

# Digital Telephone Reference Guide

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The following features are provided for digital (multi-line /multi-button) telephone sets. Your phone may have additional features which will not be covered in this section.

\* This feature must be administered by Telecommunications prior to usage.

## Abbreviated Dialing (Speed Dialing)

### To program or reprogram an AD button:

1. Locate the Program button. There are several possibilities.

-- Press the **Menu** button and, if necessary, the **Next** or **Prev** button until **Prog** appears (if available on your display).

or, You can alternatively:

-- Press <Program> administered as a feature button, or

-- Use an Abbreviated Dialing code.

2. Pick up the handset or press <Spkr>.

[dial tone]

3. Press the **Prog** button.

or, Dial the Program code \*0.

4. Press the AD button to be programmed.

5. Dial the phone number, extension, or feature access code you want to store.

6. Press #.

[confirmation  
tone]

7. If you want to program another button, repeat Steps 4 through 6 (within 10 seconds).

8. Hang up or press <Spkr> to end programming.

### **To program/reprogram an AD button on the softkey feature menu screens:**

1. Locate the Program button; either be a button labeled <Program> or "Prog" displayed on one of the feature menu screens.
2. To access the Program feature, press the **Menu** button, then the **Next** or **Prev** button, if necessary, until you see **Prog** (if available on your display). Then press the softkey below **Prog** or, Press <Program>.
3. Select the feature button or the AD softkey you want to program. (To do this, press the **Menu** button again, then press **Next** or **Prev**, if necessary, until you see the AD softkey label, such as AD1, on the display.).
4. If you want to enter a new number or change an existing number, press the **1** key on the dial pad. If you do not want to change the number, press the **2** key and skip to Step 6.
5. When you see the message **Enter number:** on the display, enter the number you want that button to call. When you have finished entering the number, press the "\*" key. Go on to the next step.
6. When you see the message **Change label? Yes=1 No=2**, press the **1** key on the dial pad to change a button label. If you do not want to change the label, press the **2** key and skip to Step 8.
7. When you see the message **Enter label** on the display, use the dial pad to enter the label you want, up to five characters. (Pressing a dial pad key once enters the first letter on the key; if you want a different letter or the number, press the key repeatedly until the character you want appears on the display.) Press the "\*" key to advance to the next space. When you have finished entering the label, press the "\*" key.
8. When you see the message **Press button to program**, decide if you want to program another button. If so, go back to Step 3. If not, go on to the next step.
9. To exit Program Mode, press the **Speaker** button.

### **To place an AD call:**

1. Press the selected AD button.

### **To program a number into a personal list:**

1. On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to store.
2. Pick up the handset or press <Spkr>.
3. Press the **Menu** button and then the softkey below **Prog** (if available on your display).  
or, Press <Program> (if administered).  
or, Dial the Program code \*0. [dial tone]
4. Dial the Personal List number (1, 2, or 3).

5. Dial the list item (1, 2, 3...).

6. Dial the number you want to store (up to 24 digits).

7. Press #. [confirmation tone]

8. If you want to store additional items on the same list, repeat Steps 5 through 7. If you want to store items on another list, hang up and return to Step 1.

9. Hang up to end programming.

### **To place a call using an AD list:**

1. Press <Pers List>, <Grp List>, or <Sys List> (if administered).

or, Dial the appropriate Abbreviated Dialing List code:

List 1 #7

List 2 #8

List 3 #9 [dial tone]

2. Dial the desired list item (1, 2, 3...).

## **Call Forwarding All Calls**

### **To temporarily redirect all calls:**

1. Press the Menu button and then the softkey below CFrwd (if available on your display) while on-hook or off-hook.

or, Press <Call Fwd> (if administered) while on-hook or off-hook.

or, Dial the Call Forward code \*2 while off-hook. dial tone]

2. Dial the extension or phone number where calls are to be sent.

3. Hang up.

### **To cancel Call Forwarding:**

1. Press the Menu button and then the softkey below CFrwd (if available on your display) while on-hook.

or, Press <Call Fwd> while on-hook.

or, Dial the Call Forward Cancel code #2 while off-hook. [confirmation tone]

## Call Park (\*)

### To park a call for retrieval from any extension:

1. Press <Trnsfr>. [dial tone]
2. Dial the Call Park code \*6. [confirmation tone]
3. Press <Trnsfr> again.
4. Hang up.

### To retrieve a call parked at any extension:

1. Pick up the handset or press <Spkr>.
2. Dial the Answer Back code #6. [confirmation tone]
3. Dial the extension where the call is parked. [confirmation tone]

## Conference

### To add another party to a call:

1. Press <Conf>. [dial tone]
2. Dial the number of the new party and wait for an answer.
3. When you are ready to add the new person to the conference call, press <Conf> again.
4. To establish additional conference connections, repeat Steps 1 through 3.

