STARPLUS®
digital systems

SPD 1428/2856
Station User Guide
(including FP II Features)
## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placing an Outside Call</td>
<td>1</td>
</tr>
<tr>
<td>Answering an Outside Call</td>
<td>1</td>
</tr>
<tr>
<td>Placing an Outside Line on Hold</td>
<td>1</td>
</tr>
<tr>
<td>Answering a Recall</td>
<td>1</td>
</tr>
<tr>
<td>Flash</td>
<td>1</td>
</tr>
<tr>
<td>Calling Station Tone Mode Option</td>
<td>1</td>
</tr>
<tr>
<td>Call Pickup</td>
<td>2</td>
</tr>
<tr>
<td>Call Pickup (Group)</td>
<td>2</td>
</tr>
<tr>
<td>Call Pickup (Directed)</td>
<td>2</td>
</tr>
<tr>
<td>Call Park</td>
<td>2</td>
</tr>
<tr>
<td>Retrieving a Parked Call</td>
<td>2</td>
</tr>
<tr>
<td>Personal Park</td>
<td>3</td>
</tr>
<tr>
<td>Placing an Intercom Call</td>
<td>3</td>
</tr>
<tr>
<td>Answering an Intercom Call</td>
<td>3</td>
</tr>
<tr>
<td>Intercom Transfer</td>
<td>4</td>
</tr>
<tr>
<td>Call Transfer</td>
<td>4</td>
</tr>
<tr>
<td>Screened Transfer</td>
<td>4</td>
</tr>
<tr>
<td>Group Listening</td>
<td>4</td>
</tr>
<tr>
<td>PBX/Centrex Transfer</td>
<td>5</td>
</tr>
<tr>
<td>Executive/Secretary Transfer</td>
<td>5</td>
</tr>
<tr>
<td>Transfer Search</td>
<td>5</td>
</tr>
<tr>
<td>Unscreend Transfer</td>
<td>5</td>
</tr>
<tr>
<td>Answering a Screened Transfer</td>
<td>5</td>
</tr>
<tr>
<td>Paging</td>
<td>6</td>
</tr>
<tr>
<td>Meet Me Page</td>
<td>6</td>
</tr>
<tr>
<td>Answering a Meet Me Page</td>
<td>6</td>
</tr>
<tr>
<td>Flash Key On Intercom</td>
<td>6</td>
</tr>
<tr>
<td>Camp On</td>
<td>7</td>
</tr>
<tr>
<td>Answering a Camp-On</td>
<td>7</td>
</tr>
<tr>
<td>Call Back</td>
<td>7</td>
</tr>
<tr>
<td>Leaving a Message Waiting Indication</td>
<td>8</td>
</tr>
<tr>
<td>Answering a Message Waiting Indication</td>
<td>8</td>
</tr>
<tr>
<td>LCR Queue Callback</td>
<td>8</td>
</tr>
<tr>
<td>LCR Queuing (Automatic)</td>
<td>8</td>
</tr>
<tr>
<td>Least Cost Routing</td>
<td>8</td>
</tr>
<tr>
<td>CO Line Queuing</td>
<td>9</td>
</tr>
<tr>
<td>To Answer a Queue Callback</td>
<td>9</td>
</tr>
<tr>
<td>Activating Do Not Disturb</td>
<td>9</td>
</tr>
<tr>
<td>One-Time Do Not Disturb (DND)</td>
<td>9</td>
</tr>
<tr>
<td>Call Forwarding - (All Calls)</td>
<td>10</td>
</tr>
<tr>
<td>Call Forwarding - (Busy)</td>
<td>10</td>
</tr>
<tr>
<td>Call Forwarding - (No Answer)</td>
<td>10</td>
</tr>
</tbody>
</table>
PLACING AND ANSWERING OUTSIDE CALLS

PLACING AN OUTSIDE CALL

To access an outside line for dialing out:
- Press outside line button or pool button. ON/OFF button LED 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 [9], then the phone number.

Station user may also dial the individual trunk group access code to access an outside line.

PLACING AN OUTSIDE LINE ON HOLD

- If your system is programmed for Exclusive Hold Preference, press HOLD button once for Exclusive Hold and twice for System Hold.
- If your system is programmed for System Hold Preference, press HOLD button once for System Hold and twice for Exclusive Hold.

ANSWERING AN OUTSIDE CALL

- Lift handset or press ON/OFF button.
- Press slow flashing outside line button, or Loop button. (If your telephone is programmed with Preferred Line Answer, you may answer an outside line by lifting the handset or pressing ON/OFF button.)

ANSWERING A RECALL

When an outside line has remained on hold for an extended period of time, you will be reminded with a recalling ring. (If preferred Line Answer is enable, skip next step.)
- Press outside line, Loop or Pool button flashing at very fast rate.
- Lift handset or press ON/OFF to converse.

FLASH

- Press FLASH button to disconnect outside line and re-use outside line dial tone.

CALLING STATION TONE MODE OPTION

Allows a calling station to override a called station's "H" or "P" intercom switch settings. When placing a call to a station and Tone ringing is desired:
- Dial three-digit station extension, or
- Press DSS button of desired station.
- Call tone rings station.
CALL PICKUP

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

CALL PICKUP (GROUP)

When intercom tone ringing, transferred outside line ringing, recall ringing or initially ringing call is heard at an unattended telephone:
- Lift the handset or press ON/OFF button.
- Dial [60] on the dial pad, or
- Press the PICK-UP button to be connected to the calling party.

