Digital Multiline Telephone User Guide

WIN®

32 Line Display

The 32 Line Display Telephone offers maximum use of digital telephone features including 32 tri-colored programmable feature buttons, a full-duplex speaker phone and a high resolution 3 and 4 line display.

20 Line Non-Display

The 20 Line Non-Display Telephone provides sophisticated digital telephone features such as tri-colored programmable feature buttons and voice announce on an easy-to-use instrument.

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1. **Dedicated Feature Buttons** - Provide easy access to frequently used features some of which include Intercom and Intercom2 access, Hands-Free activation, Transfer, and Speed Dial/Last Number Redial and Flash.

2. **Programmable Feature Buttons** - Illuminated in 3 colors, these buttons provide a visual indication of active features and line status. Button programming can be performed by system administrator or by station user.

3. **Fold Out Legs** - Allows station user to change the angle of the telephone by extending or retracting and locking them in place under the telephone.

4. **Status Indicator** - Provides a visual status indication for message waiting, incoming calls and headset mode operation using two color illumination and a steady/flashing sequence.

5. **Speaker** - Provides audible ringing and on-hook voice announce operation for telephone calls, paging and station background music.

32 Line Non-Display

The 32 Line Non-Display Telephone features 32 tri-colored programmable buttons and a full-duplex speaker phone providing users with optimal use of digital telephone features.

DSS/BLF Console

The DSS/BLF Console mates to any of the digital telephone station sets expanding the button capacity to accommodate more line appearances, direct station appearances and/or auto dial buttons.
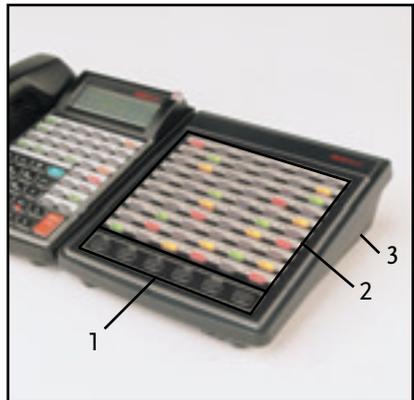
6. **Handset** - Users have the option of using the hearing-aid compatible handset for privacy while on a call or using the hands-free option if available on the telephone.

7. **Multifunction Level Controls** - Allows the user to individually set the volume levels for ringing, hands-free speakerphone and handset operation as well as providing the contrast adjustment for the display telephones.

8. **Slide Tray** - Swivels out to provide a location to place important telephone information or hard to remember numbers.

9. **Microphone** - Allows the user to respond to calls completely hands-free.

10. **High Resolution Display** - The display provides the highest degree of telephone/user interaction by displaying information such as dialed numbers, Caller I.D., call duration, feature activation and text messaging.

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ANSWERING CALLS

INTERNAL CALLS
Voice Announce
Receive voice call
– Ensure MUTE button is off
– Reply hands-free
– Lift handset for privacy
With Ringing Line Preference Feature
Receive ringing indication on station
– Lift handset   OR   – Press HF button for hands-free
– Converse
– Replace handset to disconnect   OR   – Press HF button to disconnect
Without Ringing Line Preference Feature
Receive ringing indication
– Lift handset
– Press ICM button
– Converse
– Press HF button for hands-free
– Replace handset to disconnect   OR   – Press HF button to disconnect

EXTERNAL CALLS
With Ringing Line Preference Feature
Receive ringing indication
– Lift handset   OR   – Press HF button for hands-free
– Converse
– Replace handset to disconnect   OR   – Press HF button to disconnect
Without Ringing Line Preference Feature
Receive ringing indication
– Lift handset
– Press flashing button
– Converse
– Press HF button for hands-free
– Replace handset to disconnect   OR   – Press HF button to disconnect

OFF-HOOK VOICE CALL (CALL WAITING)
With call in progress
– Receive caller announcement (outside caller will not hear announcement)
– Press ICM button (outside call will be placed on Hold)
– Converse
– Press flashing button to reconnect to original call

PAGE ANSWER
Receive overhead page
– Lift handset
– Press ICM button
– Dial # followed by
    – 68 for Internal Page
    – 69 for External Page
– Converse

AUTOMATIC ANSWER (HEADSET MODE)*
From Idle State
– Press RELEASE button
– Tone will be heard prior to first call
– Call will be automatically connected
– Converse
From Busy State
– Press RELEASE button to disconnect current call
– Tone will be heard prior to next call
– Call will be automatically connected
– Converse
*Note: This feature must be programmed by installer

