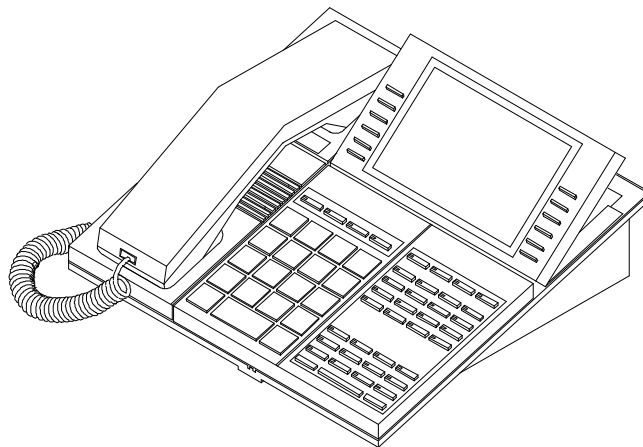




## **Executive set with expanded display**

### **User guide**



79-100-0009/E, Issue 1



**Executive set  
with expanded display**

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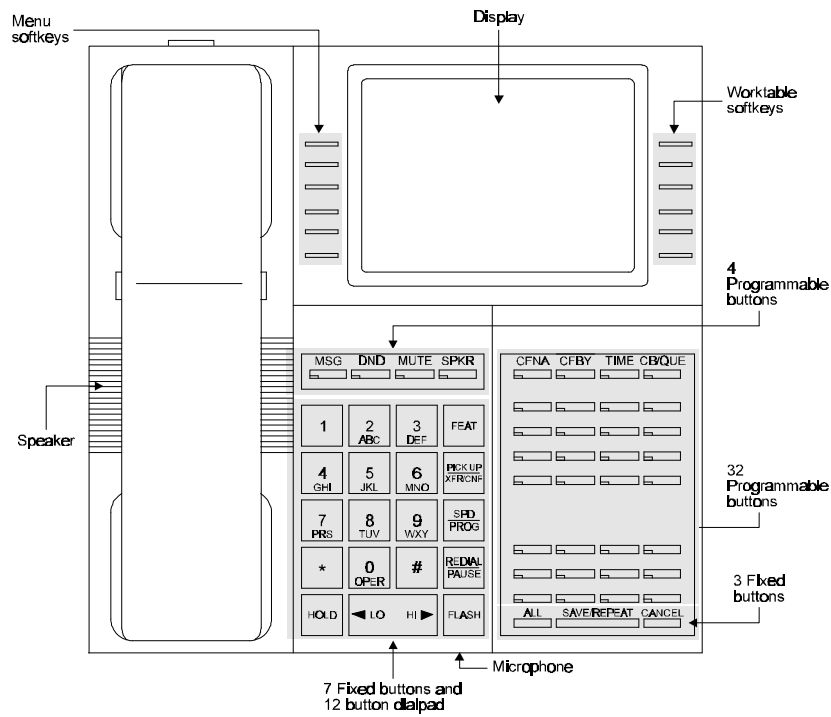
**Telrad**

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

## **NOTICE**

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

Telrad reserves the right to modify the equipment and the software described herein without prior notice. However, changes made to the equipment or to the software described herein do not necessarily render this publication invalid.



**Figure 1 Executive set with expanded display faceplate**

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## ABOUT YOUR DIGITAL TELEPHONE

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

You may 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 twelve softkeys, and 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 square brackets, e.g., **[HOLD]**.

Softkeys appear in bold and italicized type, in capital letters within curly 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.

### Softkeys

Softkeys have several functions, which change according to the state of your telephone. A softkey's function, at any particular moment, is indicated on the telephone display.

To operate a displayed function, press the adjacent softkey.

### 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.

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, 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 the figure 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 activates 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.

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## BASIC TELEPHONE OPERATION

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### SWITCHING FROM HANDSET TO HANDSFREE

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 **{SAVE}**.
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.

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## INTERNAL CALLS

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### 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 **{CALL BACK}**.
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 **{CNCL CBACK}**.

## 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:

- Press **{BARGE IN}**.  
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.

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.

---

## ANSWERING CALLS

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When you receive a call, an indicator flashes green on a telephone set that is programmed with DN buttons. For internal calls the top line of the display shows the name of the caller and their extension number.

