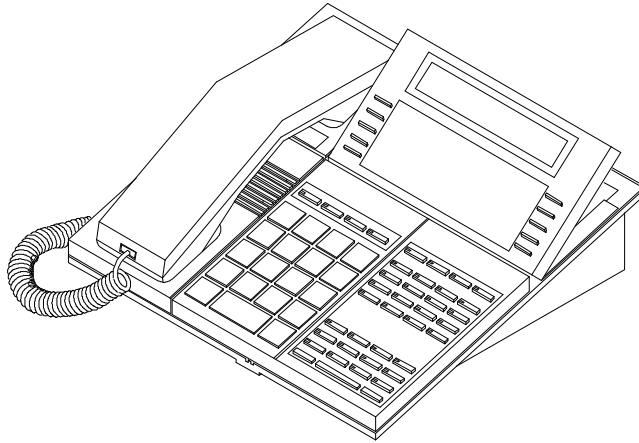





Executive set and Executive set with display

User guide



79-100-0006/E, Issue 1

== Telrad == 
**Executive set
and Executive set with display
User guide**

Telrad

**Telrad Telecommunications Inc.,
Woodbury, New York**

NOTICE

This publication refers to Telrad's Executive set and Executive set with display connected to Telrad's DIGITAL KEY BX system, Release SBU5, or Telrad's DIGITAL 400 system, Release DBU5, as of February 1997.

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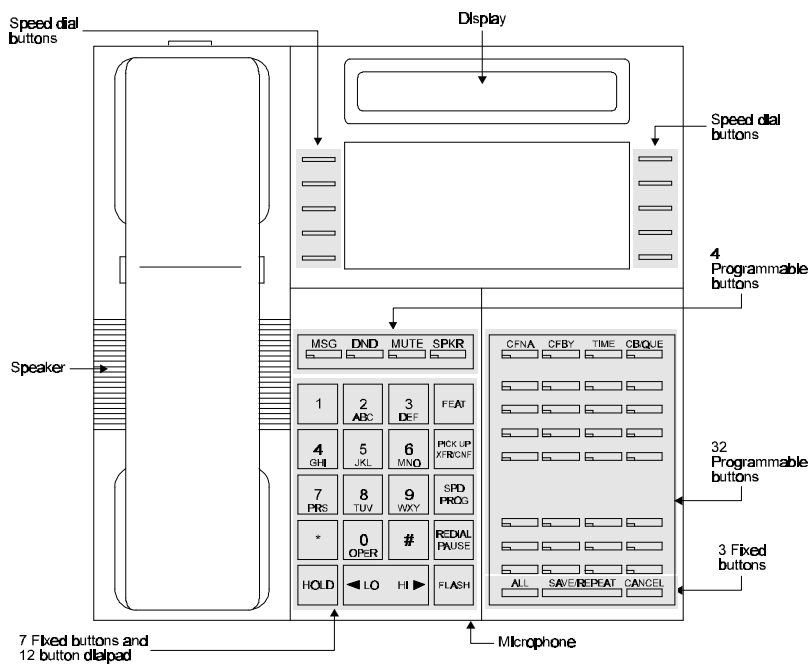
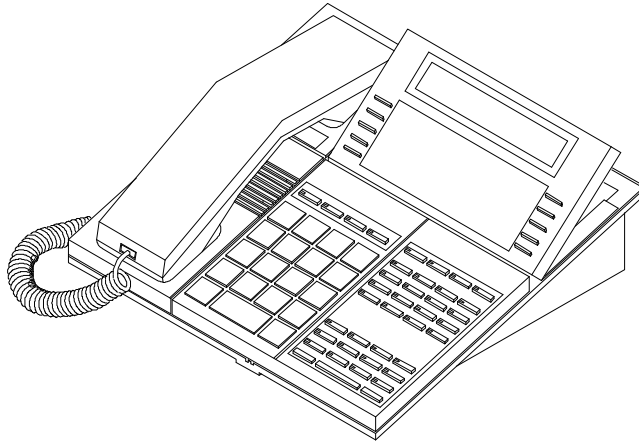