CALLER ID
View or Callback Numbers from abandoned calls
– Press CID Button to display stored calling in number
– Press # to display name associated with number
– Press # to display time and date of call
– Press * to reverse one step
– Press available line key to dial number – OR –
– Press FLA to delete
– Press CID Button to continue to next message

INTERNAL CALLS
With Prime Line Preference Feature *(See page 14 for more information)*
– Lift handset   OR   – Press HF button for hands-free
– Dial station number
– Voice announce after tone   OR   – Press additional digit to force ring
Without Prime Line Preference Feature
– Lift handset   OR   – Press HF for hands-free
– Press ICM button   OR   – Press Direct Station Selection key
– Dial station number
– Voice announce after tone   OR   – Press additional digit to force ring

EXTERNAL CALLS
With Dynamic Line Preference Feature *(See page 14 for more information)*
– Lift handset   OR   – Press HF for hands-free
– Dial telephone number
– Converse
Without Dynamic Line Preference Feature
– Lift handset   OR   – Press HF for hands-free
– Press an outgoing Line button OR   – Press ICM + 9
– Dial telephone number
– Converse
– Replace handset to disconnect OR   – Press HF to disconnect
Forced Account Code Dialing
– Lift handset   OR   – Press HF for hands-free
– Press ACCOUNT button   OR   – Press FEAT and 1
– Dial account code
– Press #
– Hear confirmation tone
– Press an outgoing Line button OR   – Press ICM + 9
– Dial telephone number
– Converse
– Replace handset to disconnect OR   – Press HF to disconnect

LAST NUMBER REDIAL
– Press pre-programmed LNR key
– Press # or * to scroll through last 5 numbers dialed
– Lift handset   OR   – Press HF key
– Press an outgoing Line button OR   – Press ICM + 9
– Wait for system to complete dialing
– Converse
– Lift handset for privacy
– Replace handset to disconnect OR   – Press HF to disconnect

AUTOMATIC REDIAL
Set
With telephone call in progress . . .
– Receive busy or no answer
– Press AUTOMATIC REDIAL button (LED will light)

– Replace handset or press HF button to disconnect
– Station set will automatically call the telephone number until feature expires
– Pick up handset and press AUTOMATIC REDIAL button when connected
Cancel
– Press AUTOMATIC REDIAL button again (LED will extinguish)

SPEED DIAL
– Press available Line button   OR   – Press ICM + 9
– Press SPD/LNR button
– Dial speed dial code
– Converse
– Lift handset for privacy

DIAL-BY-NAME
– Press SPD/LNR button
– Press FEAT button
– Dial access code   1 for System Speed numbers
                      2 for Station Speed numbers
– Dial appropriate 2-digit character code (See Chart on inside of back cover)
– Press FEAT button
– First will display
– Use # or * to scroll through numbers
– Press ICM or outgoing line button
– Converse

ONE-TOUCH DIAL
– Press available Line button   OR   – Press ICM + 9
– Press programmed dial button
– Converse
– Lift handset for privacy

BUSY QUEUE
Set
Receive busy signal while calling an internal station or accessing a telephone line
– Press CALL BACK button   OR   – Dial #1
– Replace handset   OR   – Press HF to disconnect
– Wait for ringing indication
Once Station or Line is available
Receive ringing indication
– Press flashing button to connect
– Wait for called station to answer OR   – Dial telephone if placing a call
– Converse
– Lift handset for privacy
– Replace handset   OR   – Press HF to disconnect
Cancel
– Press CALL BACK button   OR   – Press ICM + #1

HOLDING CALLS
System Hold
With call in progress
– Press HOLD button
Exclusive Hold
With call in progress
– Press HOLD button twice
– Listen for confirmation tone
Retrieve Held Call
– Press flashing button
– Converse

TRANSFERRING CALLS
Screened Transfer
With call in progress
– Press TRF button   OR – Press DSS/BLF key for station
– Dial station number
– Announce call
– Replace handset to release   OR – Press TRF button to retrieve caller
                                     OR – Press optional VMLA+ button to route caller to associated Voice mailbox

Unscreened Transfer
With call in progress
– Press TRF button   OR – Press DSS/BLF key for station
– Dial station number
– Replace handset to release   OR – Press TRF button to retrieve caller
                                     OR – Press optional VMLA+ button to route caller to associated Voice mailbox