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

CALL PICKUP (DIRECTED)

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 Announce Tone.
- Press the PICK-UP button to answer the call.

NOTE: User MUST have access to the specific outside line or a Loop button to do a directed call pickup.

CALL PARK

To place an outside call in park and consult with, page, or call an internal party:

While connected to an outside line:
- Press TRANS button. The caller is put on Exclusive Hold.
- Dial parking location (220 to 227), or
- Press pre-programmed* CALL PARK Flex button.
- Hear confirmation tone. If you hear busy tone:
  - Press TRANS and dial another parking location, or
  - Press pre-programmed* CALL PARK Flex button.

*Refer to FLEX Button Programming

RETRIEVING A PARKED CALL

- Lift handset or press ON/OFF button.
- Dial the pound [#] key.
- Dial the parking location where call was parked (220 to 227), or
- Press pre-programmed* FLEX button.

*Refer to FLEX Button programming.

PERSONAL PARK

While connected to an outside line:
- Press the TRANS button. The caller is put on Exclusive Hold.
- Dial the Personal Park Code, [228], or
- Press pre-programmed* PERSONAL PARK flex button.
- Confirmation tone will be heard.

To retrieve a parked call:
From the station that parked the call:
- Dial the Personal Park Code, [228], or
- Press pre-programmed* PERSONAL PARK flex button.
- Both the station and the call will receive a warning tone and then a talk path is established between the two parties.

INTERCOM CALLS

PLACING AN INTERCOM CALL

- Press the DSS button of the party to be called (if programmed at your phone), or
- Dial the three-digit station number (100-155).
- You will hear ringing if the called station's intercom signal switch is in the "T" position; or two bursts of tone if in the "H" or "P" position.
- Lift handset or use speakerphone after the tone bursts stop.
- Hang up to end call.

NOTE: Dialing a number in the numbering plan activates the telephone automatically.

ANSWERING AN INTERCOM CALL

With your intercom signal switch in the:
- H mode. (Left switch position) You will hear two bursts of tone and an announcement. Reply handsfree or lift handset for privacy.
- T mode. (Center switch position) You will hear repeated bursts of intercom tone ringing and the HOLD button will slow flash. Lift handset or press ON/OFF button to answer.
- P mode. (Right switch position) You will hear two bursts of tone and a one-way announcement. The calling party cannot hear conversations in progress.
INTERCOM CALLS - Cont’d

INTERCOM TRANSFER

- Intercom transfer without DSS buttons:
  - 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 staged for transfer)
  - Replace handset. (Station 1 and 2 are connected)
- Intercom transfer using DSS buttons:
  - Receive or make an intercom call using a DSS button.
  - Press TRANS button. Intercom dial tone is heard.
  - Press DSS button where call is to be transferred.
  - Replace handset. (Station 1 and 2 are connected)

GROUP LISTENING

All digital key stations have built-in speakers. Station users may use the speakerphone to monitor a call while using the handset to converse with the outside party. This enables other people in the room to listen to both parties in the conversation.

While conversing, on the handset:
  - Press the ON/OFF button. Both parties of the conversation can then be heard on the digital station's speaker. The speakerphone microphone will be muted while the handset is offhook.
  - To deactivate Group Listening while offhook, the ON/OFF button must be depressed.

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 Group 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 (100-155).
  - The called extension signals according to the intercom signal switch position.
  - When that extension answers, announce the transfer.
  - Hang up to complete transfer.
**PAGING**

If you have been given the ability to make page announcements:
- Lift handset or press ON/OFF button.
- Dial the two or three-digit paging code, or press pre-programmed* FLEX button.
- Speak in normal tone of voice to deliver message.
- Replace handset to terminate the page announcement.

Stations off-hook or in DND will not hear the page announcement.

*Refer to FLEX Button programming.

**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.

**MEET ME PAGE**

To request another party meet you on a page:
- Dial the desired two or three-digit paging code, or press pre-programmed FLEX button.
- Request that party meet you on the page.
- Do not hang up; wait for the requested party to answer.

*Refer to FLEX Button programming.

**ANSWERING A MEET ME PAGE**

Go to the nearest phone:
- Dial [77] on the dial pad or press pre-programmed* FLEX button.
- You will be connected to the party that paged you.

*Refer to FLEX Button programming.

**CAMP-ON**

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 one burst of ringing. Wait for their response.
- When called party answers, consult with them or hang up to transfer the call.

If a station is in DND, only the attendant can Camp-On using the attendant override feature.

**ANSWERING A CAMP-ON**

If you are on a connected call, hear one burst of muted 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.
- Press the flashing outside line button, if a call is being transferred.

If you do not have a pre-programmed* CAMP-ON button, either:
- Go on-hook with present call. Camp-ON will ring through, or
- Place outside CO call on hold. Then go on-hook. Camp-ON will ring through.

**CALL BACK**

If you dial a telephone that is busy and want to leave a Call Back indication:
- Press the pre-programmed* CALL BACK button.
- Hang up.
- When busy station hangs up, you will be signaled.
- Answer the call; station you called will then be signaled. (If your station is busy when signaled, an automatic MSG will be placed at your phone.)