### Add the call on hold to another call to which you are connected:

1. Press <Conf>. [dial tone]
2. Press the call appearance button of the call on hold.
3. Press <Conf> again.

### **To drop the last party added to a conference call:**

1. Press the **Menu** button and then the softkey below **Drop** (if available on your display).  
or, Press <Drop> (if administered).

### **Call Pickup and Directed Call Pickup (\*)**

#### **To answer a call placed to your pickup group when your phone is idle:**

1. Press the **Menu** button and then the softkey below **CPkUp** (if available on your display).  
or, Press <Call Pickup> (if administered).  
or, Dial the Call Pickup code **#4**.

#### **To pick up a call directly for someone in your office:**

1. Press <Dir Call PkUp>.  
or, Dial the Directed Call Pickup code **#5**
2. Dial the extension of the ringing telephone.

### **Hold**

#### **To put a call on hold:**

1. Press <Hold>.

#### **To return to the call on hold:**

1. Press the call appearance button of the call on hold.

#### **To answer a new call while active on another:**

1. Press <Hold>.
2. Press the call appearance button of the incoming call.

### **Last Number Dialed (Redial)**

#### **To automatically redial the last number dialed:**

1. Press <Redial>.

## Display, Softkeys, and Control Buttons

### To enter softkey mode:

The softkeys are the four unlabeled round keys located directly below the display. The four round display control buttons, labeled **Menu**, **Exit**, **Prev**, and **Next** are located under the softkeys.

There are three separate feature option screens. Each of these screens allows you to select from four different features.

You can enter Softkey Mode by pressing the Display Control button labeled **Menu**. The following is an example of a softkey feature menu screen.

Dir Drop HFAns Timer

The top line of each softkey feature menu screen shows you the status of each feature. An arrow appears above the feature name or abbreviation if that feature is active. If there is no arrow above the feature, the feature is not active.

The second line on each softkey feature menu screen shows the features you can access. To use any of these features, you must press the softkey below the feature name or abbreviation. For example, on the feature option screen shown above, you can access the System Directory by pressing the softkey below **Dir** (the System Directory feature). If you want to drop the last person added to a conference call, press the softkey below **Drop**.

To see the next set of four features, press the display control button labeled **Next**; to move back a screen, press the display control button labeled **Prev**. Press the **Next** or **Prev** button until the feature you want to use appears on the second line. The following flowchart shows the default features for the three feature option screens. These are the 12 softkey features available when the telephone is shipped from the factory.

Dir Drop HFAns Timer

PCall AutCB Prog Pause

LWC RngOf BtnVu Admin

Press the **Exit** button at any time to exit Softkey Mode and return to Normal Mode.

## Other Softkey Features

There are 12 default softkey features that can be accessed with the softkeys when your telephone is initially installed. However, the system manager may substitute other softkey features in their place. The following table is a list of some of these alternate features and the feature abbreviation associated with each.

Abbreviation	Feature
Acct	Account Code Entry
AD	Abbreviated Dialing buttons (can be multiple buttons)
CFrwd	Call Forwarding All Calls
CPark	Call Park
CPkUp	Call Pickup
CnLWC	Cancel Leave Word Calling
Cnslt	Consult
Count	ACD Stroke Count (can be up to 10 buttons)
Dpkup	Directed Call Pickup
Excl	Manual Exclusion
GrpPg	Group Paging

IAuto	Automatic Intercom
IDial	Dial Intercom
Inspt	Inspect
Mark	AD Special Function Mark
Park	Call Park to other Extensions
SAC	Send All Calls
SFunc	Abbreviated Dialed Special Function
Spres	Abbreviated Dialing Suppress
Stats	ACD Agent Statistics
Stop	Abbreviation Dialing Stop/Indefinite Wait
Wait	AD Special Function Wait

Your display and softkeys allow you to access up to 12 switch-related features. For example, you may want to use the Priority Calling feature to call another extension with a priority ring. You can activate this feature with the softkeys in the following way:

**To activate features using the softkeys:**

**Note:** Priority Calling is used in this example.

1. Press the **Menu** button.
2. Press the **Next** button.



3. To use the Priority Calling feature, press the softkey below **PCall** and then dial the extension.

## Exit

### To exit any display feature:

1. Press the **Exit** button.

### To leave a message without ringing an extension:

[confirmation  
tone]

1. Dial the Audix Message Number 1060.
2. Dial the extension.

## Inspect

### To see who is on hold while on a call:

[voice  
announcement]

1. Press the **Menu** button and then the softkey below **Inspt** (if available on your display).  
or, Press <Inspect> (if administered).
2. Press the call appearance button of the call on hold.
3. To return to the call on hold, press the **Exit** button, then the call appearance button for the call on hold.