Figure 1 Executive set faceplate




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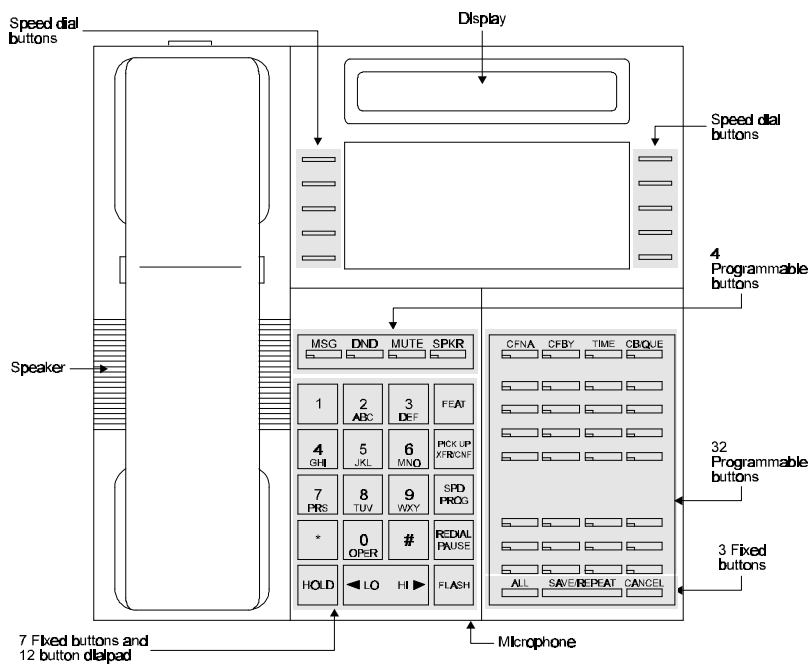


Figure 1 Executive set faceplate

ABOUT YOUR DIGITAL TELEPHONE

The Executive set is equipped with onhook dialing, full speakerphone and hot dialpad capability, which enables you to dial or operate any feature by pressing the dialpad buttons.

You may also receive and disconnect calls, program features and perform all operations without lifting the handset. You may lift the handset or switch between handsfree and handset operation at any time.

NOTE

This guide describes the regular operation of the telephone. The configuration of your particular system and telephone may introduce differences in operation. For example, some of the features and buttons described in this guide may not be available on your telephone set. For more information, see your System Administrator.

TELEPHONE SET BUTTONS

Your telephone set has an array of programmable and fixed feature buttons (see **Figure 1** on the inside front cover).

NOTE

In this guide, fixed feature buttons and programmable buttons appear in bold type, in capital letters, within brackets, e.g., **[HOLD]**.

User programmable buttons appear in capital letters, e.g., SPEED DIAL.

Most of the telephone buttons have dual-color light indicators. The color and flash rate of the indicators show the status of the programmed line, feature or extension.

In general, red indicates non-availability (for example, a busy line). Green indicates that you are using the feature or line, or that it is available to you.

User-programmable buttons

Some of the buttons on your telephone may be user-programmable SPEED DIAL or MEMORY buttons. You may program these to access extensions, features or outside lines.

Fixed feature buttons

The following fixed feature buttons appear on your telephone set.

[HOLD]

This button places a call on hold.

[FEAT]

Press **[FEAT]** and then dial a feature code to activate features (see the **Feature Codes table** at the end of this guide).

[PICK UP/XFR/CNF]

Press this button to pick up or transfer calls, and when establishing and exiting conference calls.

NOTE

The **[PICKUP/XFR/CNF]** button is referred to as **[PICK UP]**, **[XFR]** or **[CNF]**, depending on the operation being described.

[SPD/PROG]

This button is used for speed dialing and for programming various features.

[REDIAL/PAUSE]

This button lets you automatically redial the last outside number you dialed, after first accessing an outside line. Pressing this button while dialing on an external line inserts a pause in a dialing sequence.

[< LO HI >]

This button adjusts the volume of the speaker, handset, headset, ringer and background music when any of these is active.

For display sets, pressing this button when the telephone is idle changes the display contrast.

[FLASH]

Depending on system programming, this button is used to disconnect or to send Flash Signal to the connected remote exchange.

[SAVE/REPEAT]

This button is used to store one outside number for frequent automatic dialing.

[ALL]

This button is used for Group pickup, to cancel all Messages and to cancel Call Forward to me from all extensions.

[CANCEL]

This button is used to cancel Call forward programming, Alarm programming and Messages.

Programmable buttons

The following buttons on your set have already been programmed to perform specific functions. The System Administrator can program these buttons to perform other functions. If the function of certain buttons does not match those appearing in **Figure 1** at the beginning of this guide, consult your System Administrator.

NOTE

When the following features are activated their button indicators light: **[MSG]**, **[DND]**, **[MUTE]**, **[SPKR]**, **[CFNA ALL]**, **[CFBY ALL]**, **[TIME]** and **[CB/QUE]**.

[MSG]

This button is used to send messages to other extensions and to reply to messages left at your extension.

[DND]

This button activates and deactivates Do Not Disturb.

[MUTE]

This button disables and enables your telephone microphone.

[SPKR]

For handsfree operation, press **[SPKR]** instead of lifting or replacing the handset.

Whenever this guide instructs you to lift or replace the handset, you may press **[SPKR]** instead.

[CFNA ALL]

This button defines a destination to which calls are forwarded when your telephone does not answer.

[CFBY ALL]

This button defines a destination to which calls are forwarded when your telephone is busy.

[TIME]

This button programs an alarm time.

[CB/QUE]

This button operates extension callback and trunk queue.

DN buttons

DN buttons are buttons associated with specific Directory Numbers.

The first DN button is your Primary DN button, which has the same number as your extension. The Primary DN button is used for making and receiving most of your calls.

