



TeleCraftTM

Hybrid Key Telephone Communication System

User's Manual

Version 6.02

Models:

TC-308, TC-616

TC-308-VM, TC-616-VM

TC-616-NHR, TC-616-NHR-VM



About This Manual

We wrote this manual with you, the user, in mind. It describes TeleCraft's features and provides step-by-step usage instructions.

Considerable efforts have been devoted to writing it without including too many technical terms. Nevertheless, a few such terms are included. We strongly urge you to read the Introduction before continuing.

We hope that reading, understanding, and using this manual will prove to be relatively easy tasks.

Document Conventions

- Parameters** This typeface is used to indicate a TeleCraft programming parameter.
- {information} Curly brackets include information you key-in when you program TeleCraft.
- Examples This typeface is used in all of the examples.

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Introduction

What is a PABX?

What is a KSU?

A PABX or KSU is a telephone-switching box. All of the lines coming from the telephone company are connected to it. Your telephones, modems, FAX machines, credit card readers, door entry systems, etc. are connected to it as well.

Everybody in your office can make internal or external calls. By pressing “9” the PABX can pick a free external line and connect it to your telephone. Furthermore, KSUs have many buttons allowing you to select any free outside line. Incoming calls (calls coming from outside of your organization) can selectively be connected, or “switched” to any of your internal telephones or FAX machines.

Basic definitions

External line or “CO line”. This is a telephone line that comes from the telephone company.

Port, station, extension. These terms are used interchangeably. A port is the telephone connector in TeleCraft that can accept the telephone cord coming from your own telephone equipment. Any TeleCraft port can accommodate your telephone equipment.

Operator Console. This unit provides a visual display of line and station status. Note that the Operator Console does not have a keypad nor a handset. It complements your phone.

The CO line status bi-color LEDs tell you when the line is free, ringing, busy, or on hold. The LED changes from red to green only when you are on this line. The station LEDs are red and indicate whether the extension is busy or not.

The console allows you to communicate with others “hands free”. The speaker is also used to alert you when a CO line is ringing. This feature can be disabled at your discretion.

Service mode. TeleCraft provides two service modes: the business-hours mode (also referred to as the day-time mode), and the night mode. The night mode is also activated during your lunch break.

What is a hunt group?

Sometimes you call an organization to talk with anyone in a certain group within that organization. For example, you need to talk with a representative in Customer Service.



The System Administrator forms a 'Customer Service' group. This group is then assigned a single digit Customer Service number. Once the caller dials this single digit extension, the call is automatically routed to the first available representative in this group. Note that this group also has a mailbox and that all Customer Service representatives retain their individual extension numbers.

What is the Automatic Attendant?

The Automatic Attendant is the part of your telephone system that automatically answers incoming calls instead of the operator. A typical message may be:

"Thank you for calling GCT. If you know the extension number, dial it now. Dial 2 for Sales, 3 for Customer Service, or 4 for Technical Support. Press 0 or stay on the line for the operator."

What is voice mail?

Voice mail is the part of your telephone system that stores voice messages that callers leave and notifies you when new messages arrive. The voice mail and the Automatic Attendants use the same hardware but perform different functions.

User mailboxes

Each extension and each hunt group have their own mailbox. For instance, extension 100 owns mailbox 100; hunt group 0 owns mailbox 0, and so on. Note that extension 100 is included in hunt group 0 thus when your message waiting light is ON, you may have a message in your own mailbox (extension 100) or in hunt group 0 mailbox.

Message waiting

When callers leave messages, the internal dial tone may stutter. In addition, the message waiting light on your phone, if available, turns ON. After you hear all of your messages, TeleCraft deactivates the stutter dial tone and turns the message waiting light OFF. The System Administrator may disable the stutter dial tone anytime.

The back up concept

Each port and hunt group have their own back-up. Calls are diverted from your phone to your back-up in three cases: (1) the port is busy, (2) there is no answer, and (3) "call forwarding" is activated. The back up can be one of the following:

1. A hunt group,
2. Another extension,
3. The Automatic Attendants,
4. Voice mail,
5. An external telephone number (the number must be entered in one of the Speed Dial numbers), or



6. No back up. In this case, the backup may be the operator.

Call hold, park

This feature allows you to put callers on hold, and while on hold, they listen to music. TeleCraft offers two hold types: exclusive and public -- also called "call park". Exclusive hold allows you to directly transfer a call, create a conference call, convert it to public hold, or retrieve the call and continue the conversation.