Transfer Via Page
With call in progress
– Press TRF button
– Dial # + 6   OR – Press Page button
– Dial page zone (00-32)
– Announce call over page
– Wait for page answer (#68 to answer internal page, #69 to answer external page)
– Replace handset to release   OR – Press TRF button to retrieve caller
Trunk-to-Trunk Transfer (Transfer to Outside Line)
With call in progress
– Press TRF button
– Press available Line button   OR – Press ICM + 9
– Dial telephone number
– Announce call
– Replace handset to release   OR – Press TRF button to retrieve caller
Transfer Direct to Voice Mailbox
With call in progress
– Press TRF button
– Dial desired station number   OR – Press DSS/BLF key for station
– Press VMLA+ key
– Replace handset to release

CONFERENCING CALLS
Initiating a new conference call
With call in progress
– Press TRF button
– Dial station number   OR   – Press an outgoing line
                                           – Dial telephone number

– Wait for other party to answer
– Announce the conference
– Press CONFERENCE button
– Converse
Adding more parties
– Press CONFERENCE button
– Dial station number   OR   – Press an outgoing line
                                           – Dial telephone number

– Wait for other party to answer
– Announce the conference
– Press CONFERENCE button
– Converse
– Perform for each new party
Releasing an individual party from conference
– Press FEAT + FEAT
– Dial desired station to release   OR   – Press desired line to release
– Talk to party if desired
– Replace handset in cradle   OR   – Press HF button if hands free
– Answer conference recall
– Converse

PRIVACY RELEASE
With call in progress
– Press PRIVACY RELEASE button to allow others to join call
– Other users may join conversation by pressing their Privacy Release button

PARKING CALLS
Call Park
Set
With call in progress
– Press PARK button
– Replace handset
Retrieve
From any station
– Lift handset
– Press PARK button + station number if retrieving call from another station
– Converse

Group Park

Set

With call in progress

– Press GROUP PARK button

– Dial park orbit

– Replace handset

Retrieve

From any station in group

– Lift handset

– Press GROUP PARK button

– Dial park orbit

– Converse

Direct Group Park

Set

With call in progress

–Press desired DIRECT GROUP PARK button

–Dial PARK ORBIT 01-16

–Replace handset

Retrieve

From any station in group

–Lift handset

–Press DIRECT GROUP PARK button

–Dial PARK ORBIT 01-16

–Converse

CALL FORWARDING

Direct Forwarding

Set

–Press FORWARD button   OR   –Press ICM + # + 9

–Dial 1 for Direct Forwarding

–Dial 0 for Day forward or 1 for Night forward

–Dial station number

–Listen for confirmation tone

–FORWARD button will illuminate

Cancel

–Press FORWARD button   OR   –Press ICM + # + 9

–Dial 0

–Dial 0 to cancel Day or 1 to cancel Night

–Listen for confirmation tone

Follow-me Forwarding
Set
From station set where calls are to be forwarded to
–Press FORWARD button   OR   –Press ICM + #9
–Dial 2
–Dial 0 for Day forward or 1 for Night forward
–Dial station number
–Listen for confirmation tone
Cancel
–Press FORWARD button   OR   –Press ICM + #9
–Dial 0
–Dial 0 to cancel Day or 1 to cancel Night
–Listen for confirmation tone
External Forwarding
Set
–Press FORWARD button   OR   Press ICM + # + 9
– Dial 3
– Dial telephone number
– Dial #9
– Listen for confirmation tone
Cancel
–Press FORWARD button   OR   Press ICM + # + 9
– Dial 3
– Dial 0 to cancel
– Dial #9
– Listen for confirmation tone
* Note Call Forward External does need to be allowed in Station Class of Service

CALL PICKUP
Direct
Upon hearing ringing indication
– Lift handset
– Press DIRECT PICKUP button   OR   – Press ICM + *3
– Dial extension number of ringing station
– Converse
Group
Upon hearing ringing indication
– Lift handset
– Press GROUP PICKUP button   OR   – Press ICM + *9
– Converse
Exclusive Hold
– Lift handset
– Press DIRECT PICKUP button   OR   – Press ICM + *3
– Dial extension number of ringing station
– Converse

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Hold Recall
– Lift handset
– Press DIRECT PICKUP button   OR   – Press ICM + *3
– Dial extension number of ringing station
– Converse