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

Only one Call Back request can be left at a station; the second request will leave a message wait callback request.
MESSAGE WAITING

LEAVING A MESSAGE WAITING INDICATION

If you dial a station that is busy, unattended, or in DND, you can leave a message waiting indication:
- Press the MSG button. Called party's MSG button will flash slowly.
- Replace the handset to end the call.

Up to five messages can be left at any Key Station.

ANSWERING A MESSAGE WAITING INDICATION

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

The first message left will be the first one called.

LEAST COST ROUTING

LEAST COST ROUTING

To place an outside call when LCR has been enabled in the system:
- Dial desired telephone number (i.e.: 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 seconds to automatically be queued onto LCR for an available line.

LCR QUEUE CALLBACK

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

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

CO LINE QUEUING

CO LINE QUEUING

If you see that a particular outside line is busy and you wish to be placed on a list waiting for that line to become available:
- Press desired busy outside line button or Pool button. Receive busy tone.
- Press pre-programmed* LINE QUEUE button. Hang up.

NOTE: A station can queue only one line at a time.

If a line within the same line group is available, it will be presented immediately.

TO ANSWER A QUEUE CALLBACK

If you hear Queue Call Back ringing and an outside line of the line group you queued is slow flashing:
- Lift handset or press ON/OFF button.
- Press flashing outside line button to answer.

DO NOT DISTURB

ACTIVATING DO NOT DISTURB

If you have been given the ability to place your phone in Do Not Disturb:
- Press the pre-programmed* DND button. DND button LED lights steadily.
- The DND button can be pressed while the phone is ringing to stop the ringing.(Refer to One-Time DND below.

To cancel Do Not Disturb:
- Press the pre-programmed* DND button again. DND button LED extinguishes.

*Refer to FLEX Button programming.

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.
- Press the pre-programmed* DND button while you're off-hook and connected to a CO line or intercom call. The DND button LED lights and off-hook tones at your station are canceled.

To Cancel One-Time Do Not Disturb:
- Go on-hook or press ON/OFF button.
- The DND button LED extinguishes and DND is canceled.

*Refer to FLEX Button programming.
CALL FORWARDING

CALL FORWARDING - (ALL CALLS)

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button.
- Press DSS button, or Dial intercom number where calls are to be forwarded, including UCS, Voice Mail, and Hunt group pilot numbers.

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

*Refer to FLEX Button programming.

CALL FORWARDING - (NO ANSWER)

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button.
- Dial the Call Forward No Answer code [7] on the dial pad.
- Press DSS button, or Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

*Refer to FLEX Button programming.

CALL FORWARDING - (BUSY)

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button.
- Dial the Call Forward Busy code [8] on the dial pad.
- Press DSS button, or Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

*Refer to FLEX Button programming.

CALL FORWARDING - (BUSY/NO ANSWER)

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button.
- Dial the Call Forward Busy No Answer code [9] on the dial pad.
- Press DSS button, or Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

*Refer to FLEX Button programming.

CALL FORWARDING - Cont’d

CALL FORWARDING TO VOICE MAIL GROUPS

Intercom and Transferred CO callers may be routed directly to your mailbox by forwarding your phone to a voice mail group.
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button.
- Dial the desired code:
  - [7]=no answer calls
  - [8]=busy calls
  - [9]=busy/no answer calls.

For immediate forwarding, skip preceding steps.
- Dial the three-digit Voice Mail group pilot number (440-447) for the group (1-8) where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

*Refer to FLEX Button programming.

TO REMOVE CALL FORWARDING (ALL TYPES)

Press ON/OFF button.
- Press the pre-programmed* FWD button.
- Replace handset or press ON/OFF button.

*Refer to FLEX Button programming.

STATION OFF-NET CALL FORWARDING (via speed dial)

Allows stations to forward intercom and transferred calls to an off-net location.
In a speed dial bin, store the number of the off-net location where calls are to be forwarded. Follow instructions provided for storing station or system speed dial numbers.
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button.
- Dial an asterisk [*] on the dial pad. Then dial the speed bin number that contains the number where calls are to be forwarded. Confirmation tone is heard. FWD button LED is flashing.

Canceling Off-Net Forwarding:
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button. FWD button LED is extinguished.

*Refer to FLEX Button programming
PERSONALIZED MESSAGES

Each station can select a preassigned message to be displayed on the LCD of any Key Telephone calling that station.
To select one of the ten available messages:
- Dial [630] on the dial pad, or
- Press pre-programmed FLEX button.
- Dial the two-digit code for the message which will appear. Refer to Table at left.
- Hang up. (Activating DND or Call Forwarding cancels selected message.)