Whenever you pick up the handset, your Primary DN button, or - if it is not available - another DN button lights green.

If no DN buttons are available, no DN button lights, you do not receive dial tone, and you cannot place or answer calls.

NOTE

Not all telephone sets are programmed with DN buttons. The instructions in this manual often contain references to DN indicators and displays of DN numbers. If your telephone set is not programmed with DN buttons, disregard these references.

Many of the instructions offer a number of options, one of which is pressing a DN button. If your telephone set is not programmed with DN buttons, choose one of the other options, or skip the step of pressing the DN button.

Some of the features operate slightly differently on a telephone set that is not programmed with DN buttons. These differences are pointed out in a NOTE for each applicable feature. Consult your System Administrator for further details about the programming of your telephone set.

DN buttons may be programmed in three different modes:

- **ringing mode** - the telephone rings and the DN button flashes green when a call is received.
- **flashing mode** - the DN button flashes green when a call is received, but there is no ringing.
- **delayed ringing mode** - a call rings first at another station or group of stations, for a programmed length of time, before beginning to ring at your station.

Outside line buttons

One or more of the buttons on your telephone may be associated with either specific lines or outside line groups. To access a line for dialing outside the system, press an outside line button.

Floating buttons

Calls on outside lines for which no button has been defined, may be associated with a button just for the duration of the call. These buttons are called "floating" buttons.

NOTE

Some of the codes in your system may be different from those indicated here. If so, see your System Administrator for the correct codes.

BASIC TELEPHONE OPERATION

SWITCHING FROM HANDSET TO HANDSFREE OPERATION

During a call conducted via the handset:

1. Press **[SPKR]**.
2. Replace the handset and talk via the telephone set microphone.

DISTINCTIVE RINGING

You can program telephone sets located close to each other with distinctive rings, to enable you to identify which telephone is ringing. Nine different rings are available.

To change the ring tone for your telephone set

1. Press **[*]** and **[#]** simultaneously.
2. Press one of the dialpad buttons (**[1]-[9]**).

When you hear the ring that you want:

3. Press **[#]**.
4. Lift and replace the handset.

Your telephone set reinitializes and all telephone rings (internal, external, recall, etc.) sound with the distinctive ring selected.

MUTE

If you want to talk to someone during a call without the other party hearing, you can disable the handset or telephone set microphone.

To enable or disable the microphone (MUTE)

- Press **[MUTE]** during a conversation.

To enable or disable the handset microphone (HANDSET MUTE)

During a handset call:

- Press **[HS MUTE]**.

ALLOWING OTHER PEOPLE TO HEAR YOUR CONVERSATION (SPEAKER MONITOR)

While you are speaking through the handset, the conversation can be directed through your telephone speaker, so that people in your vicinity can hear the other end of the conversation.

1. Press **[FEAT]**.
2. Press **[SPKR]**.

The **[SPKR]** button indicator turns on.

Both you and the other party are heard via the speaker.

HOT DIALPAD

The hot dialpad enables you to dial and activate features without lifting the handset or pressing **[SPKR]** first.

NOTE

The instructions in this guide assume that you have hot dialpad capability.

INTERNAL CALLS

To place a non-ringing call

- Dial the extension number.

To place a ringing call

1. Dial the TONE code [1].
2. Dial the extension number.

IF THE EXTENSION YOU CALLED IS BUSY (CALLBACK)

When you dial an extension and hear busy tone, you can activate the Callback feature:

1. Press **[CB/QUE]**.
2. Press **[SPKR]**.

When the called extension becomes available, your telephone rings. Then:

3. Press **[SPKR]** or lift the handset.
You hear the called extension ringing.

To cancel Callback

- Press **[CB/QUE]** again.

BARGING INTO A CONVERSATION

Depending on system programming, you may be able to break into another conversation.

When you dial an extension and hear busy tone:

1. Press **[FEAT]**.
2. Dial the BARGE IN code (**[2][4]**).
A warning tone is heard by all parties, depending on system programming.

PAGE CALLS

You can make announcements through an external page unit, or through the speakers of all DIGITAL telephones in a page zone.

1. Lift the handset.
2. Press **[FEAT]**.
3. Dial the PAGE zone code (**[4][1]-[4][8]**).

After the double tone burst:

4. Make your announcement.

To speak directly with a page initiator (MEET ME PAGE)

You can call a page initiator during a page call:

1. Lift the handset.
2. Press **[FEAT]**.
3. Dial the MEET ME PAGE code (**[6][6]**).
4. Dial the PAGE zone code (**[4][1]-[4][8]**).

ANSWERING CALLS

When you receive a call an indicator flashes green on a telephone set that is programmed with DN buttons. For an internal call the top line of the display shows the name of the caller and their extension number. For an external call the display shows the trunk name and number. You usually also hear a ring, unless your station has been programmed not to ring.

NOTE

Telrad's DIGITAL systems support Caller Name and Caller Identification display.

To answer a ringing or flashing call

- Pick up the handset;
or
- Press the button that is flashing green.
After you answer the call the indicator of the DN or private trunk line lights steady green.