The HOLD button puts callers on public-hold (call park). You can then hang up knowing that the caller is on-hold listening to music. The consoles throughout the office show this line as "on-hold" allowing anybody to press the corresponding LINE button and pick-up the call. Note that if you do not have a console, TeleCraft lets you know which line is on-hold by supplying several beeps denoting the line number.



How to Use TeleCraft

This chapter describes the day-to-day telephone operations that include making calls, putting a call on hold, etc.

Making Internal Calls

Internal (intercom) calls are calls you make to extensions inside your office.

Step-by-step: **Dial the extension or hunt number.**

- ◆ When your phone is programmed for “auto 9 insertion”, press the FLASH key prior to dialing.
- ◆ If the extension is busy or forwarded, your call will be forwarded. Calls originated from within the office cannot be forwarded to external telephones. Instead, you will hear a busy signal.

Making Internal Calls – Hands Free

Your destination needs the Operator Console for this feature.

Step-by-step: **Dial * followed by the extension number.**

You hear an alert signal after which you can converse for a limited time.

Making External Calls

External calls are calls made to people that are outside your office. There are several ways to make these calls.

Step-by-step:

Press “9”

OR

Press 8 followed by the line number to use.

This way you specify the external line to be selected. In contrast to Dial “9”, here you have full control over the line selection.

OR

Press any LINE key.

With the Operator Console you can press LINE 1, LINE 2, etc. to get any external line. TeleCraft does not allow selecting busy lines.



Operator Console display:

LINE STATUS	LED DISPLAY	COLOR
Available	OFF	
Ringing	Ring pattern	RED
On hold	Fast blinking	RED
Busy	ON	RED
Busy (I am on this line)	ON	GREEN

Speed dialing

Speed dialing allows you to dial any of the public speed dial numbers stored in TeleCraft's memory. TeleCraft automatically selects a free external line from your list of allowed external lines and dials the number.

Step-by-step: **Dial the speed number.**

Speed dial numbers are 700 to 749.

Putting Calls on Exclusive Hold

When you put outside callers on hold, they listen to music or to any other audio program you supply. If music is not supplied, callers on-hold will not hear anything.

Step-by-step: **Press FLASH**

- ◆ To return from hold, press FLASH again.
- ◆ You cannot put internal calls on hold.
- ◆ When you put an external line on hold, the intercom dial tone is heard for several seconds, after which you hear music as well. The dial tone is needed for Call Transfer as explained later. Note that once you hear the dial tone, you may press ** to hear music.

Putting Calls on Public Hold (Call Park)

When you put outside callers on hold, they may listen to music.

Step-by-step:

With the Operator Console: **Press the PBX-HOLD button and hang up.**

OR

Press FLASH * 4 and hang up.

After you press FLASH *4 TeleCraft sounds a number of tones specifying which line it was. One tone indicates line 1, two tones indicate line 2, etc.



Retrieving Calls from Public Hold (Park Recall)

Use any telephone in the office to retrieve a call that is on public hold.

Step-by-step:

- With the Operator Console: **Press the corresponding LINE button**
- Without the Operator Console: **Press 8 and the line number**

Transferring a Call (Inside the Office)

Note that only conversations involving external lines can be transferred.

Step-by-step:

1. **Press the XFER (or TRANSFER / FLASH) key.**
Now the other party is on hold listening to music.
2. **Blind transfers:**
Dial the extension number and hang up. If the dialed extension is busy, the call will automatically transfer to the back up.
Transfer with privacy:
Dial the extension number. When the called party answers, you may converse in full privacy. Then, to transfer the call, just hang up. Otherwise, wait for the called party to hang up, and press the FLASH key to return to the original conversation.

Transferring a Call (Outside the Office)

Note that only conversations involving external lines can be transferred.