A: [21]
B: [22]
C: [23]
D: [31]
E: [32]
F: [33]
G: [41]
H: [42]
I: [43]
J: [51]
K: [52]
L: [53]
M: [61]
N: [62]
O: [63]
P: [71]
Q: [74]
R: [72]
S: [73]
T: [81]
U: [82]
V: [83]
W: [91]
X: [92]
Y: [99]
Z: [94]

PERSONALIZED MESSAGES - Date and Time Entry

-11 VACATION UNTIL: MM/DD
-12 RETURN: HH:MM or MM/DD
-13 ON TRIP: HH:MM
-14 MEETING UNTIL: HH:MM
-15 AT HOME UNTIL: HH:MM
-16 ON BREAK UNTIL: HH:MM
-17 AT LUNCH UNTIL: HH:MM

As an enhancement to the original canned messages, station users can activate certain messages that will allow the user to enter a specific time or a date of return. These messages will appear on the calling station's display to alert them of the desired party's return time or date.
To activate a message with a custom return time or date:
- Dial [630] on the dial pad.
- Dial the two-digit code for the message which will appear. Refer to Table at left.
- Enter the date/time by using the buttons on the dial pad as follows:
- Press the HOLD button to enter the message. Confirmation tone is received.

To cancel the message:
- Dial the Message Access code [630]+[00] on the dial pad.
- Replace the handset or press the ON/OFF button.

PERSONALIZED MESSAGE CODE ON A FLEX KEY

You can program code 630 on a flexible key to speed access of pre-selected messages:
- Press SPEED button twice.
- Press the desired flex button. LED flashes.
- Dial [630]+[0]. Confirmation tone is heard.
User may now press the flex button and dial the two-digit message number 00-10. Confirmation tone is heard. Refer to Personalized Messages for a list of codes.

CUSTOM MESSAGES

A station wishing to select a custom message:
- Dial [630] on the dial pad.
- Press the pre-programmed* Message Access key.
- Dial the two-digit code for the desired message to be displayed on your phone when called.
- Replace the handset or press the ON/OFF button.

To cancel the message:
- Dial the Message Access code [630]+[00] on the dial pad.
- Replace the handset or press the ON/OFF button.

OFF HOOK VOICE OVER

This feature allows users, off-hook on a call (CO or Intercom), to receive a voice announcement through the handset receiver without interrupting the existing call. The overriding party may then respond to the calling party using CAMP-ON procedures to talk to the calling party or may use Silent Text Messaging to respond to the calling party via LCD Display.
Placing an Off-Hook Voice Over (OHVO) call:
- When an OHVO station calls a busy OHVO station, and busy tone is received, the calling OHVO station can dial the OHVO code [688] on the dial pad,
- Press a pre-programmed* OHVO button to initiate an OHVO announcement. The HOLD button LED will flash at the called OHVO station.
- The OHVO receiving station will receive a one beep warning tone, the called OHVO station must be in the "H" mode, and then the calling OHVO party may begin the voice announcement to the called OHVO party.

Responding to an Off-Hook Voice Over (OHVO):
- After receiving an OHVO announcement, two options are available to respond to the calling party:
  - The called OHVO station may respond to the calling OHVO station by using the CAMP-ON feature. The called OHVO station presses the flashing HOLD button to consult with the calling station. The existing call (CO line) goes on Exclusive Hold automatically. This method, then follows CAMP-On procedures and operation.
  - The called station may respond to the calling station by using the Silent Text Messaging (this feature is only available to digital key terminals, and the called station must be a digital display terminal.) The called OHVO station may press pre-programmed Message button to respond to the voice over announcement without being released from the current call, (i.e., by pressing a flex button pre-programmed for the message "IN MEETING"), the calling station will receive this message on the calling station's LCD display.
**TEXT MESSAGING**

This feature allows a station user to send text messages to a caller that has either Camped-On or has used the Off-Hook Voice Alert feature to alert a busy station user of a waiting call or message. The "camped-on" station may respond to the caller via the canned, custom, and silent response text (LCD) messages. The text messages appear on the calling party LCD display. While receiving a Camp-On, or OHVO call:

- The called party may press a flexible button programmed for message access (636), then dial the desired two-digit message code. Example: [636] + [39] means that a telephone calling the station will receive the message "WHO IS IT?".

The additional messages (with their codes) listed in the chart can also be sent as a text response:

<table>
<thead>
<tr>
<th>Text Message</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>I WILL TAKE CALL</td>
<td>31</td>
</tr>
<tr>
<td>TAKE MESSAGE</td>
<td>32</td>
</tr>
<tr>
<td>TRANSFER TO SECRETARY</td>
<td>33</td>
</tr>
<tr>
<td>PUT CALL ON HOLD</td>
<td>34</td>
</tr>
<tr>
<td>CALL BACK</td>
<td>35</td>
</tr>
<tr>
<td>ONE MOMENT PLEASE</td>
<td>36</td>
</tr>
<tr>
<td>I WILL CALL BACK</td>
<td>37</td>
</tr>
<tr>
<td>WHO IS IT?</td>
<td>38</td>
</tr>
<tr>
<td>IS IT LONG DISTANCE?</td>
<td>39</td>
</tr>
<tr>
<td>IS IT PERSONAL?</td>
<td>40</td>
</tr>
<tr>
<td>IS IT AN EMERGENCY?</td>
<td>41</td>
</tr>
<tr>
<td>IS IT IMPORTANT?</td>
<td>42</td>
</tr>
<tr>
<td>IS IT URGENT?</td>
<td>43</td>
</tr>
<tr>
<td>SEND CALL TO VOICE MAIL</td>
<td>44</td>
</tr>
<tr>
<td>PARK CALL</td>
<td>45</td>
</tr>
<tr>
<td>OUT OF SERVICE</td>
<td>46</td>
</tr>
<tr>
<td>PUT CALL THROUGH</td>
<td>47</td>
</tr>
<tr>
<td>I AM BUSY</td>
<td>48</td>
</tr>
<tr>
<td>O.K.</td>
<td>49</td>
</tr>
<tr>
<td>NO</td>
<td>50</td>
</tr>
<tr>
<td>YES</td>
<td>51</td>
</tr>
</tbody>
</table>