ACCOUNT CODE REGISTRY
With call in progress
– Press ACCOUNT button   OR   – Press FEAT + FLA
– Dial account code (max. 10 digits)
– Press ACCOUNT button   OR   – Press FEAT
– Listen for confirmation tone
– Continue conversation
* Outside caller does not hear dialed digits

TEXT MESSAGING
Station-to-Station Message
Edit
– Press FEAT button
– Press MESSAGE WAITING button
– Find desired message (Press # or * to scroll through messages)
– Use number pad to fill in time/date information
– Press FEAT button to register
Send
– Press FEAT button
– Press ICM button
– Dial station number
– Listen for confirmation tone
Review
Message Waiting button will be illuminated
– Press MESSAGE WAITING button
– Message will appear in the display
– Press * or # to scroll through messages
– Press ICM button to call back or FLA button to delete

PAGING
Page
– Lift handset
– Press PAGE button   OR   – Press ICM + # + 6
– Dial page zone (00-32)
– Make page announcement
– Replace handset to disconnect

Answer

Receive page
– Lift handset
– Press ICM button
– Dial # followed by
    – 68 for Internal Page
    – 69 for External Page
– Converse

DO NOT DISTURB

Message (Users dialing your station while in DO NOT DISTURB will see this message in their display)
– Press FEAT button
– Press DO NOT DISTURB button
– Find desired message (Press # or * to scroll through messages)
– Use number pad to fill in time/date information
– Press FEAT button to register
Set
– Press DO NOT DISTURB button
– Listen for confirmation tone
– Button will illuminate
Cancel
– Press DO NOT DISTURB button
– Listen for confirmation tone
– Button extinguish

EXECUTIVE OVERRIDE

Receive station busy indication
– Press OVERRIDE button
– Announce (Whisper quiet off-hook voice announce)

SERVICE OBSERVE

* *Note: Requires Handset Mute Key*
– Lift handset
– Press (SERVICE OBSERVE) button
– Dial desired station number
– Observe call, press lit handset Handset Mute Key to enter call (optional)
– Replace handset to disconnect

BARGE-IN

– Lift handset
– Press desired line button
– Observe call, press lit handset Handset Mute Key to enter call
– Replace handset to disconnect

VOICE MAIL RECORD

With call in progress
– Press VOICE MAIL RECORD button
– Listen for confirmation tone
– Continue with conversation

STATION PREFERENCES

BACKGROUND MUSIC
Set
– Press FEAT button
– Dial 21 to set
– Listen for confirmation tone
– Use the Multifunction Level Control buttons to adjust the volume
Cancel
– Press FEAT button
– Dial 20 to set
– Listen for confirmation tone

HEADSET MODE
Set
– Program a RELEASE button on the telephone (see quick reference card)
– Press ICM button
– Dial *01
– Listen for confirmation tone
Cancel
– Press ICM button
– Dial **01
– Listen for confirmation tone
– Remove RELEASE button if desired

DISTINCTIVE RING MODE
– Press ICM button
– Dial *5
– Dial tone number (1-4)
– Listen for confirmation tone

PRIME (ICM) LINE PREFERENCE
Allows user to automatically connect to Intercom when pressing HF or lifting handset
Set
– Press ICM button
– Dial *07
– Listen for confirmation tone
Cancel
– Press ICM button
– Dial **07
– Listen for confirmation tone

DYNAMIC (OUTSIDE) LINE PREFERENCE
Allows user to automatically connect to Outside Line when pressing HF or lifting handset
Set
– Press FEAT button
– Press Line button
– Listen for confirmation tone
– Repeat for each Line as required

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Cancel
– Press FEAT button
– Press Line button
– Listen for confirmation tone
– Repeat for each Line as required

RINGING LINE PREFERENCE
Allows user to answer ringing telephone by lifting handset or pressing HF
Set
– Press ICM button
– Dial *06
– Listen for confirmation tone
Cancel
– Press ICM button
– Dial **06
– Listen for confirmation tone

RING MODE FOR INTERNAL CALLS
Ring
– Press ICM button
– Dial *03
– Listen for confirmation tone
Voice Announce
– Press ICM button
– Dial **03
– Listen for confirmation tone

OFF-HOOK RING
Set
– Press ICM button
– Dial *02
– Listen for confirmation tone
Cancel
– Press ICM button
– Dial **02
– Listen for confirmation tone