To answer an intercom call

To answer an intercom call coming through your telephone speaker:

- Talk through the microphone
If you prefer, you may lift the handset instead.

ANSWERING A SECOND CALL

You may hear a beep, indicating a second call, while already engaged in a conversation. You can answer the call without disconnecting the first call.

To answer a second call

1. Press **[HOLD]**. The first call is put on hold. The indicator for that line flashes green.
2. Press the DN or outside line button that is flashing green. You receive the second call.

To return to the first call

1. Press **[HOLD]**.
2. Press the flashing DN button.

NOTE

If your telephone does not have DN buttons, you cannot put an internal call on hold. This means that you cannot answer a second incoming call without disconnecting the first call - unless the first call was an outside call. If the first call was internal, you must hang up. You can then answer the second call when it rings.

OUTSIDE CALLS

Outside calls may be placed by accessing an outside line (or group) or by using the Least Cost Routing (LCR) feature.

When the instructions tell you to access an outside line:

- Dial an outside line, outside line group number or LCR code;
- Press an outside line or outside line group button;
- Press the LCR button (usually **[9]**).

Depending on system programming, the cost of your call may be displayed briefly at the end of the conversation.

To place an outside call

1. Obtain an outside line.
2. Dial the desired number.
See also, *Abbreviated dialing*, below.

To redial the last outside number you dialed

1. Obtain an outside line.
2. Press **[REDIAL]**.

**To save a frequently dialed outside number
(SAVE/REPEAT)**

After dialing the desired number, but before hanging up:

- Press **[SAVE/REPEAT]**.

To dial the number saved

1. Access an outside line.
2. Press **[SAVE/REPEAT]**.

AUTOMATIC REDIAL

If you dial an outside number and hear busy tone, you can have the system redial the number several times, at pre-defined intervals.

1. Press an **[ARD]** button.
2. Hang up by pressing **[SPKR]** or replacing the handset.

When the called party answers:

- Press **[SPKR]** or lift the handset.

If the dialed number rings, or if the system has made the maximum number of dialing attempts, the Automatic redial is deactivated.

**To temporarily deactivate
or reactivate Automatic Redial**

- Press the **[ARD]** button again.

NOTE

Several Automatic redials may be activated simultaneously by using more than one **[ARD]** button.

IF THERE IS NO OUTSIDE LINE AVAILABLE (TRUNK QUEUE)

When you try to select an outside line and hear busy tone:

1. Press **[CB/QUE]**.

When an outside line becomes available, the system rings your extension. Then:

2. Press **[SPKR]** or lift the handset.
3. Listen for outside dial tone and dial the desired number.

To cancel trunk queue

- Press **[CB/QUE]**.

TO CIRCUMVENT EXTENSION RESTRICTIONS (TRAVELING CLASS OF SERVICE)

You can dial an outside number from a toll-restricted telephone by temporarily assigning it your own extension's Class of Service (COS) or a system-wide (Global) COS accessible only to privileged users.

1. Press **[TC]** (if defined) or dial the Travel COS (Class of Service) code.
Display sets show *ENTER NO*:
2. Dial your extension number - to apply your extension's COS,
or
Press **[*]** for a Global COS.
Display sets show *ENTER CODE*:
3. Dial your ECC authorization code or a Global COS code.
The **[TC]** indicator (if defined) lights.
The Travel COS feature is active for a predefined period.
4. Access an outside line and place a call.

TO OBTAIN SPECIAL SERVICES VIA LINES DEFINED AS BEHIND AN EXCHANGE (CENTREX OR PBX)

You may be able to access special services provided by a Centrex or PBX exchange.

To access services while connected to the outside line

1. Press **[FEAT]**.
2. Press **[FLASH]**.

HOLD

There are two types of hold:

- Exclusive hold: the call can be retrieved only from your extension.
- Inclusive hold: the call can also be retrieved by other stations with a button for that appearance.

You cannot transfer a call that is on hold.

When you place a call on hold, you automatically receive dial tone and can make a page call or dial to another extension. If you do not receive dial tone, this means that no DN is available.

To place a call on exclusive hold

- Press **[HOLD]** once.
The indicator flashes green on your station and red on other stations with a button for that line.

To place a call on inclusive hold

- Press **[HOLD]** twice.
The LED flashes green on all stations that have a button for that line.

Depending on the programming of your extension, the first press of hold may activate Inclusive hold, and the second press, Exclusive hold. See your System Administrator.

To pick up a call from hold

- Press the flashing button of the call on hold.
or
- Press **[PICK UP]** and **[HOLD]**.

TRANSFERRING CALLS

You can transfer a call to another extension:

1. Press **[XFR]**.
2. Dial the extension number.
3. Announce the call when the other party answers and then hang-up.

To retrieve a transferred call

If you have not yet hung up and the other party has not yet answered the transferred call, you may retrieve the transferred call.

- Press the line button associated with the call,
or
- Press **[PICK UP]** and then **[HOLD]**.