Step-by-step:

1. **Press the XFER (or TRANSFER / FLASH) key.**
Now the other party is on hold listening to music.
2. **Blind transfers:**
Dial 9 followed by the telephone number and hang up.
Transfer with privacy:
Dial 9 and the telephone number. When the called party answers, you may converse in full privacy. Then, to transfer the call, just hang up. Otherwise, wait for the called party to hang up, and press the FLASH key to return to the original conversation.

Transferring a Call to the Automatic Attendants

Conversations involving external lines can be transferred to the Automated Attendants.

Step-by-step:

1. **Press the XFER/CONF (or TRANSFER / FLASH) key.**
Now the other party is on hold listening to music.



2. **Dial 180 to transfer to the Attendant in business 1 mode, or dial 181 to transfer to the Attendant in business 2 mode.**
Once you hear the Automatic Attendant, hang up.

Transferring a Call to Voice Mail (TC-2210 only)

Conversations involving external lines can be transferred to the voice mail.

Step-by-step:

1. **Press the TRANSFER / FLASH key.**
Now the other party is on hold listening to music.
2. **Dial 180 to transfer to the Attendant in business 1 mode, or dial 181 to transfer to the Attendant in business 2 mode.**
Once you hear the Automatic Attendant, press * (star) followed by the extension number (or the hunt group number) and then hang up to transfer to voice mail.

Transferring a Call to Voice Mail (TC-125 only)

Conversations involving external lines can be transferred to the voice mail.

Step-by-step:

1. **Press the TRAN V-MAIL key.**
Now the other party is on hold listening to music.
2. **Enter the extension number (or hunt group number) and hang up.**
The call is transferred to the mailbox.

Conference Calls

You can create conference calls between as many as four people. At least one of these people must be on an external line. The voice quality degrades with each additional person added to a conference call.

Step-by-step:

1. **Press the CONF or FLASH key.**
2. **Dial the needed number or extension.**
Dial "9" followed by the telephone number to create a conference with anyone outside your office.
3. **Wait for the ringing signal.**
When the called party answers, you may converse in full privacy. When you are done, press CONF or FLASH to start the conference call with the newly added party.
4. **Repeat.**
Any extension can repeat this procedure to add additional parties to the conference call.



Call Recording

Call recording allows you to record a call with any outside person. TeleCraft plays a message informing the participants that the call is being recorded and suggests that you may hang up to prevent recording. This call recording is sent to your mailbox as a new message.

Step-by-step: **Press FLASH 183**

Flash Pass Through, Call Waiting

When you have to supply a flash to a CO line (for example, to respond to call waiting), follow this procedure:

Step-by-step: **Press FLASH 8.**

Repeat the above procedure to supply a flash anytime it is needed. **Note that the System Administrator must enable this feature.**

Public Announcement

TeleCraft offers two Public Announce methods: power announce and TC-6000 announce.

Power announce: **dial 199**
TC-6000 announce: **dial 198**

Restricted Global Programming from Port 100

Restricted global programming allows you to change global parameters without entering Programming. **Note that these commands can only be executed from port 00. Alternatively, anybody can do it via the voice menus (the preferred way).**

Hunt Forwarding

Hunt forwarding allows you to divert (forward) calls from any hunt group to its back up.

To forward a hunt group press *** 0 4 (hunt number) 9**
To cancel forwarding, press *** 0 4 (hunt number) 6**

Note that this option affects the current mode only.

Mode change

You can manually change TeleCraft's operating mode from Day to Night/Lunch and vice versa.

To force DAY mode press *** 0 6 3**
To force NIGHT mode press *** 0 6 6**



Extension Programming and Voice Mail

Extension programming lets you modify your own telephone operation without affecting anything else in the telephone system. The only exception is that you can force DAY or NIGHT mode.

Entering your mailbox

Enter your mailbox by pressing the **MESSAGE** or **VOICEMAIL** button (or * **8**) from your extension. To manage a hunt group mailbox dial **180 * (hunt number) ***. When calling from outside your office, wait for the attendant to start playing, then press * **(mailbox number) ***. Then, enter your password. The default password is identical to the mailbox number. At this point, you'll hear the main menu.

Main menu:

Press	
1	To listen to your messages,
2	To record greetings,
3	To manage notifications, or
4	To manage options.

