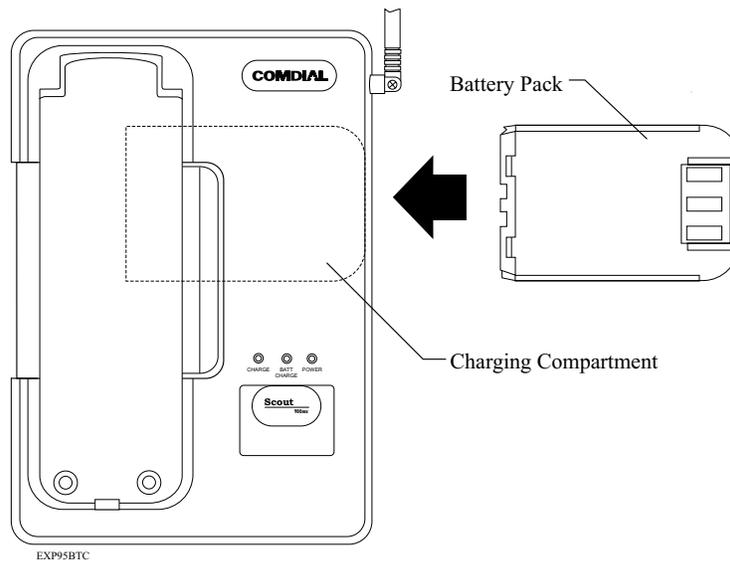
10.8 Cleaning The Battery Contacts

To maintain a good charge, it is important to clean all charge contacts on the handset and base unit about once a month. Use a pencil eraser or other contact cleaner. Do not use any liquids or solvents.

EXP95CON

Contacts   Contacts   Contacts
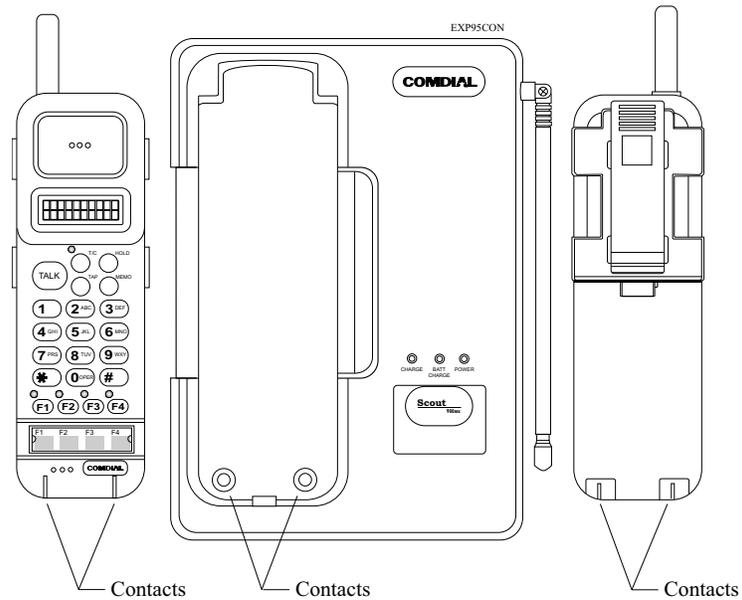
10.9 Attaching The Belt Clip To The Handset

Snap the tabs of the belt clip into all four notches on the sides of the handset. Use the belt clip to attach the handset to your belt or pocket for convenient portability. Notice that the belt clip includes a metal loop that you can use to suspend the handset from a lanyard if you wish.

 To remove the belt clip, pry one tab at a time from the notch on the side of the handset. Carefully lift the belt clip off.

CAUTION

The belt clip is designed to fit snugly onto the handset.

