OFF-HOOK PREFERENCE

- If your phone has been programmed for Off-Hook Preference, you will access an outside line, or a feature by going off-hook or pressing the ON/OFF button.
- While Off-Hook Preference is enabled, you may access internal intercom dial tone by:
  - Pressing your pre-programmed IOM button. LED lights steady.
- OR
  - Dial your own 3-digit intercom number. (Do not lift handset or press ON/OFF button before dialing intercom number.)
  - Intercom dial tone will be heard.
  - You may now dial an internal station or Feature Access code.

*Refer to FLEX Button programming. Also refer to Prime FLEX Button programming.

OFF-HOOK PREFERENCE
HEADSET MODE

☐ If you wish to use a headset and have been given the ability to do so in programming.
☐ To Activate Headset Mode:
  - Dial [266] on the dial pad.
☐ OR
  - Press pre-programmed FLEX button. LED will light steady.
While Headset mode is active, the ON/OFF button will
activate the headset and disable speakerphone and intercom
call announce operation at your station.
☐ To De-Activate Headset Mode:
  - Dial [266] on the dial pad.
☐ OR
  - Press the pre-programmed FLEX button. LED will extinguish.

*Refer to FLEX Button Programming.

PLACING AN OUTSIDE CALL

To access an outside line for dialing out:

☐ Press outside-line button or prok key.
☐ OR
  - Dial line group access [81]/[91].
  - ON/OFF button will light and dial tone will be heard.
  - Dial desired party.
  - When called party answers, lift handset to converse
    or use speakerphone.
  - If LCR is enabled, dial [99], then the phone number.
BACKGROUND MUSIC (OPTIONAL)
- To activate Background Music:
  - Press [7] on the dial pad (music is heard).
- To deactivate Background Music:
  - Press [7] again and music is discontinued.

*Mute to FLEX Button Programming.

MUTE

* A FLEX Button MUST be programmed for this feature to operate. Refer to FLEX Button Programming.

The MUTE button provides privacy during a call by disabling the microphone.
- Press pre-programmed MUTE button while on-hook.
- Press pre-programmed MUTE button to activate MUTE button LED lights.

VOLUME CONTROLS
There are two volume control wheels on the right side of the Key Telephone. Rotating the wheel toward you will decrease the volume.
- Front wheel - voice, background music, and speakerphone.
- Rear wheel - ringer volume.

PLACING AN INTERCOM CALL
- Press station key of party to be called if programmed for Intercom or dial station number (100-199).
- You will hear ringing if the called station is in the "I" position, or three bursts of tone if the station is in the "H" or "P" position.
- Lift handset or use speaker phone after the tone bursts stop.
- Hang up to end call.

ANSWERING AN INTERCOM CALL
With your intercom signal switch in the:
- T mode (Center switch position) You will hear repeated bursts of intercom tone ringing and the HOLD button will strobe flash. Lift handset or press ON/OFF button to answer. If you receive a call from a Phone Box, you must press the DSS button to answer the call. Hang up to end call.
- P mode (Lower switch position) You will hear three bursts of tone and a one-way announcement. The HOLD button will flash slowly and the calling party cannot hear conversations in progress.
- H mode (Upper switch position) You will hear three bursts of tone and an announcement. Reply hand-free or lift handset for privacy.
CALL TRANSFER

Outside lines can be transferred from one phone to another within the system. The transfer can be either screened (announced) or unscreened to either an idle or busy station, or a UCD or Hunt group.

SCREENED TRANSFER

While connected to an outside line:

- Press station button where call is to be transferred (if programmed on your telephone), or press TRANS button and dial station number (100-195)
- The called extension signals according to the intercom signal switch position.
- When the extension answers, announces the transfer.
- Hang up to complete transfer.

ANSWERING A SCREENED TRANSFER

Your intercom will be signaling according to the intercom signal switch position.

- Answer the intercom and receive the transfer notice.
- Press the outside line button or loop button flashing on hold.

UNSCREENED TRANSFER

When the called extension begins to signal, hang up to transfer the call. (Recall timer starts).

TRANSFER SEARCH

When attempting to locate a party:

Press a station key to signal a station.

OR

Press the TRANS button and dial desired station.

- If the party is not located, press another station key to continue the search, or press the TRANS button and dial the station number.
- If the party is not located, press the TRANS button again and dial another station number to continue the search.
- When the called party answers, hang up to complete the transfer.

EXECUTIVE/SECRETARY TRANSFER

- If you are designated the Executive station and your phone is busy or in DND, all calls will be routed to the Secretary station.
- If you are the designated Secretary station, you can signal the Executive that a call is busy or in DND by using the Camp On feature.