## Internal Auto Answer

### To automatically answer incoming internal calls:

1. Press the **Menu** button and then the softkey below **HFAns** (if available on your display).  
or, Press <IAA> (if administered).
2. When you no longer want to have internal calls answered automatically, press the softkey below **HFAns**.  
or, Press <IAA>.

## Priority Calling

### To place a priority call:

1. Press <Menu> and then the softkey below **PCall** (if available on your display).  
or, Press <Priority> (if administered).  
or, Dial the Priority Calling code \*1.
2. Dial the extension.

[dial tone]

### To change a regular call into a priority call:

[confirmation  
tone]

1. Press the **Menu** button and then the softkey below **PCall** (if available on your display).  
or, Press <Priority>.
2. Wait for the called party to answer.

## Send All Calls

### To send all calls (except priority calls) to coverage:

1. Press the **Menu** button and then the softkey below **SAC** (if available on your display) while on-hook.  
or, Press <Send Calls> while on-hook.  
or, Dial the Send All Calls code **858#** while on-hook.

### To cancel Send All Calls:

[confirmation  
tone]

1. Press the **Menu** button and then the softkey below **SAC** again (if available on your display) while on-hook.  
or, Press <Send Calls> again while on-hook.  
or, Dial the Send All Calls Cancel code **#3** while off-hook.

## Transfer

[confirmation  
tone]

### To send the present call to another number:

1. Press <Trnsfr> while on a call.
2. Dial the number to which the call is to be transferred. [dial tone]
3. Remain on the line and announce the call. If the line is busy or there is no answer, return to the call on hold by pressing its call appearance button. [ringback tone]
4. Press <Trnsfr> again.
5. Hang up.

## Select Ring

### To select a personalized ringing pattern:

1. Press <Conf> while on-hook.
2. Continue to press (and then release) <Conf> to cycle through all eight ringing patterns.
3. If you want to save the ringing pattern currently being played, do not press <Conf> anymore. You hear the selected ringing pattern two more times, then it is automatically saved.

## Speaker (Listen-Only) and Group Listen

[confirmation  
tone]

### To place a call without lifting the handset or for any listening-only feature (such as monitoring a call on which you have been put on hold or for group listening):

1. Press <Spkr>.
2. Place a call or access the selected feature.
3. Adjust the speaker volume if necessary.

**To change from the speaker to the handset:**

1. Pick up the handset.

**To activate the speaker while using the handset so both are active:**

1. Press <Spkr>.

**Mute the microphone:**

1. Press <Mute>.
2. Press <Mute> again to resume speaking to the other person.

**To end a call when only the speaker is active:**

1. Press <Spkr>.

## **Speakerphone**

**To place or answer a call using the speakerphone:**

1. Press <Spkr>.
2. Place or answer a call, or access the selected feature.
3. Adjust the speakerphone volume if necessary.

**To change from the speakerphone to the handset:**

1. Pick up the handset and talk.

**To change from the handset to the speakerphone:**

1. Press <Spkr>.
2. Hang up the handset within 10 seconds.

**To prevent the other party from hearing you:**

1. Press <Mute>.
2. Press <Mute> again to resume speaking to the other person.

### **To end a call when using the speakerphone:**

1. Press <Spkr> again.

### **To use the handset and speakerphone simultaneously:**

1. While you are active on the handset, press <Spkr>.

## **Stored Number**

### **To view a number stored as a list item:**

1. Press the **Menu** button and then the softkey below **BtnVu**.  
or, Press <View>.

2. Press the selected <Pers List>, <Grp List>, or <Sys List>.

or, Dial the appropriate Abbreviated Dialing List code:

List 1 #**7**

List 2 #**8**

List 3 #**9**

3. Dial the selected list item (1, 2, 3...).
4. Hang up.
5. To return to the Normal Mode, press the **Exit** button or return to Step 2 to see another stored number.

### **To view the number or feature on a button, or the last number dialed:**

1. Press the **Menu** button and then the softkey below **View** (if available on your display).

or, Press <View>.

2. Press the selected feature button.
3. To return to the Normal Mode display, press the **Exit** button or return to Step 2 to see another stored number.

## **Test**

### **To test the lights and display:**

1. Press and hold <Trnsfr> while on-hook.

2. To end the test, release <Trnsfr>.

## Timer

### To view the elapsed time:

1. Press the **Menu** button and then the softkey below **Timer** (if available on your display). This exits you from Softkey Mode.

or, Press <Timer> (if administered).

2. To stop the timer and clear the display, press the **Menu** button and then the softkey below **Timer** again (if available on your display).

or, Press <Timer> again.

## Whisper Page (\*)

### To send an announcement to a busy extension:

1. Press <Whisper Page>.

or, Dial the Whisper Page code \_\_\_\_\_.

2. Speak with the person you have called.