**NOTE:** The calling station must be a digital display telephone and the call station must be a keyset.

**EXECUTIVE OVERRIDE**

CAUTION: USE OF THIS FEATURE WHEN THE EXECUTIVE OVERRIDE WARNING TONE IS DISABLED MAY BE INTERPRETED AS A VIOLATION OF FEDERAL, STATE, OR LOCAL LAWS, AND AN INFRINGEMENT OF PRIVACY. CHECK APPLICABLE LAWS IN YOUR AREA BEFORE INTRUDING ON CALLS USING THIS FEATURE.

EXECUTIVE OVERRIDE allows stations designated as "Executive" the ability to override and "barge in" on other keysets engaged in CO Line conversations. If you call a busy station:

- Dial 625 on the dial pad. Executive station will be bridged onto the CO conversation in progress at the called station.
- Optional warning tone is heard and presented to all parties prior to cut-thru.
- Replace handset at Executive station to terminate the override.

*Refer to FLEX Button programming.

**CONFERENCE**

**CONFERENCE COMBINATIONS**

- Four internal and one external or five party internal - Add-on Conference.
- One internal and two external - Multi-Line Conference.

- 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 the CONF button twice. All parties are connected.

**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.

**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).
- Use this method only if Multi-Line Conference is in progress:
  - 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 the pre-programmed CONF button and hang up or press the ON/OFF button to leave the other conference parties still connected in an unsupervised conference. The CONF button LED will flash and timer will start. There will be a warning tone before the other parties are dropped.

*Refer to FLEX Button programming.

**RE-ENTERING A CONFERENCE**

When the controller re-enters the conference, the disconnect timer is reset.
- Lift handset to re-enter a monitored conference.
- To re-enter a conference placed on hold, repeat steps for establishing a conference.
- To re-enter an unsupervised conference, lift handset and press flashing CONF* button. The CONF* button lights steady and confirmation tone will be heard.

*Refer to FLEX Button programming.

**TERMINATING A CONFERENCE**

To terminate a Conference:
- Replace handset or press ON/OFF button to OFF.
- You must be actively in the conference. For conferences involving another station, it may be necessary to press the flashing CONF button after going on-hook.

*Refer to FLEX Button programming.
**SPEED DIAL**

**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 Station 100.

- Press the SPEED button once.
- Press the desired outside line key, or
  Select an outside line automatically by pressing the SPD button a second time.
- Dial the speed bin location.
- Dial 00 to 19 for Station Speed numbers.
- Dial telephone number. (including special codes at left)
- Press the SPEED button.
- Hang up.

**TRANS button=Pulse-to-Tone Switchover**
**HOLD button=Pause**
**FLASH button=Flash**
**TRANS button as 1st entry=Display Security**

**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 the SPEED button.
- Dial the speed bin location, or
  Press programmed speed bin button.
  00 to 19 = Station Speed numbers
  20 to 99 = System Speed numbers.
- When called party answers, pick up handset or use speakerphone.

**LAST NUMBER REDIAL**
- Press the SPEED button.
- Press the pound (#) key. The last number dialed over an outside line will be automatically redialed.

**SAVE NUMBER REDIAL**
If you wish to save the last number you dialed for use later:

- After placing an outside call, keep handset off-hook.
- Press the SPEED button twice.

**TO DIAL A SAVED NUMBER**
- Press the SPEED button.
- Press the asterisk (*) key. Saved number is automatically dialed.

**AUTOMATIC SELECTION**
Pressing an outside line button, Loop or Pool button, a Speed button, a Station button, or dialing a number in the Starplus Digital System Numbering Plan will automatically activate the speakerphone and light the ON/OFF button, if your keyset is programmed as a speakerphone.

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**UNIFORM CALL DISTRIBUTION (UCD)**

**DISPLAY CALLS IN QUEUE FOR UCD GROUPS**

UCD 55X 00 CALLS IN QUEUE
MM/DD/YY HH:MM

This feature cannot be used with a call in progress and the station will be considered busy for incoming calls.

**AVAILABLE/UNAVAILABLE MODE**
If you are a UCD Agent, you may place your station 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 [566] on the dial pad or press pre-programmed* Available/Unavailable FLEX button.
  You may now receive calls.

To go Unavailable:
- Dial [566] 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.

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**MISCELLANEOUS**

**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 [634] 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 [634] on the dial pad,
  or
  Press the pre-programmed* FLEX button. LED will extinguish.