PBX/CENTREX TRANSFER

While connected to an outside line (PBX/Centrex):

- Press FLASH button. Transfer dial tone is heard.
- Dial PBX/Centrex station number.
- Hang up to complete transfer.
FLASH

When connected to an outside line:
- Press FLASH button to disconnect outside line and resume outside line dial tone.

ANSWERING A RECALL

LINE 12

When an outside line has remained on hold for an extended period of time, you will be reminded with a recalling ring:
- Press outside line button flashing at very fast rate.
- Lift handset to converse.

CALL PARK

To place an outside call on hold and consult with, page, or call an internal party and/or transfer the outside call:
While connected to an outside line:
- Press TRANS button and dial parking location (790 to 795). The caller is put on Exclusive hold.
- Press pre-programmed CALL PARK Flex button.
- Hear confirmation tone.
If you hear busy tone:
- Press TRANS and dial another parking location.
- Press pre-programmed CALL PARK button.

*Refer to FLEX Button Programming

RETRIEVING A PARKED CALL

*Refer to FLEX Button programming.

PAGING

If you have been given the ability to make page announcements, Station off hook or in DND will not hear the page.

1 Internal Zone 1
2 Internal Zone 2
3 Internal Zone 3
4 Internal Zone 4
5 Internal All Call
6 External Zone
7 Meet Me Page
8 All Call

*Refer to FLEX Button programming.

MEET ME PAGE

To request another party meet you on a page:
- Dial the desired two-digit paging code or press programmed button.
- Press pre-programmed FLEX button.
- Speak in normal tone of voice to deliver message.

ANSWERING A MEET ME PAGE

*Refer to FLEX Button programming.

CALLING STATION TONE MODE OPTION

Allows a calling station to override a called stations H or P Intercom switch settings.

When placing a call to a station and Tone ringing is desired:
- Dial (SF)
- Then:
- Dial 3-digit station extension
- Press DIS button of desired station.
- Call tone rings station.

CALL PARK  PAGING  MEET ME PAGE
CAMP ON

*A FLEX Button MUST be programmed for this feature to operate. Refer to FLEX Button programming.

If you call a station that is busy and wish to alert them to your call:
• Press the pre-programmed CAMP ON button. Called station will receive two bursts of ringing.
• Wait for their response.

ANSWERING A CAMP ON

*CAMP ON

If you are on a connected call, hear two bursts of masked ringing, and your CAMP ON button is flashing, you have a call waiting for you.
• To answer, press the pre-programmed CAMP ON button.
• Any outside line you are connected to will be placed on hold. You may converse with the station placing the call.
• If you do not have a pre-programmed CAMP ON button, either:
  - Go off-hook with present call. Camp-on will ring through.
  - Place outside CO call on hold. Then go on-hook. Camp-on with ring through.

• It is recommended that a flexible button be programmed for this feature to operate. Refer to FLEX Button programming.

CALL BACK

*CAMP ON

If you dial a telephone that is busy or in DND and want to leave a Call Back indication:
• Press a pre-programmed CALL BACK button.
• Hang up.
• When busy station hangs up, you will be signaled.
• Answer call; station you called will then be signaled.
• If your station is busy when signaled, an automatic MSG WAIT will be placed at your phone.
Only one Call Back request can be left at a station; the second request will leave a message with callback request.

• It is recommended that a flexible button be programmed for this feature to operate. Refer to FLEX Button programming.

LEAVING A MESSAGE WAITING INDICATION

If you dial a station that is busy, unanswered, or in DND, you can:
• Press the MSG WAIT button to leave a Message Waiting indication.
• Called party's MSG WAIT button will flash slowly.
• Hang up.

Up to five messages can be left at any Key Station

ANSWERING A MESSAGE WAITING INDICATION

*MSG WAIT

If your MSG WAIT button is flashing at a slow rate, you have a message waiting for you. The first message left will be the first one called:
• Pressing the MSG WAIT button.
• Station that left message will be signaled with tone ringing.
• If called station does not answer, press MSG WAIT button once to leave message.

LAST NUMBER REDIAL

• Press SPD button.
• Press the pound [#] key.
• The last number dialed over an outside line will be automatically redialed.

USING ACCOUNT CODES

*A FLEX button must be programmed onto your phone to use the Account Codes feature. Refer to FLEX Button programming.

When co-mo to a station outside a line call:
• Press pre-programmed ACCOUNT CODE button.
• Dial account codes up to 15 digits. (The other party will not hear the digits being dialed).
• If account codes is less than 15 digits, an asterisk [*] must be added to return to the call.
LEAST COST ROUTING

To place an outside call when LOR has been enabled in the system:
- Dial [9].
- Dial desired telephone number (ie: 1 + area code + number) 7 digit number.
- Wait for answer, lift handset or use speakerphone to converse.