CONFERENCE CALLS

A total of five parties, of which up to two may be on outside lines, can participate in a conference.

To establish a conference

1. Make the first call.
2. Press **[CNF]**.
3. Make the next call.

After the call is answered:

4. Press **[CNF]** again.
5. Repeat steps 2 through 4 to add up to two more parties to the conference.

PICKUP

You can answer a call that is ringing or on hold at another extension, without leaving your desk.

To pick up a call at another extension

1. Press **[PICK UP]**.
2. Dial the number of the extension at which the call is ringing or on hold.

To pick up a call ringing in your pickup group

- Press a MEMORY button programmed with GROUP PICK UP.
or
- 1. Press **[PICK UP]**.
- 2. Press **[ALL]**.
See **Abbreviated Dialing** for instructions on how to program MEMORY buttons.

MESSAGES

If after dialing an extension, there is no answer or you hear busy tone, you can send a basic message or a message from a predefined list, which appears on the display of the extension you called.

When you send a basic message, display telephones show "CALL" followed by your extension name or number (e.g. "CALL STEVE").

When you send a predefined message, display telephones show the text of the message, followed by your extension name or number (e.g. "GONE OUT STEVE").

SENDING MESSAGES

To send a basic message

After dialing an extension:

1. Press **[MSG]**.
2. Press **[SPKR]** or replace the handset.
The message is sent.

To select and send a predefined message

You can select a message from a predefined list (see a list of **system messages** at the end of this guide).

After dialing an internal number:

1. Press **[MSG]**.
2. Enter a message number (two digits; e.g. 08).
If your set has a display, you can scroll through the message list with **[<LO HI>]**. If the message includes asterisks (*), you may edit it using the dialpad. Enter the digits on the dialpad; they appear on the screen in place of the asterisks.
3. Press **[SPKR]** or replace the handset.

To send a message with confirmation

When you dial a display telephone and hear busy tone, you can send a message which appears on the display of the called extension (your telephone must also have a display).

1. Select a message, as explained above.
2. Press **[MSG]**.
"WAIT..", followed by the message text, appears on your display. You see either "MSG ACCEPTED" or "MSG REJECTED". Rejected messages enter the called extension's memory.
3. Press **[SPKR]** or replace the handset.
See also **Confirming a message**, below.

Canceling the message process

You may cancel the message process at any time.

- Press **[FLASH]**.

RECEIVING MESSAGES

When messages have been left at your extension, you hear broken dial tone when you lift the handset or press **[SPKR]**. If your set has a display, it informs you of messages waiting for you.

To read your messages (display sets only)

- Press **[MSG]** (when lit; not when flashing).

To scroll through your messages

- Press **[<LO HI>]**.

To call the message sender

1. Press **[SPKR]**.
2. Press **[MSG]**.

DELETING MESSAGES (display sets only)

While the message is displayed

1. Press **[MSG]** (when lit; not when flashing).
2. Use **[<LO HI>]** to scroll to the message you wish to delete.
3. Press **[CANCEL]**.
4. Press **[SPKR]**.

CONFIRMING A MESSAGE (display sets only)

When you are on a call and a message appears on your display:

- Press **[MSG]**.
If you do not confirm the message, then, when you hang up, the message is stored in the telephone's memory.

DELETING ALL MESSAGES

To delete all messages left at your telephone

1. Press **[#]**.
2. Press **[MSG]**.
3. Press **[SPKR]**.

DO NOT DISTURB (DND)

If you do not want calls to ring at your telephone, temporarily, you can activate the DND feature.

NOTE

If your telephone set is not programmed with DN buttons, the DND indication is slightly different.

If the **[DND]** button flashes red, it indicates that your station is programmed for **Call Forward**. You can deactivate Call Forward by pressing the flashing **[DND]** button.

To place your telephone in Do Not Disturb mode

- Press **[DND]**.
The DND indicator lights steady red and no calls ring at your telephone. Internal callers hear busy tone and see your DND message, if programmed. If your station is programmed for DND call forwarding or for Call Forward, calls are forwarded.

To cancel DND mode

- Press **[DND]**.
The DND indicator goes off and calls ring at your station.

DND MESSAGES

You can select a predefined message that appears on the display of telephones that call your extension, while it is in DND mode. You can also ask your System Administrator to program additional messages.

To program a DND message

1. Press **[FEAT]**.
2. Press **[SPD/PROG]**.
3. Press **[DND]**.
4. Enter a message number,
or,
if your set has a display, press **[< LO HI >]** repeatedly to scroll through the available messages (see the **DND Messages table** at the end of this guide for a complete list of available messages).
On display sets, if the message displayed includes asterisks (*), you can edit it by pressing the desired digits on the dialpad. The numbers you dial appear in the message in place of the asterisks.
5. Press **[SPKR]**.

To cancel your DND message

1. Press **[CANCEL]**.
2. Press **[SPD/PROG]**.
3. Press **[DND]**.
4. Press **[SPKR]**.

FORWARDING CALLS

You can program your telephone set to forward your calls to another extension.