For external calls, the display shows the trunk name and number. A softkey also appears for the incoming call, indicating to which DN the call is allocated, or which outside line it is on. 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. A **{RING}** softkey appears. 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 the DN flashes green. A **{HOLD}** softkey appears, indicating which line is on hold. The top line of the display shows the extension number of the call that is on hold or the outside line number.
2. Press **{RING}** - or the other DN 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;  
or
  - Press the **{HOLD}** softkey.

### 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.

### To answer a second call for which you hear a call waiting tone

When you hear a waiting tone, indicating a second call:

- Hang up. You receive the second call.

---

## 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, you may:

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

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}**.

### **To dial the number saved**

1. Obtain an outside line.
2. Press **{REPEAT}**.

## **AUTOMATIC REDIAL**

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

### **When you hear busy tone**

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

When the called party answers:

- Press **[SPKR]** or lift the handset.  
If the dialed number rings, or if the system makes 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 **{TK 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 **{CNCL TKQUE}**.

## **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.  
The display shows *ENTER NO:*
2. Dial your extension number - to apply your extension's COS,  
or  
Press **[\*]** for a Global COS.  
The display shows *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 the services while connected to the outside line**

- Press **{FLASH-SIG}**.

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## 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 DN.

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 no DN is available.

### To place a call on exclusive hold

- Press **[HOLD]** once.  
The indicator flashes green on your station and lights steady 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 appropriate **{HOLD}** softkey.  
or
- Press **[PICK UP]** and **[HOLD]**.

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## TRANSFERRING CALLS

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You can transfer a call to another extension:

1. Press **[XFR]**.  
The arrow on the display changes to the **{XFER}** soft-key.
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
1. Press **[PICK UP]**.
  2. Press **[HOLD]**.

---

## CONFERENCE CALLS

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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 **{CONFERENCE}**.
3. Make the next call.

After the call is answered:

4. Press **{JOIN}** to complete the three-way conference.  
While in a conference, the display shows *SPLT*, the line, and the name or number of the parties to the conference.

### If you wish to add another party to the conference

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

### To consult privately with a conference member (in a three-party conference)

- Press the **{SPLT}** softkey of the required party.

### To return to the conference call

- Press **{JOIN}**.  
You are connected with all conference members.

### To exit a conference

- Press **{CONF EXIT}**.  
The remaining parties are still connected as long as there is a system extension in the conference.

---

## PICKUP

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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.



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## MESSAGES

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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 **{MESSAGE}**.
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 **{MESSAGE}**.  
The first five of the available messages are displayed.

### **To view more messages**

2. Press **{NXT SCREEN}**.

### **To select a message**

3. Press the softkey adjacent to the desired message.  
If the message includes asterisks (\*), you may edit the message using the dialpad. Enter digits on the dialpad; they appear on the screen in place of the asterisks.

### **To send the message to the called extension**

4. Press **{SEND MSG}**.

### **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.

1. Select a message, as explained above.
2. Press **{SEND 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 **To confirm a message**, below.

### **Canceling the message process**

You may cancel the message process at any time:

- Press **[FLASH]**.

## RECEIVING MESSAGES

The system informs you, through the display, of up to six messages waiting for you. When messages have been left at your extension, you hear broken dial tone when you lift the handset or press **[SPKR]**.

### To read your messages

- Press **{MESSAGE}**.  
All your messages are displayed.

### To call the message sender

- Press the softkey to the left of the message.

### To delete a message

- Press the softkey to the right of the message you wish to delete.

### To confirm a message

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

- Press **{ACCEPT MSG}** to confirm, or **{REJECT MSG}**.  
If you do not confirm the message, 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 **{CANCEL}**.
2. Press **{MESSAGE}**.
3. Press **[SPKR]**.

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## DO NOT DISTURB (DND)

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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, this 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 the System Administrator to program additional messages.

### To program a DND message

1. Press **{PROGRAM}**.
2. Press **{DND MSG}**.

The first five of the available messages are displayed (see the **DND Messages table**, at the end of this guide for a complete list of available messages).

### To view more DND messages

- Press **{NXT SCREEN}**.

### To select a DND message

1. Press the softkey adjacent to the desired message.  
If the message includes asterisks (\*), you can edit the message by pressing the desired digits on the dialpad. The numbers you dial appear in the message, in place of the asterisks.
2. Press **{SAVE}**.  
or  
Enter the number of the desired message.
3. Press **[SPKR]**.