LCR QUEUING (AUTOMATIC)

If all lines available to you are busy, remain off-hook for four (4) seconds to automatically be queued onto LCR for an available line.

LCR QUEUE CALLBACK

Only one LOR Queue Call Back request may be initiated by a station. When a second request is made, the first request will be cancelled.

LCR QUEUE CANCEL

If an LCR Queue Call Back has been activated:
- When telephone is signalized, answer the call.
- Dialed telephone number will automatically be redialled.
- Wait for answer. Lift handset or use speakerphone to converse.

To Cancel an active LOR Queue:
- Dial the LOR Queue Cancel code, [74].

QUEUING

A station can queue only one line at a time.

"A FLEX Button MUST be programmed for this feature to operate. Refer to FLEX Button programming.

TO ANSWER A QUEUE CALLBACK

If you hear ringing and an outside line of the line group you queued is now ringing:
- Lift handset.
- Press flashing outside line button to answer.

To answer a line taken from a hold position or a busy signal, press the line button to answer.

UNIVERSAL NIGHT ANSWER

If you hear outside line ringing at another station (while the system is in Night Service) and wish to answer it:
- Dial [75] on the dial pad. The connected outside line can be transferred or disconnected.

Each telephone utilizing Universal Night Answer must have a loop button appearance if the ringing outside line does not appear at their phone.

CALL PICKUP

There are two ways to pick up a call ringing at another telephone:

CALL PICKUP (GROUP)

You must be in the same pickup group as the ringing telephone to pickup the call.

"Refer to FLEX Button programming.

CALL PICKUP (DIRECTED)

"A FLEX Button MUST be programmed for this feature to operate. Refer to FLEX Button programming.

CALL PICKUP

When intercom tone ringing, transferred outside line ringing, or recall ringing is heard at an unattended telephone:
- Lift the handset.
- Dial [21] on the dial pad.
- Press the pre-programmed PICK UP button to be connected to the calling party.

When incoming transferred, or recalling outside line ringing, intercom ringing, or Camp-On ringing is heard at an unattended telephone:
- Dial the station number of the known ringing telephone. Receive ringback or Call Announcement Tone.
- Press the pre-programmed PICK UP button to answer the call.
CALL FORWARDING
(ALL CALLS)

Line Guard, Call Back requests, message wait requests, and pre-selected messages are canceled when a station activates call forward.

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Press CALL/FWD button.
- Press station key or dial intercom number where calls are to be forwarded, including UCD, Voice Mail, and Hunt group pilot numbers.
- Replace handset or press ON/OFF button.

CALL FORWARDING
(BUSY)

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Press CALL/FWD button.
- Dial the Call Forward Busy code [3] on the dial pad.
- Press station key or dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

CALL FORWARDING
(NO ANSWER)

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Press CALL/FWD button.
- Dial the Call Forward No Answer code [2] on the dial pad.
- Press station key or dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

CALL FORWARDING
(BUSY/NO ANSWER)

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Press CALL/FWD button.
- Dial the Call Forward Busy/No Answer code [4] on the dial pad.
- Press station key or dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

CALL FORWARDING TO VOICE MAIL GROUPS

Interrun and Transfer
dial tone is heard.

If you are called:
- Lift handset or press ON/OFF button.
- Press CALL/FWD button.
- Dial the desired code:
  - [1] No answer calls
  - [2] Busy calls
  - [3] Busy/No answer calls
For immediate forwarding, skip this step.
- Dial the 3-digit Voice Mail group pilot number (600-997) for the group (1-6) where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

TO REMOVE CALL FORWARDING
(ALL TYPES)

- Press ON/OFF button.
- Press CALL/FWD button.
- Hang up.

PERSONALIZED MESSAGE CODE ON A FLEX KEY

You can program code 78 on a flexible key to speed access of pre-selected messages.
- Press 570 button twice.
- Press the desired flex button. LED flashes.
- Dial [78][9]. Confirmation tone is heard.
- User can now press that flex button and dial the two digit message number 00-10. Confirmation tone is heard. Refer to Personalized Messages for a list of codes.