Lanyard Loop

EXP95CLO
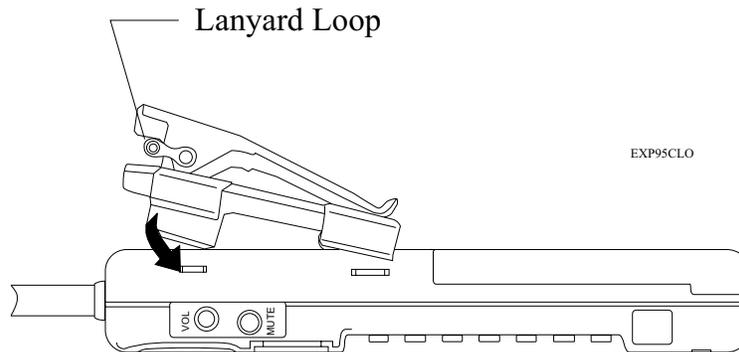
10.10 Testing the Coverage Range

Your digital wireless telephone will continue to operate effectively as you move some distance away from the base unit. Many circumstances affect the maximum distance that you can travel away from the base unit's location. Among these are walls and other obstructions that separate you from the base unit's location. It is a good practice to test the maximum coverage range that your digital wireless telephone delivers when you first install it so that you will know how far you can travel away from the base unit's location and still have effective communications.

To test the coverage location,

- disconnect the station line cord from the base unit,

- ensure that the AC adapter is connected to the base unit,

- lift the handset and verify that the display shows *No Comm*,

- press **TALK**,

- if the handset is in range, the display shows *In Range* and the handset sounds a single tone burst,

    –or–

- if the handset is out of range, the display shows *NO SERVICE* and the handset sounds three tone bursts,

- move away from the base unit's location in an ever-increasing distance while repeating the above test until you no longer get an *In Range* display—the maximum distances in any direction at which you can get the *In Range* display and hear the single tone burst defines the coverage range limits,

- hang up the handset and reconnect the station line cord to end the range testing.

NOTE: If you should wander out of range while on a call, you will lose voice contact with your party but your handset will keep its display and status lights active for approximately 20 seconds. During this 20 second time period, you can step back in range and resume your conversation. After this approximate 20 second time period, the handset's display shows NO SERVICE, the handset sounds three tone bursts, and the telephone drops the call.

11 | *Troubleshooting Your Telephone*

11.1 Using Chapter Eleven

If your digital wireless telephone is not operating properly, use this chapter's information to help identify the cause of improper operation.

11.2   Interpreting The Trouble Symptoms
11.3   Making A Power Reset

11.2 Interpreting The Trouble Symptoms

Should your digital wireless telephone fail to operate properly, review the following list of symptoms and causes for help.

Symptom	Possible Cause
Charge light will not turn on when you place handset in base unit.	–Be sure AC adapter is plugged into base unit and wall socket. Be sure handset is properly seated in base unit cradle –Be sure nickel-cadmium battery pack is properly installed on handset –Be sure that the charging contacts on the handset and base unit are clean
Frequent interruptions in conversa- tions,	–Be sure base unit antenna is vertical –Move handset closer to base unit –Locate base unit at a greater height
Hear warning tone and see *NO SER- VICE* message in display,	–Move handset closer to base unit
Handset does not ring,	–Weak battery (replace with fresh battery pack or charge handset for 8–10 hours)* –Check ringer alert setting—may be set for ringer off without optional vibrator alert installed –Be sure base unit antenna is fully vertical –Move handset closer to base unit
Error Tone,	–May occur when incorrect buttons are pressed during speed dial programming. For example,, if a button has a line assigned to it,, it is not available as a programmable button and an error tone sounds if it is pressed during programming.
Scrambled display **No link** **Feature access problems,**	–Reset power
Display shows *No Comm,*	–base unit cannot make contact with telephone system. Check line cord.

* If you isolate improper operation to a defective battery pack, verify that the battery chargers are operating prop- erly. If the battery chargers are operating properly, pur- chase a new battery pack. Since handset and battery warranties differ, do not return your handset for servicing with its battery installed. Refer to the product label or con- sult with your dealer for complete details.

Radio Interference is not a defect indication. If the situation persists, contact your system administrator.