HOLD MODE PRIORITY
System Hold - *Allows held call to be picked up from any telephone*
– Press ICM button
– Dial *08
– Listen for confirmation tone
Exclusive Hold - *Allows held call to be picked up only from station that initiated the hold or with use of Directed Call Pick-Up*
– Press ICM button
– Dial **08
– Listen for confirmation tone

SPARE BUTTON PROGRAMMING

Any spare button may be programmed by the user for any of the following functions

One-Touch Dial
– Press SPD/LNR
– Press available Programmable Feature Button
– Dial 9   OR   – Press an outgoing line
– Dial telephone number
– Press SPD/LNR
– To enter 10 character name use # pad to input dial codes for each character OR
– Press SPD/LNR
– Listen for confirmation tone

Auto Dial Buttons
– Press SPD/LNR
– Press available Programmable Feature Button
– Dial station number
– Press SPD/LNR
– To enter 10 character name use # pad to input dial codes for each character OR
– Press SPD/LNR
– Listen for confirmation tone

DSS/BLF Buttons
– Press SPD/LNR
– Press available Programmable Feature Button
– Press ICM + station number
– Press SPD/LNR
– To enter 10 character name use # pad to input dial codes for each character OR
– Press SPD/LNR
– Listen for confirmation tone

Feature Buttons
– Press SPD/LNR
– Press available Programmable Feature Button
– Dial feature code (See chart on page 17 for a detailed list of codes)
– Press SPD/LNR + SPD/LNR
– Listen for confirmation tone

Erase Feature Button Programming
– Press SPD/LNR
– Press desired Programmable Feature Button
– Dial 0000 to clear
– Press SPD/LNR + SPD/LNR
– Listen for confirmation tone

STATION SPEED DIAL
– Press SPD/LNR button
– Dial speed dial code (9000-9499 440CT/128CT) OR (2000-2099 48CT/96CT)
– Dial telephone number   OR   – Dial 0000 to clear
– Press SPD/LNR
– Use number pad to input dial codes for each character (see note for characters)
– Press HOLD to advance to next character
– Press SPD/LNR when finished

FEATURE CODE CHART

Feature	Button	Code
Account Code	ACCT	#504
Auto Redial	ARD	#520
Busy Queue	CBK	#505
Buzzer Tone	BUZZER	#518 + station number
Call Forward	FWD	#510
Caller ID	CID	#530
Call Park	PRK	#517
Group Park	GRP	#522
Direct Group Park	DRP	#521
Conference	CNF	#509
Do Not Disturb	DND	#506
Do Not Disturb + PIN	DND+	#529
Do Not Disturb All	DNDA	#532
Do Not Disturb All + PIN	DNDA+	#533
Direct Call Pickup	DPK	#511
Group Call Pickup	GPK	#512
Executive Override	OVRD	#508
External Paging	EPAGE	#620
Internal Paging	IPAGE	#6 + zone number (00-32)
Hunt Group Do Not Disturb	HDND	#525
Hunt Do Not Disturb +	HDND+	#525 + 8 for Unavailable Status
		9 for Wrap up Status
Hunt Do Not Disturb All	HDNDA	#534
Hunt Do Not Disturb All +	HDND+	#534 + 8 for Unavailable Status
		9 for Wrap up Status
Hook	HOK	#528
Handset Mute	HSM	#524
Last Number Redial	LNR	#514
Message Waiting	MSG	#515
Privacy Release	PRV	#507
Service Observation	SVO	#523
Help, Request Service Observation	SOREQ	#527
Release Key	RLS	#519
Voice Mail Record	RSVO	#526

AREA BACKGROUND MUSIC
Set
– Press ICM button
– Dial #2
– Dial MOH channel (00-03)
– Listen for confirmation tone
Cancel
– Press ICM button
– Dial ##2
– Dial MOH channel (00-03)
– Listen for confirmation tone

CALENDAR SETTING
– Press FEAT button
– Dial 31
– Press 1 for Sunday
      2 for Monday
      3 for Tuesday, etc.
– Dial 2-digit month
– Dial 2-digit day
– Dial 4-digit year
– Press FEAT button
– Listen for confirmation tone

TIME SETTING
– Press FEAT button
– Dial 32
– Dial 4-digit time (0830 or 1045 for example)
– Dial * for AM or # for PM
– Press FEAT button
– Listen for confirmation tone