PERSONALIZED MESSAGES

<table>
<thead>
<tr>
<th>Code</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td>Clear Messages</td>
</tr>
<tr>
<td>01</td>
<td>Vacation</td>
</tr>
<tr>
<td>02</td>
<td>Return Morning</td>
</tr>
<tr>
<td>03</td>
<td>Return Afternoon</td>
</tr>
<tr>
<td>04</td>
<td>Return Tomorrow</td>
</tr>
<tr>
<td>05</td>
<td>Return Next Week</td>
</tr>
<tr>
<td>06</td>
<td>Business Trip</td>
</tr>
<tr>
<td>07</td>
<td>Meeting</td>
</tr>
<tr>
<td>08</td>
<td>Home</td>
</tr>
<tr>
<td>09</td>
<td>In Break</td>
</tr>
<tr>
<td>10</td>
<td>Lunch</td>
</tr>
</tbody>
</table>

Each station can select a pre-assigned message to be displayed on the LCD of any key Telephone calling that number. To select one of the ten available messages:
- Dial 78[10] on the dial pad.
- Press programmed FLEX button.
- Dial the two-digit code for the message which will appear. Refer to Table at left.
- Hang up. (Activating FWD cancels selected message.)
CONFERENCE COMBINATIONS
- Four internal and one external or five party internal - Addition Conference.
- One internal and two external - Multi-Line Conference.

ESTABLISHING A CONFERENCE
- Only stations that have Conference enabled will be able to initiate a Conference.
- A maximum of five parties can be included in a conference.

The internal party must lift the handset:
- Lift the handset.
- Select intercom station or dial desired outside party.
- When called, party answers, press CONF button.
- Add next conference party by selecting another outside line or intercom station.
- When party answers, press CONF button twice.
- All parties are connected.

EXITING A CONFERENCE
(Controller Only)
- There are three methods of exiting a conference:
  - Press the ON/OFF button to ON, press the MUTE button, and replace the handset (to monitor a conference).
  - Press HOLD button to place outside parties on hold; hold timer starts. If one of the two parties is internal, that party will be dropped.
  - Press CONF and hang up or press the ON/OFF button to leave the other conference parties still connected. In an unprogrammed conference, CONF button must be pressed again to disconnect. There will be a warning tone before the other parties are dropped.

RE-ENTERING A CONFERENCE
- When the controller re-enters the conference, the disconnect timer is reset.
- Lift handset to re-enter a monitoring conference.
- Tone enters a conference placed on hold, repeat steps for obtaining a conference.
- To re-enter an unexplained conference, lift handset, and press flashing CONF button. The CONF button lights steadily and confirmation tone will be heard.

TERMINATING A CONFERENCE
- To terminate a Conference:
  - Replace handset or press ON/OFF button to OFF.
  - You must be active in the conference.

SAVE NUMBER REDIAL
- If you wish to save the last number you dialed:
  - After placing an outside call, keep handset off hook.
  - Press SPD button twice.

TO DIAL A SAVED NUMBER
- Press RPD button
- Press the asterisk [*] key.
- Saved number is automatically dialed.

DIALING A SPEED NUMBER
- If no outside line has been specified in programming, one will be chosen automatically or you can choose one now.
  - Press SPD button and dial bin location, or press programmed speed bin button. Station Speed numbers are 00 to 99. System Speed numbers are 10 to 99.
  - When calling party answers, pick up handset or use speakerphone.

STORING SPEED NUMBERS
- Station Speed numbers can be entered by keyset users. System Speed numbers must be entered by the first programmed attendant. If no attendant is specified, enter at the station.
  - Press SPD once, then press a desired outside line key or select an outside line automatically by pressing the SPD button a second time.
  - Dial the speed bin location, 00 to 19 for Station Speed numbers; 20 to 99 for System Speed numbers.
  - Dial telephone number, including special codes at will.
  - Press SPD.
  - Hang up.

CONFERENCE SPEED DIALING


**AVAILABLE/UNAVAILABLE MODE**

If you are a UCD Agent, you may place your stations in the Available mode to receive UCD type of calls or you may place your station in the unavailable mode to block UCD type of calls from ringing your station.

- To go Available:
  - Dial [088] on the dial pad or press pre-programmed "Available/Unavailable" FLEX button. You may now receive calls.

- To go Unavailable:
  - Dial [088] on the dial pad or press pre-programmed "Available/Unavailable" FLEX button. You are now blocked from receiving UCD calls.

*Refer to FLEX Button programming.

**DISPLAY CALLS IN QUEUE FOR UCD GROUPS**

From an idle display key telephone:

- Dial [097] on the dial pad or press pre-programmed "Available/Unavailable" FLEX button. You may now receive calls.

- Your display will tell you how many calls are in queue for that group.

- Dynamic update of display occurs as queue condition changes.

- Lift the handset or press the ON/OFF button to terminate mode.

**FLASH KEY ON INTERCOM**

When connected to a page zone or another internal party, press FLASH button to disconnect page or intercom call. Intercom dial tone will be heard.