### To cancel your DND message

1. Press **{CANCEL}**.
2. Press **{PROGRAM}**.
3. Press **{DND MSG}**.
4. Press **[SPKR]**.

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## FORWARDING CALLS

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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. Press the button of the DN for which you want calls forwarded.
2. Press **{CALL FWD}**.
3. Press **{CALL FWD}**, **{BUSY}**, or **{NOANS}**.
4. Press **{ALL}**, **{INT}**, or **{EXT}**.
5. Enter the new destination for Call forwarding.

### **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 number. 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 **{EXIT}**.

#### **To cancel call forwarding**

- Follow the procedure above, but press **{DELETE}** instead of pressing **{EXIT}**.

## **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. You 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 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.

You may in one step program forwarding for all the DNs (for which you are authorized to program Call forwarding) to the same destination. You proceed as above, **To Program Call forwarding**, but press **{FWD DNS}** after pressing **{CALL FWD}**. You can press **{FWD DNS}** at any stage of the programming, as long as you do so before entering the destination number (step 5, above).

If the **{FWD DNS}** softkey does not appear, you are not authorized to forward calls from more than one DN at your station.

Continuing the above example, the display appears:

Empty if there is no programming or destination is speed dial	CFBY I	FWD DNs	Toggles with selected DN softkey.
	SALLY SECRETARY	200	Appears only if all DNs have destination
	CALL FWD	ALL	
	BUSY	INT	
	NOANS	EXT	
Select DN. Toggles with <b>{FWD DNS}</b>	100		
	EXIT	DELETE	

## 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 the first step - Press the DN button.

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

- If you have programmed Call forward, the next time you pick up your handset you hear a broken dial tone, confirming that Call forward is active for the station.
- 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.

## CANCELING CALL FORWARDING ON TELEPHONES WITHOUT DN BUTTONS

### To cancel any call forwarding

Follow the above procedure **To cancel call forwarding**, skipping the first step - Press the DN button.

## 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.

### To cancel Call Forward to Me

1. Press **{CANCEL}**.
2. Press **{CFWD TO ME}**.
3. Press **{ALL}** to cancel all Call Forward to me from all stations  
or  
Dial the number of the extension from which you no longer want calls forwarded to your station.

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## ABBREVIATED DIALING

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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 memory codes.

#### To speed dial an outside number

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

#### To program a speed dial memory code or speed dial button

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

#### NOTE

Pauses may be entered, where needed, in a speed dial sequence by pressing **{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 **{PROGRAM}**.
2. Press the MEMORY button to be programmed.
3. 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.
4. Press **{SAVE}**.
5. Press **[SPKR]**.

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## ALARM

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

### To program an alarm time

1. Press **{PROGRAM}**.
2. Press **{TIME}**.
3. Dial the four-digit alarm time (HH:MM) using the 24 hour format (e.g. 1530 for 3:30 pm).
4. Press **{SAVE}**.
5. Press **[SPKR]**.

### To cancel the alarm setting

Before the alarm rings:

1. Press **{CANCEL}**.
2. Press **{TIME ALARM}**.
3. Press **[SPKR]**.

### To stop the alarm ring

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

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## TELEPHONE LOCK

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

### To lock your telephone

1. Press **[FEAT]**.
2. Dial the LOCK code.  
The display shows *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.

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## DOOR UNIT

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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.



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## NOTE PAD

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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 or press an available SPEED DIAL button.
4. Enter up to 16 digits.
5. Press **[SPD/PROG]**.

To dial the number saved, do a regular Speed Dial using the Speed Dial memory code or button you used to save the number (see ***Abbreviated dialing***).

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## SYSTEM DIAL-BY-NAME (SDBN)

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If your telephone system includes IMAGEN/TelradIVM with System-Dial-By-Name (SDBN), you can make calls by pressing the softkey for the desired name. The numbers which can be dialed using System-Dial-By-Name are arranged in directories defined in SDBN programming.

### DIALING USING SDBN

1. Press **{DIRECTORY}**.
2. Press the softkey of the directory where the name is listed, e.g. **{MARKETING}**.  
You may see a screen showing alphabetical ranges (e.g. ALAN-BETTY, BRIAN-CAROL).
3. Press the softkey for the range containing the name you wish to dial.
4. Press the softkey of the desired name.  
The number is dialed automatically.

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## ADVANCED FEATURES

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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.

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## FEATURE CODES

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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
<b>LEAST COST ROUTING (1)-</b>		-
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 number	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	
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 number	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**