SYSTEM SPEED DIAL
– Press SPD/LNR button
– Dial speed dial code (0000-4999 440CT/128CT) OR (0000-0999 48CT/96CT)
– Dial telephone number   OR   – Dial 0000 to clear
– Press SPD/LNR
– Use number pad to input dial codes for each character (see note for characters)
– Press HOLD to advance to next character
– Press SPD/LNR when finished

SET DAY/NIGHT MODE FOR RINGING

Activating this scheduler will automatically switch from Day Ringing to Night Ringing at the set times. Complete Dial String includes activating the feature, choosing the day of week, choossing Day Mode or Night Mode, entering the HH - Hour and MM - Minute and AM or PM to open or close. Follow the dial pattern below:

– Press ICM button, dial #502
– Dial Day of Week: 1: Sunday
                                 2: Monday
                                 3: Tuesday
                                 4: Wednesday
                                 5: Thursday
                                 6: Friday
                                 7: Saturday
– Dial: 0 for Day Mode
            1 for Night Mode
– Dial: HH for the hour to set
– Dial: MM for the minute to set
– Dial: * for AM or # for PM
– Hear Confirmation tone
– Repeat for each open/close time for the week

TRANSFERRING CALLS

With call in progress
– Press TRF button
– Dial station number   OR   – Press DSS/BLF key for station
– Announce call
– Replace handset to release   OR   – Press TRF button to retrieve caller
                                            OR   – Press optional VMLA+ key to
                                                          route caller to associated Voice
                                                          mailbox

MESSAGE WAITING

Set
– Press MSG button
– Call station number   OR   – Press DSS/BLF button
– Listen for confirmation tone
Cancel
– Press MSG button
– Call station number   OR   – Press DSS/BLF button
– Listen for confirmation tone

CALL BACKUP
Flexible Station Assignments
– Press MODE button
– Press CBU button
– Dial first station number   OR   – Dial 0000 to clear
– Dial #
– Repeat previous 2 steps for additional assignments
– Press HF to exit programming
Set
– Press CBU button
– Button will illuminate
Cancel
– Press CBU button
– Button will extinguish

NIGHT ANSWER
Set
– Press NA button
– Button will illuminate
Cancel
– Press NA button
– Button will extinguish

PROGRAMMING FEATURE BUTTONS
– Press MODE button
– Press the desired Programmable Feature Button
– Press ICM button
– Dial the station number
– Press the MODE button

Programmable Feature Button Assignments

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
				25	26
				27	28
				29	30
				31	32

Voice Mail Access

Call Voice Mail from . . .

Inside _____

Outside _____

Enter System Access Code _____

Enter User ID_____

Enter Password _____

Important Numbers

1._____   _____

2._____   _____

3._____   _____

4._____   _____

5._____   _____

6._____   _____

7._____   _____

8._____   _____

9._____   _____

10. _____   _____

AGENT FEATURES

Log On/Log Off
– Press designated LOGON/LOGOFF button to Logon
– Dial 4-digit PIN if required
– Listen for confirmation tone (Button will extinguish)
– Press button again to Logoff
– Listen for confirmation tone (Button will illuminate)
Unavailable/Available
– Press designated UNAVAILABLE button to restrict calls
– Listen for confirmation tone (Button will illuminate)
– Press button again when ready to receive calls
– Listen for confirmation tone (Button will extinguish)
Wrap Up/Available
– Press designated WRAPUP button to restrict calls
– Listen for confirmation tone (Button will illuminate)
– Press button again when ready to receive calls
– Listen for confirmation tone (Button will extinguish)
Help, Request Service Observation
Request for help
With call in progress
– Press HELP REQUEST SERVICE OBSERVATION button
– Listen for confirmation tone (Button will illuminate)
Respond to help
Receive message indication
– Press MESSAGE WAITING button
– Use * or # to scroll through messages
– Press ICM button to call back or FLA button to delete

NOTES

Alphanumeric Character Table

Char	Dial Code		Char	Dial Code
1	1		U	21
2	2		V	22
3	3		W	23
4	4		X	24
5	5		Y	25
6	6		Z	26
7	7		Space	27
8	8		-	28
9	9		.	29
Space	00		+	30
A	01		%	31
B	02		&	32
C	03		=	33
D	04		$	34
E	05		?	35
F	06		!	36
G	07		'	37
H	08		,	38
I	09		"	39
J	10		/	40
K	11		(	41
L	12		)	42
M	13		<	43
N	14		*	44
O	15		;	45
P	16		:	46
Q	17		Space	47
R	18		Space	48
S	19		Space	49
T	20			