**INTERCOM TRANSFER**

- Intercom transfer without DSS button:
  - Receive or make an intercom call.
  - Press the TRANS button. Intercom dial tone is heard.
  - Dial the station where the call is to be transferred.
  - When 2nd station answers, you are in a supervised transfer mode. (1st station is ringing for transfer.)
  - Replace handset. (Station 1 and 2 are connected)

- Intercom transfer using DSS buttons with search and recovery:
  - Receive or make an intercom call using DSS button.
  - Press DSS button to search for 3rd party.
  - Press TRANS button to recover 1st call and abort transfer.
  - Repeat the last two steps until 3rd party is located.
  - Replace handset. (Station 1 and 2 are connected)

**ACTIVATING DO NOT DISTURB**

- [FLEX] button must be programmed for this feature to operate. Refer to FLEX Button programming.

**REMOVING DO NOT DISTURB**

- Press the pre-programmed [DND] button again. DND button LED extinguishes.

**ONE-TIME DO NOT DISTURB (DND)**

- Allows you to prevent calls from ringing at your station while you're on a call. The One-Time DND condition will automatically cancel when you end your call.

**TO CANCEL ONE-TIME DO NOT DISTURB**

- [FLEX] button must be programmed for this feature to operate. Refer to FLEX Button programming.

**MISCELLANEOUS**

**DO NOT DISTURB**
If your phone is programmed for off-hook preference* and have been given the ability to enable or change the Prime Flex button:
- Dial (287) on the dial pad.
- Then dial two-digit number. (Refer to map at end)
- To disable Off-Hook Preference:
- Dial (287) on the dial pad.
- Dial (05) on the dial pad.

*Refer to Off-Hook Preference

Every extension (key or SLT) has the capability to program the name to so that people using display telephones will see the name instead of the station number.
- Dial (296) on the dial pad.
- Enter your name (up to 7 letters) using the pattern stream.
- Press SPD button to complete the programming process.
Station Speed Bin 00 is used to store the name into the display.

Pressing an outside line button, Loop or Point button, a Speed button, a Station button, or dialing a number in the 96EX numbering Plan will automatically activate the speakerphone and light the On/Off button, if your keypad is programmed as a speakerphone.

Press SPD button twice:
- Press button to be programmed (it must be programmed in data base as a flexible button),
- Dial desired code (Refer to 96EX Numbering Plan for Flexible button Programming Codes).

<table>
<thead>
<tr>
<th>Code</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>000</td>
<td>100-195 Station Intercom Numbers</td>
</tr>
<tr>
<td>280</td>
<td>Call Back Button</td>
</tr>
<tr>
<td>281</td>
<td>Pickup Button</td>
</tr>
<tr>
<td>282</td>
<td>Multi Button</td>
</tr>
<tr>
<td>283</td>
<td>Line/Group Button</td>
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<tr>
<td>284</td>
<td>Do Not Disturb Button</td>
</tr>
<tr>
<td>285</td>
<td>Center-On Button</td>
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<tr>
<td>286</td>
<td>Headset Mode</td>
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<tr>
<td>287</td>
<td>Expansion Override</td>
</tr>
<tr>
<td>287</td>
<td>UCD Calls in Queue Display</td>
</tr>
<tr>
<td>287</td>
<td>Personal Park</td>
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<tr>
<td>290-297</td>
<td>Hunt Group Pick Numbers 1-8</td>
</tr>
<tr>
<td>298-299</td>
<td>Hunt Group Pick Numbers 9-18</td>
</tr>
<tr>
<td>300-399</td>
<td>Voice Mail Group Pick Numbers 1-8</td>
</tr>
<tr>
<td>400-499</td>
<td>Background/Music</td>
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<tr>
<td>500-599</td>
<td>Personalized Messages</td>
</tr>
<tr>
<td>600-699</td>
<td>Call Park Locations</td>
</tr>
<tr>
<td>700-799</td>
<td>Account Code bitmap</td>
</tr>
<tr>
<td>800-899</td>
<td>UCD Group Pick Numbers 1-8</td>
</tr>
<tr>
<td>999</td>
<td>UCD Available/Unavailable</td>
</tr>
</tbody>
</table>

For ease of one-button access to Centrex or PBX features, perform the following steps:
- Program the Centrex or PBX code into a Station or System speed dial bin, including nook-fan (Plain key, [*] and [#] commands. (Refer to Station or System Speed dial programming)
- Program that speed bin onto a FLEX button. (Refer to FLEX button programming)

For programming PBX/CENTREX Codes ON A FLEX BUTTON

*System Speed dial programming can only be performed at the Attendant station.