NOTE

If your telephone does not have DN buttons, you can forward calls for your station (as described below, skipping the first step), but cannot forward calls for a specific DN. See also below, *Call forwarding on telephones without DN buttons.*

To program call forwarding

1. If your telephone has DN buttons, press the button of the DN for which you want calls forwarded.
2. Press **[FEAT]**.
3. Dial the code that designates in which situation you want your calls forwarded:

In order to program	Dial	Which stands for
Call forward	[F][L] or [3][5]	CFWD
Call forward on busy	[F][B] or [3][2]	CFBY
Call forward no answer	[F][N] or [3][6]	CFNA

4. Dial the code that designates which of your calls you want forwarded:

In order to program	Dial
All calls	[A] or [2]
External calls	[E] or [3]
Internal calls	[I] or [4]

5. Enter the new destination to which you want your calls forwarded.

NOTE

Instead of dialing the extension number, you may also press a SPEED DIAL button (for both internal and external calls) or MEMORY button (for internal calls only) - or press **[SPD/PROG]** and a SPEED DIAL memory code. Calls are forwarded to the contents of the MEMORY button or SPEED DIAL memory code. If you later change the contents of that SPEED DIAL memory code, calls are forwarded to the new destination. The contents of a SPEED DIAL memory code may not include a flash signal. Changing the contents of a MEMORY button does not affect the call forwarding destination.

6. Press **[SPKR]**.

To cancel call forwarding

1. Press the DN button and then press **[CANCEL]** or **[#]**.
2. Press **[FEAT]**
3. Dial the code that designates what type of Call forwarding you want to cancel: **[3][5]**, **[3][2]**, or **[3][6]**.
4. Dial the code that designates which of your calls are currently forwarded and for which you want to cancel the call forwarding programming: **[2]**, **[3]**, or **[4]**.
5. Press **[SPKR]**.

ADVANCED CALL FORWARDING INSTRUCTIONS

This section contains a more detailed explanation of all the call forwarding possibilities.

You may have your calls forwarded to another destination, either inside or outside the system. Use the SPEED DIAL function to forward calls to an external destination.

If you forward your calls to another station, and that station is unavailable and also programmed for call forwarding, your calls are passed on to that station's call forwarding destination. This process may continue, for a maximum of five steps, depending upon the system configuration.

If your telephone set has DN buttons, you can specify a different call forwarding destination for each DN for which you have a button - provided that the System Administrator has given you authorization to forward calls for each DN, and that those DNs are not restricted for call forwarding.

There are three types of call forwarding:

- CALL FORWARD - always forwards your calls.
- CALL FORWARD BUSY - forwards calls arriving at your telephone when it is busy.
- CALL FORWARD NO ANSWER - forwards calls that are not answered.

You also have three choices of which of your calls to forward to another extension:

- All of your calls - both internal and external
- Only external calls - people calling from outside your organization.
- Only internal calls - people calling from inside your organization.

PROGRAMMABLE CALL FORWARDING BUTTONS

You may ask your System Administrator to allocate up to nine different programmable call forwarding buttons, each assigned to a specific call forwarding function, for example, Call forward no answer for internal calls, or Call forward for external calls.

Most users choose to have only two buttons programmed for call forwarding:

- Call forward no answer - all calls. This is usually abbreviated as CFNA A;
- Call forward busy - all calls. This is usually abbreviated as CFBY B.

You may, of course, label the buttons however you choose.

If you have programmable call forwarding buttons, you may press one of them to begin programming that type of call forwarding. The call forwarding buttons also indicate for which type of call programming the station is currently programmed. If the indicator of a programmable call forwarding button is lit, that means that the station is programmed for that type of call forwarding.

NOTE

If several stations are authorized to forward calls for the same DN, the last programming performed overrides the previous.

PROGRAMMING CALL FORWARDING FOR ALL DNS

NOTE

This section is not applicable if your telephone does not have DN buttons.

If you want the calls on all the DNS at your station forwarded to the same destination, you may do this in one step (provided you have authorization to do so and none of the DNS are restricted for Call forwarding). Proceed as above, **To Program call forwarding**, but:

- Press [*] after entering the destination (step 5).
If you have programmed Call forward, all the DN indicators flash red when they are idle.
If you have a programmable button for the kind of forwarding that you have programmed, that button lights.

CANCELING PROGRAMMING FOR ALL DNS

Proceed as above, **To cancel call forwarding**, but:

- Press [*] after step 4;
The DN indicators go off and you hear regular dial tone.

PROGRAMMING CALL FORWARDING ON TELEPHONES WITHOUT DN BUTTONS

Call forwarding programming is done the same as above, **To program Call forwarding**, except that you skip step 1 - Press the DN button.