*Refer to FLEX Button Programming.
**DIAL BY NAME**

<table>
<thead>
<tr>
<th>ALPHA NUMERIC CHARACTER</th>
<th>DIGIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>A, B, C</td>
<td>2</td>
</tr>
<tr>
<td>D, E, F</td>
<td>3</td>
</tr>
<tr>
<td>G, H, I</td>
<td>4</td>
</tr>
<tr>
<td>J, K, L</td>
<td>5</td>
</tr>
<tr>
<td>M, N, O</td>
<td>6</td>
</tr>
<tr>
<td>P, Q, R, S</td>
<td>7</td>
</tr>
<tr>
<td>T, U, V</td>
<td>8</td>
</tr>
<tr>
<td>W, X, Y, Z</td>
<td>9</td>
</tr>
</tbody>
</table>

*does not appear on dial pad*

The system will allow station users to dial extension numbers by entering a name of a person that has been programmed for that station. The system database will allow entry of a name (alphanumeric) up to 24 characters in length for each station. This programmed name can be used for dialing-by-name station users and in some cases LCD displays.

To dial a station user by name:

- **Dial the Dial-By-Name code [6] on the dial pad,**
- **or press the pre-programmed** DIAL-BY-NAME flex button.
- **Dial the desired person’s name using the keys on the key pad.**

Example: If you wanted to call Linda Murphy, and last names were entering into the directory dialing list, you would press the digit 6 (M), then the digit 8 (U), then the digit 7 (R), the digit 7 again (F), the digit 4 (H) and finally the digit 9 (Y).

**NAME IN DISPLAY**

Every extension (Key or SLT) has the capability to program the users name so that people using display telephones will see the name instead of the station number.

- **Dial [690] on the dial pad,**
- **Enter your name (up to 7 characters) using the pattern shown,**
- **Press SPEED button to complete the programming process.**

**DIRECTORY DIALING - STATIONS**

Station Users and Attendant(s) with Executive Display telephones may view a list of up to 100 names on SPD 1428 System, and up to 200 names on SPD 2866 System from the System Directory on the station's LCD display. Then automatically dial the station or speed dial bin by pressing a single button. Names placed in the directory list may be associated to intercom numbers, System Speed dial bins, or entries in the Local Name/Name Translation Table. Users may view the directory list beginning with any letter of the alphabet, then scroll through the list either forward or backwards. Directory dialing may also be used to transfer a call from one station to another.

To view the directory list:

- **Dial the Directory List dial code [680] on the dial pad,**
- **or press the pre-programmed** flex button programmed as a directory dialing button.
- **Press a button on the key pad, once, twice or three times, to represent the letter of the alphabet, to begin viewing the list of names.** (i.e. the first depression of the digit 2 produces the names beginning with an "A." The second depression of the digit 2 produces the names beginning with a "B," while the third depression of the digit 2 produces the names beginning with a "C." ) The letters of the alphabet are represented on the key pad as follows:

<table>
<thead>
<tr>
<th>ABC</th>
<th>DEF</th>
<th>GHI</th>
<th>JKL</th>
<th>MNO</th>
<th>PQRS</th>
<th>TUV</th>
<th>WXYZ</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

*Name beginning with the letter chosen will appear on the LCD display.

**PROGRAMMING NAME INTO DISPLAY**

Every extension (Key or SLT) has the capability to program the users name so that people using display telephones will see the name instead of the station number.

- **Dial [690] on the dial pad,**
- **Enter your name (up to 7 characters) using the pattern shown,**
- **Press SPEED button to complete the programming process.**

**TRANSFERRING A CALL USING DIRECTORY DIALING**

While on a call:

- **Press the TRANSfer button,**
- **Dial the Directory Dial Code [680] on the dial pad,**
- **or Press a pre-programmed** flex button programmed for directory dialing.
- **Press the SPEED button to automatically dial the destination station,**
- **Hang up to complete the transfer.**

*NOTE: Calls may only be transferred to internal stations only. An attempt to transfer a call off-net (via a speed dial bin) will result in the call recalling upon going on-hook.*

**UNIVERSAL NIGHT ANSWER**

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

If you hear outside line ringing at another station (while the system is in Night Service) and wish to answer it:

- **Dial [43] on the dial pad. The connected outside line can be transferred or disconnected.**

*Refer to FLEX Button programming*
OFF-HOOK PREFERENCE

**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 ICM button.
  - LED lights steady,
  - Dial your own three-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.

MISCELLANEOUS

**VOLUME CONTROLS**

There are two volume control slide switches on the front of the key telephone. Sliding the switch to the left will decrease the volume.

- Left switch - voice, background music, and speakerphone.
- Right switch - tone ringing volume.

**MUTE**

The MUTE button provides privacy during speakerphone or handset operation by disabling the microphone.

- Press MUTE button while off-hook on speakerphone or handset to activate. (MUTE button LED lights steady)
- Press MUTE button again to deactivate.

**BACKGROUND MUSIC (OPTIONAL)**

To activate Background Music:

- Press [532] on the dial pad (music is heard), or
- Press pre-programmed FLEX Button.*

To deactivate Background Music:

- Press [632] again and music is discontinued, or
- Press pre-programmed FLEX Button.*

When you pick up the handset or press the ON/OFF button, music is discontinued automatically.

*Refer to FLEX Button Programming.

**SPEAKERPHONE**

For further references in this section where "lift handset" is specified, you may also use the method of pressing the "ON/OFF" button, if the telephone is programmed to be a true two-way speakerphone.

- Press station key of desired party, or
- Press available outside line button and dial number.
- Speakerphone is activated.
- Press ON/OFF button to end call.