One Touch Auto-Dial
Press SPD/LNR button / Press available Programmable Feature Button / Press outgoing line button OR Dial 9 / Dial desired telephone number / Press SPD/LNR / To enter 10 character name use number pad to input dial codes for EACH CHARACTER – OR – skip / Press SPD/LNR / Listen for confirmation tone

Direct Station Selection / Busy Lamp Field (DSS/BLF)
Press SPD/LNR button / Press available Programmable Feature Button / Press ICM button / Dial desired station number / Press SPD/LNR + SPD/LNR

Feature Activation
Press SPD/LNR button / Press available Programmable Feature Button / Dial desired feature code from chart below / Press SPD/LNR + SPD/LNR

FEATURE	BUTTON	CODE
Account Code	ACCT	#504
Auto Redial	ARD	#520
Busy Queue	CBK	#505
Buzzer Tone	BUZZER	#518 + station number
Call Forward	FWD	#510
Caller ID	CID	#530
Call Park	PRK	#517
Group Park	GRP	#522
Direct Group Park	DRP	#521
Conference	CNF	#509
Do Not Disturb	DND	#506
Do Not Disturb + PIN	DND+	#529
Do Not Disturb All	DNDA	#532
Do Not Disturb All + PIN	DNDA+	#533
Direct Call Pickup	DPK	#511
Group Call Pickup	GPK	#512
Executive Override	OVRD	#508
External Paging	EPAGE	#620
Internal Paging	IPAGE	#6 + zone number (00-32)
Hunt Group Do Not Disturb	HDND	#525
Hunt Do Not Disturb +	HDND+	#525 + 8 for Unavailable Status
		9 for Wrap up Status
Hunt Do Not Disturb All	HDNDA	#534
Hunt Do Not Disturb All +	HDND+	#534 + 8 for Unavailable Status
		9 for Wrap up Status
Hook	HOK	#528
Handset Mute	HSM	#524
Last Number Redial	LNR	#514
Message Waiting	MSG	#515
Privacy Release	PRV	#507
Service Observation	SVO	#523
Help Request Service Observation	SOREQ	#527
Release Key	RLS	#519
Voice Mail Record	RSVO	#526

Digital Multiline Telephone Quick Reference Guide

Answering Calls ───────────────────────────────
Internal (ICM)	Press ICM / Lift handset for privacy
External (Line)	Press flashing button / Lift handset for privacy
Off-hook Voice Call	Press ICM to respond

Placing Calls ───────────────────────────────
Internal (ICM)	Press ICM / Dial station / Lift handset for privacy
Page	Press ICM / Dial #6 / Dial two digit area code
External (Line)	Press line button / Dial telephone number / Lift handset for privacy
External (ICM)	Press ICM / Dial 9 / Dial telephone number / Lift handset for privacy
Last Number Redial	Press SPD/LNR / # or * to scroll / Press line button to dial
Speed Dial	Press SPD/LNR / Dial speed dial number / Press line button

Call-in-Progress ───────────────────────────────
Transfer	Press TRF / Dial station number / Hang up
Holding Calls	Press Hold
Exclusive Hold	Press Hold twice
Conference	Press TRF / Make new call / Press CONF / For each new call / Press CONF dial party / Press CONF to add party

Station Preferences ───────────────────────────────
Background Music	(Set) Press FEAT / Dial 21 (Cancel) Press FEAT / Dial 20
Station One-Touch Dial	Press SPD/LNR / Press available button / Press ICM / Dial station number / Press SPD/LNR
Prime Line Preference	Press ICM / Dial *07
Dynamic Line Preference	Press FEAT / Press Line button / Repeat for each line as necessary
Ringing Line Preference	Press ICM / Dial *06
Ring Mode (Internal)	(Ring) Press ICM / Dial *03 (Voice) Press ICM / Dial **03
Ring Tone	Press ICM / Dial *5 / Select tone 1-4
Ring Volume	While call is ringing press adjustment key (arrow keys)
Speaker Volume	While on call press adjustment key (arrow keys)
Display Brightness	While telephone is idle press adjustment key (arrow keys)

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