The call forwarding indications on your telephone set are also slightly different:

- If you have programmed Call forward, the next time you pick up your handset you hear broken dial tone (for the station, not for a particular DN), confirming that Call forward is active.
- If you have programmed Call forward, the **[DND]** indicator flashes red. You can deactivate Call forward by pressing the **[DND]** button when its indicator is flashing red.

To cancel any call forwarding programming

See, **To Cancel call forwarding**. The procedure is the same, except that in step 1 - just press **[CANCEL]**.

CANCELING CALL FORWARD TO ME

If another station has programmed your telephone set as its forwarding destination and you do not wish to be disturbed by those calls, you can cancel your status as a call forwarding destination.

Canceling call forward to me

1. Press **[CANCEL]**.
2. Press **[FEAT]**.
3. Press the CALL FORWARD code (**[3][5]**).
4. Press **[8]**.
5. Dial the extension number whose calls you no longer want forwarded to your station
or
Press **[*]** if you wish to cancel all Call forward to me, from all stations.

ABBREVIATED DIALING

This section describes several ways of abbreviating dialing. **Save/Repeat** and **Redial** are described in **Outside Calls**, above.

SPEED DIAL

Speed dial shortens the procedure of dialing outside numbers by using speed dial buttons and speed dial memory codes.

To speed dial an outside number

- Press **[SPD/PROG]** and dial the speed dial memory code,
or
Press the appropriate SPEED DIAL button.

To program a speed dial memory code or button

1. Press **[FEAT]**.
2. Press **[SPD/PROG]**.
3. Do one of the following:
 - Dial a speed dial memory code number (two digits; e.g. 03),
or
 - Press the SPEED DIAL button to be programmed.
4. Dial an outside line code followed by the number you want to store.
5. Press **[SPKR]**.

NOTE

Pauses may be entered, where needed, in a speed dial sequence by pressing **[REDIAL/PAUSE]**.

MEMORY BUTTONS

MEMORY buttons are used for one-press dialing of extensions, page zones, and feature codes.

To dial with a MEMORY button

- Press the programmed button.

To program a MEMORY button

1. Press **[FEAT]**.
2. Press **[SPD/PROG]**.
3. Press the MEMORY button to be programmed.
4. Dial the desired extension number (up to four digits)
or
Press **[FEAT]** and then dial the desired feature code.
See the **Feature Codes table** at the end of this guide.
5. Press **[SPKR]**.

ALARM

Your telephone can sound an alarm ring at a pre-programmed time.

To program an alarm time

1. Press **[FEAT]**.
2. Press **[SPD/PROG]**.
3. Press **[TIME]**.
Dial the four-digit alarm time (HH:MM) using the 24 hour format (e.g. 1530 for 3:30 pm).
4. Press **[SPKR]**.

To cancel the alarm setting

Before the alarm rings:

1. Press **[CANCEL]**.
2. Press **[TIME]**.
3. Press **[SPKR]**.

To stop the alarm ring

- Press **[TIME]** or lift and replace the handset.

TELEPHONE LOCK

You can prevent people from making outside calls from your telephone.

To lock your telephone

1. Press **[FEAT]**.
2. Dial the LOCK code.
Display telephones show *ENTER CODE:*
3. Dial your Executive Credit Code (see your System Administrator).
4. Press **[SPKR]**.
The telephone lock dialing restrictions are in effect. The **[LOCK]** button, if defined, lights.

To unlock your telephone

- Repeat the above procedure.

DOOR UNIT

Your system may have a door unit equipped with an intercom and electric door latch. When a visitor presses the doorbell, up to four system extensions ring.

When the door bell rings

If your telephone is ringing:

- Press **[SPKR]** or lift the handset.

If another extension is ringing:

- Dial the PAGE zone code associated with the door unit,
or
Press the flashing **[DOOR]** button if defined.
You can now speak with the person at the door.

To open the electric door latch

While connected to the door unit:

- Press **[*]**.
The door latch opens.

NOTE PAD

You can save a number of up to 16 digits during a call.

1. Press **[FEAT]**.
2. Press **[SPD/PROG]** twice.
3. Dial an available speed dial memory code number or press an available SPEED DIAL button.
4. Enter up to 16 digits.
5. Press **[SPD/PROG]**.

To dial the number saved:

1. Press **[SPD/PROG]**.
2. Press the SPEED DIAL button, or
Dial the speed dial memory code.

ADVANCED FEATURES

This section lists some advanced features which you can activate from your telephone. Details concerning the operation of these features can be found in the DIGITAL Systems Operating Instructions manual.

- Account code (voluntary, reminder, forced);
- Answering a second incoming call;
- Background music;
- Camp on;
- Confirmed transfer;
- Dial attendant;
- DISA;
- Executive Credit Code (ECC) programming;
- Executive intercom;
- External Call Forward;
- Floating buttons;
- Hotline;
- Intrusion;
- Pick up;
- Last hold;
- Page transfer;
- Preferred line;
- Scanning (Multiple ARD);
- System speed dial;
- Trunk patch - Retrieve trunk patch.

FEATURE CODES

Features can be activated by pressing the **[FEAT]** button and then dialing a feature code.