11.3 Making A Power Reset

If you ever experience scrambled displays, link problems, or feature access problems, you may need to execute a power reset procedure.

To reset power on the base unit,

- disconnect the AC adapter plug from the base unit,
- wait several seconds,
- reconnect AC adapter plug to base unit.

To reset power on the handset,

- lift the handset from the base unit,
- remove the battery pack,
- wait several seconds,
- replace battery pack.

O

P

Q

R

S

T

U

V

W

This chart provides you with a quick reference guide of the feature dialing codes. If you wish, you can detach this sheet and keep it near your telephone to serve as a stand alone reference. Remember, section 9.6 describes a method to program these codes at unused function buttons F1–F4.

Feature	Enable Code	Disable Code
Account Code	INTERCOM ✳ 04 + account code	
All Call Page	INTERCOM 70	
Attendant Calling	INTERCOM 0	
Authorization Code	INTERCOM # 08 + authorization code	
Automatic Call Back and Call Waiting	INTERCOM ✳ 6	INTERCOM # 6
Automatic Redialing	Installer Assigned Button	
Button Query	INTERCOM ✳S8	
Call Divert Station	INTERCOM ✳ 55 + extension no.	INTERCOM # 55 + extension no.
Call Forward, Personal	INTERCOM ✳ 51 + extension no.	
Call Forward, All Calls	INTERCOM ✳ 52 + extension no.	INTERCOM # 5
Call Forward, Ring–No Answer, All Calls	INTERCOM ✳ 54	
Call Forward, Ring–No Answer, Personal Calls	INTERCOM ✳ 53	
Call Park, Orbit 91–99	INTERCOM ✳ (91–99)	
Call Park, Pick Up	INTERCOM # (91–99)	
Call Pick Up, Directed	INTERCOM ✳ 4 + extension no.	
Call Pick Up, Group	INTERCOM # 4	
DSS Programming	INTERCOM ✳ ✳ 3	
Do Not Disturb	INTERCOM # 01	INTERCOM # 01
Do Not Disturb Override	Extension number + ✳ 03	
Executive Override	Extension number + ✳ 03	
Hold, Manual	HOLD	
Hold, Exclusive	HOLD + HOLD	
Hold, Directed	INTERCOM ✳ 90	
Hold, Remote Pick Up	INTERCOM # 90	

Feature	Enable Code	Disable Code
LCD Messaging	INTERCOM ✶ 02 + message	INTERCOM # 02
Line Group 1	INTERCOM 9	
Line Groups 2–11	INTERCOM 80–89	
Line Groups 12–16	INTERCOM 60–64	
Line Pick Up From Any Station, zones 1–4	INTERCOM 65–68	
Line Pick Up From Any Station, all zones	INTERCOM 69	
Meet Me Answer Page	INTERCOM 78	
Message Waiting	INTERCOM✶ 3 + extension no.	INTERCOM # 3 + extension no.
Operator Access	INTERCOM 0	
Paging, All Call	INTERCOM 70	
Paging, Zones 2–8	INTERCOM 71–77	
Paging,, Meet Me	INTERCOM 78	
Remote Station	INTERCOM 05 + extension no.	INTERCOM # 05 + extension no.
Response Message	INTERCOM ✶✶ 6 + button select + msg. code	
Service Observing	INTERCOM # 03 + extension no.	
Speed Dial	Station 1–0	
Speed Dial, System	✶ 100 – ✶ 299	
Speed Dial, Programming	INTERCOM ✶✶ 1	
Station Lock	INTERCOM # 04 + code	INTERCOM # 04 + code
Tracker Page Send	INTERCOM ✶ 8	
Tracker Page Receive	INTERCOM # 8 + orbit code	
Tracker Pager	INTERCOM # 06	INTERCOM # 07
Redial Last Dialed No	#	
Voice Announce Block	INTERCOM ✶ 2	INTERCOM # 2

> *NOTE: The dialing codes provided in this quick reference guide are default values. Your system installer can renumber these codes as necessary.*

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