**USING ACCOUNT CODES**

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

When connected to an outside line call:

- Press pre-programmed ACCOUNT CODE button.
- Dial account code up to 12-digits. (The other party will not hear the digits being dialed).
  - If account code is less than 12-digits, an asterisk [*] must be entered to return to the call.
  - If account code s are forced, the account code must be entered prior to dialing the outside number.
USER PROGRAMMING

TO PROGRAM FLEXIBLE BUTTONS

- Press SPEED button twice.
- Press button to be programmed (it must be programmed in data base as a flexible button.)
- Dial desired code (Refer to chart).

**TABLE**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>100-165</td>
<td>Station Intercom Numbers</td>
</tr>
<tr>
<td>22 [G]</td>
<td>Call Park Location 1-7 (system)</td>
</tr>
<tr>
<td>226</td>
<td>Personal Park</td>
</tr>
<tr>
<td>53 [H]</td>
<td>Hunt Group Pilot Numbers 0-7</td>
</tr>
<tr>
<td>44 [V]</td>
<td>Voice Mail Group Pilot Numbers 0-7</td>
</tr>
<tr>
<td>55 [U]</td>
<td>ACD/UDC Group Pilot Numbers 0-7</td>
</tr>
<tr>
<td>566</td>
<td>ACD/UDC Available/Unavailable</td>
</tr>
<tr>
<td>567</td>
<td>ACD/UDC Calls in Queue Display</td>
</tr>
<tr>
<td>601</td>
<td>Attendant Override</td>
</tr>
<tr>
<td>602</td>
<td>Disabling Outgoing CO Line Access</td>
</tr>
<tr>
<td>603</td>
<td>CO Line Off-Net (Forward)</td>
</tr>
<tr>
<td>604</td>
<td>Night Service</td>
</tr>
<tr>
<td>609</td>
<td>Camp-On</td>
</tr>
<tr>
<td>611</td>
<td>Line Queue</td>
</tr>
<tr>
<td>622</td>
<td>Call Back</td>
</tr>
<tr>
<td>623</td>
<td>Message Wait</td>
</tr>
<tr>
<td>624</td>
<td>Conference</td>
</tr>
<tr>
<td>626</td>
<td>Executive Override/Message Barge-In</td>
</tr>
<tr>
<td>627</td>
<td>Account Code Enter</td>
</tr>
<tr>
<td>628</td>
<td>On/Off Enable</td>
</tr>
<tr>
<td>629</td>
<td>MUTE Button</td>
</tr>
<tr>
<td>631</td>
<td>Do Not Disturb</td>
</tr>
<tr>
<td>632</td>
<td>Background Music</td>
</tr>
<tr>
<td>633 [Z]</td>
<td>Personalized Messages</td>
</tr>
<tr>
<td>633.00</td>
<td>Clear Personalized Messages</td>
</tr>
<tr>
<td>634</td>
<td>Headset Mode</td>
</tr>
<tr>
<td>640</td>
<td>All Call Forward</td>
</tr>
<tr>
<td>640 [7]</td>
<td>No Answer - Call Forward</td>
</tr>
<tr>
<td>640 [8]</td>
<td>Busy - Call Forward</td>
</tr>
<tr>
<td>640 [9]</td>
<td>Busy/No Answer - Call Forward</td>
</tr>
<tr>
<td>70</td>
<td>All Call Page (Internal &amp; External)</td>
</tr>
<tr>
<td>71</td>
<td>Internal Page Zone 1</td>
</tr>
<tr>
<td>72</td>
<td>Internal Page Zone 2</td>
</tr>
<tr>
<td>73</td>
<td>Internal Page Zone 3</td>
</tr>
<tr>
<td>74</td>
<td>Internal Page Zone 4</td>
</tr>
<tr>
<td>75</td>
<td>Internal All Call Page</td>
</tr>
<tr>
<td>76 [0]</td>
<td>External All Call Page (All Ext Zones)</td>
</tr>
<tr>
<td>76 [F]</td>
<td>External Page 1-7</td>
</tr>
<tr>
<td>77</td>
<td>Meet-Me-Page Answer</td>
</tr>
<tr>
<td>78 [0]</td>
<td>External Call Access (00-19 Station) (20-99 System)</td>
</tr>
<tr>
<td>78 [F]</td>
<td>External Call Access (All Ext Zones)</td>
</tr>
<tr>
<td>90</td>
<td>Group Call Pick Up</td>
</tr>
<tr>
<td>93</td>
<td>Universal Night Answer</td>
</tr>
<tr>
<td>99</td>
<td>Speed Dial Access (00-19 Station) (20-99 System)</td>
</tr>
<tr>
<td>99 #1</td>
<td>Last Number Redial</td>
</tr>
<tr>
<td>99 #2</td>
<td>Speed Dial Access</td>
</tr>
</tbody>
</table>

PRIME FLEX BUTTON PROGRAMMING

If your phone is programmed for off-hook preference* and have been given the ability to enable or change the Prime Flex button.
- Dial [691] on the dial pad.
- Dial a five-digit button number. (Refer to map to the left)

To disable Off-Hook Preference:
- Dial [691] on the dial pad.
- Dial [90] on the dial pad.