The default feature codes (see next page) reflect the feature initials, using the letters on the dialpad buttons.

For example:

To access Background Music

- Press **[FEAT]** followed by the dialpad buttons corresponding to the letters BM (Background Music).

That is,

FEAT 2 ABC 6 MNO

The feature codes in your system may have been changed. If so, enter the updated feature codes in the "Access method" column of the **Feature Codes** table.

Feature codes

Feature name	Abbreviation	Access method
ACCOUNT CODE	AT	[FEAT][2][8]
ACD LOGIN	-	-
ACD LOGOUT	-	-
ALL/GROUP	-	[*]
ATTENDANT	-	[0]
BACKGROUND MUSIC	BM	[FEAT][2][6]
BARGE IN	BI	[FEAT][2][4]
CALLBACK/QUEUE	CB	[FEAT][2][2]
CALL FORWARD-ALWAYS	FL	[FEAT][3][5]
CALL FORWARD-BUSY	FB	[FEAT][3][2]
CALL FORWARD-NO ANSWER	FN	[FEAT][3][6]
CANCEL	-	[#]
CLIR (1)(2)	-	-
DIRECTORY 1 THROUGH 9 (1)	-	-
DIRECTORY 10 (HELP) (1)	-	-
END OF DIALING	-	[FEAT][#]
EXECUTIVE CREDIT CODE	EX	[FEAT][3][9]
FEATURE	-	[7]
FLASH SIGNAL(1)	FS	[FEAT][3][7]
FLIP FLOP	FF	[FEAT][3][3]
GROUP PICKUP (1)	-	-
INTRUSION	-	[6]
LAST HOLD	LH	[FEAT][5][4]

(1) Access method not assigned by default.

(2) Only available on ISDN PRI calls.

Not all of the above features are available on every type of telephone set.

Feature codes (continued)

Feature name	Abbreviation	Access method
LEAST COST ROUTING (1)-		-
LOCK (1)	-	-
MEET ME PAGE	MM	[FEAT][6][6]
MESSAGE	ME	[FEAT][6][3]
NIGHT SERVICE (1)		-
PAGE - INTERNAL 1 through 8	I1 through I8	[FEAT][4][1] through [4][8]
PAGE - EXTERNAL 1 through 8 (1)	X1 through X8	-
PICKUP	PU	[FEAT][7][8]
PROGRAM	PM	[FEAT][7][6]
REDIAL	RL	[FEAT][7][5]
SAVE/REPEAT	SR	[FEAT][7][7]
SPEED DIAL	SD	[FEAT][7][3]
TIME ALARM	TA	[FEAT][8][2]
TONE	-	[1]
TONE DIAL (DTMF) (1)	-	-
TRAVEL COS(1)	-	-
TRUNK PATCH	TP	[FEAT][8][7]
TRUNK SPEED DIAL (1)	-	-
VOICE MESSAGE (1)	-	-

(1) Access method not assigned by default

DND messages

Message No.	Default message	Updated message
01	BE BACK SOON	
02	BE BACK AT ** : ** (1)	
03	BE BACK ON ** - ** (1)	
04	OUT UNTIL ** : ** (1)	
05	OUT FOR THE DAY	
06	OUT OF OFFICE	
07	OUT OF TOWN	
08	OUT ON A CALL	
09	OUT FOR LUNCH	
10	ON VACATION	
11	ON A TRIP	
12	ON BREAK	
13	AWAY FROM DESK	
14	GONE HOME	
15	BUSY UNTIL ** : ** (1)	
16	CALL * * * * * (1)	
17	CALL ME AT * * * * * (1)	
18	CALL LATER	
19	CALL TOMORROW	
20	DO NOT DISTURB	
21	IN A MEETING	

(1) When editing DND messages, substitute asterisks with the desired digits.

DND messages (continued)

Message no.	Default message	Updated message
22	IN CONFERENCE	
23	WITH A CLIENT	
24	WITH A GUEST	
25	WITH A PATIENT	
26	UNAVAILABLE	
27	LEAVE MSG AT * * * (1)	
28	TAKE MSG AT * * * * (1)	
29		
30		

(1) When editing DND messages, substitute asterisks with the desired digits.

System messages

Message No.	Default message	Updated message
01	CALL_ (Basic message)	
02	CALL * * * * * (1)	
03	CALL HOME	
04	CALL ME	
05	GONE OUT	
06	READ MAIL	
07	VOICE MAIL	
08	CALL BOSS	
09	TAKE MSGS	
10	GONE HOME	
11	JOB DONE	
12	IN TROUBLE	
13	CLIENT	
14	BRING WORK	
15	ANY NEWS?	
16	REPORT DUE	
17	COME HERE	
18	MEET. NOW	
19	MEMO READY	
20	TYPE LETTR	
21	WELL DONE	

(1) When editing messages, substitute asterisks with the desired digits
Messages 22 to 30 are intended for customer's definition.

Your speed dial

Name

Number

Code