PROGRAMMING PBX/CENTREX CODES ONTO A FLEX BUTTON

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

For easy 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 hookflash (Flash key), ['], and (#) commands. (Refer to Station or System Speed dial programming)
- Program that speed bin onto a FLEX button. (Refer to FLEX button programming)
### SYSTEM SPEED BINS

<table>
<thead>
<tr>
<th>BIN 20</th>
<th>BIN 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIN 21</td>
<td>BIN 61</td>
</tr>
<tr>
<td>BIN 22</td>
<td>BIN 62</td>
</tr>
<tr>
<td>BIN 23</td>
<td>BIN 63</td>
</tr>
<tr>
<td>BIN 24</td>
<td>BIN 64</td>
</tr>
<tr>
<td>BIN 25</td>
<td>BIN 65</td>
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<tr>
<td>BIN 26</td>
<td>BIN 66</td>
</tr>
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<td>BIN 27</td>
<td>BIN 67</td>
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<tr>
<td>BIN 28</td>
<td>BIN 68</td>
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<td>BIN 29</td>
<td>BIN 69</td>
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<td>BIN 30</td>
<td>BIN 70</td>
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<td>BIN 31</td>
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<td>BIN 56</td>
<td>BIN 96</td>
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<tr>
<td>BIN 57</td>
<td>BIN 97</td>
</tr>
<tr>
<td>BIN 58</td>
<td>BIN 98</td>
</tr>
<tr>
<td>BIN 59</td>
<td>BIN 99</td>
</tr>
</tbody>
</table>

### STARPLUS® Station Numbering Plan

- **100-127**: Station IntermCom Numbers (SPD 142)
- **100-155**: Station Intercom Numbers (SPD 295)
- **109**: Modern via DIAR access or transfer
- **20**: Call Park Location 0-7 (system)
- **29**: Personal Park
- **33 [H]**: Hunt Group Pilot Numbers 0-7
- **420 [XXX]**: Voice Mail enable MSG Wait
- **421 [XXX]**: Voice Mail cancel MSG Wait
- **44 [V]**: Voice Mail Group Pilot Numbers 0-7
- **55 [U]**: ACD or UCD Group Pilot Numbers 0-7
- **566**: ACD or UCD Available/Unavailable
- **567-565 [U]**: ACD or UCD Calls in Queue Display
- **570 [BB]**: ACD Call Qualifier
- **571**: ACD Agent Logout
- **572**: ACD Agent Logon
- **573**: ACD Group Member Status
- **574**: ACD Supervisor/Agent Help
- **575**: ACD Supervisor Login
- **576**: ACD Supervisor Logout
- **577**: ACD Supervisor Queue Status
- **69 [XXX]**: Tone Mode Ring On
- **61**: Dial By Name
- **601**: Attendant Override
- **602**: Disable Outgoing CO Line Access
- **603**: CO Line Off-Net Forward
- **604**: Night Service
- **620**: Camp-On
- **621**: Line Queue
- **622**: Call Back
- **623**: Message Wait
- **624**: Conference
- **625**: Executive Override/Operator-Base-In
- **626**: LCR Queue Cancel
- **627**: Account Code Enter
- **628**: OH/OE Enable
- **631**: Do Not Disturb
- **632**: Background Music
- **633 [H]**: Personalized Msg on a Flex button
- **633 [ZZ]**: Personalized Messages
- **633 [00]**: Clear Personalized Messages
- **634**: Headset Mode
- **635**: ICD/Display - (unanswered calls)
- **636 [XXX]**: Station Relocate
- **637**: All Call Forward
- **638**: No Answer - Call Forward
- **639**: Busy - Call Forward
- **640**: No Answer - Call Forward
- **641**: Off-Net - Call Forward
- **642**: Dial Speed Directory

### Name in Display Programming
- **690**: Off-hook Preference Programming
- **691 [BB]**: Tii Prgmmed Attendant
- **692**: Distinctive Ringing
- **693**: All Call Page (Internal & External)
- **694**: Internal Page Zone 1
- **695**: Internal Page Zone 2
- **696**: Internal Page Zone 3
- **697**: Internal Page Zone 4
- **70**: External All Call Page (All Zones)
- **70 [F]**: External Page Zones 1-7
- **77**: Meet-Me-Peage Answer
- **81**: CO Line Group 1
- **82**: CO Line Group 2
- **83**: CO Line Group 3
- **84**: CO Line Group 4
- **85**: CO Line Group 5
- **86**: CO Line Group 6
- **87**: CO Line Group 7
- **88**: All CO Line Groups
- **9**: LCR or CO Line Group 1
- **0**: Attendant
- **#0**: Group Call Pick Up (Key & SLT)
- **#2 [C]**: Call Park Pickup (Key & SLT)
- **#3**: Universal Night Answer
- **[SPEED] [YY]**: Speed Dial Access (00-99 Station) (20-99 System)
- **[SPEED] [+]**: Sava Number Redial
- **[SPEED] [+][H]**: Last Number Redial
- **[#12][25]**: Data Base Admin Manager (default [DBAM])

**XX** = Intercom Station Numbers

**YY** = Speed Dial Bin numbers

**ZZ** = Personalized Messages

**BB** = Button Number

**U** = ACD or UCD Group Number 0-7

**C** = Call Park Location 0-7

**H** = Hunt Group Number 0-7

**V** = Voice Mail Group Number 0-7

**P** = External Page Zone 1-7

* Features available with optional software.