Notes:

1. All mailboxes (0, 2 to 6 and 100 to 125) are managed identically.
2. Every mailbox has a default password that is identical to the mailbox number. For instance, mailbox 102's password is 102, mailbox 0's password is 0, and so on.
3. In most menus you can press 9 to repeat the menu, or 0 to go back to the previous one.
4. There are several messages that ignore any digit you press while other messages stop playing as soon as you press any key.

Your selection invokes one of the following menus:

Main Menu			
1 listen to messages	2 Record greetings	3 Manage notifications	4 Manage options
1 Play next message 2 Replay current message 3 Delete current and play next 4 Play previous message 5 Forward to another mailbox 6 Undelete messages 7 To skip forward 8 To skip backward	1 Play your mailbox greeting 2 Record your mailbox greeting 3 Revert to factory mailbox greeting 4 Play your directory name 5 Record your directory name 6 Erase your directory name	1 Review current notification 2 Change notification destination #1 3 Change notification destination #2 4 Set notification procedure	1 Set your password 2 Set your back-up 3 Toggle call forwarding 4 Toggle auto 9 insertion 5 Force DAY mode 6 Force NIGHT mode 7 Relaxed password



Listening to messages

At the main menu, pressing 1 invokes the following menu:

1	Listen to messages
1	Play next message – Play the next message without erasing the current one. The current message remains in your mailbox until you delete or forward it.
2	Play current message – Repeat playing the current message.
3	Delete current message – Delete the current message and play the next message. You can undelete this message as long as you remain in this menu.
4	Play previous message – Repeat playing the previous message.
5	Forward current message – Forward the current message as specified in the voice prompts that follow.
6	Undelete messages – Undelete ALL messages that have been deleted in the current session.
7	Skip forward – skip forward several seconds (within the current message).
8	Skip backward – skip backward several seconds (within the current message).

Notes:

1. You can undelete all of the messages that you have deleted as long as you do not exit this menu.
2. Forwarding a message automatically removes it from your mailbox. Forwarding to a full mailbox will delete the message.
3. Forwarded messages **do not** activate remote notification.
4. Entering this menu suspends the notification process.

Recording messages

At the main menu, pressing 2 invokes the following menu:

2	Record messages
1	Play personal greeting – Play the message callers hear before leaving you a message.
2	Record personal greeting – Erase the current personal greeting and record a new one. The maximum message length is 2 minutes.
3	Erase personal greeting – Revert back to the factory message.
4	Play your directory name – Play your employee directory message, if recorded.
5	Record your directory name – Erase the current message and record a new one. See notes below.
6	Erase your directory name – It removes your name from the directory.

**General notes:**

Callers arriving at your mailbox hear either the default message: “*Please leave a message for mailbox <mailbox number>*” OR your own message, if you recorded one. Then, TeleCraft plays additional instructions.

During any of these messages, the callers can press the # key to skip the rest of the messages. TeleCraft then activates the beep after which it starts recording. Nonetheless, while these messages are playing, the mailbox owner may press the * key to access his mailbox. Pressing any other key aborts leaving a message.

When enabled, after leaving a message callers may press the # key to go back to the Automatic Attendants.

When a message is left in your mailbox, TeleCraft notifies you in several ways. When enabled, it supplies your extension with a stutter dial tone. It also turns your MESSAGE WAITING lamp ON, if available. TeleCraft also activates your remote notification procedure as described later.

Notes regarding Record Personal greeting:

1. Callers abort leaving you a message by pressing any key except # while the prompts are playing.
2. A typical personal message may be “*This is John Smith. I am unavailable now. Please leave me a message*”.

Notes regarding Record your directory name:

1. **Record your directory name** prompts you to say your name and extension. This is the information played back to callers that search for you in the telephone system’s directory. You may record “John Smith, extension 105”, or “Kelly Gates, Director of Marketing, extension 4”, and so on. The maximum message length is 2 minutes. A new directory name erases your old one.

Once you record your directory name, TeleCraft prompts you to enter the first 3 letters of your first or last name. If your name is shorter (but not less than two letters), press the # (pound) key to terminate it. Callers searching for this name may enter two digits and just wait.

2. Note that you can remove your name from the directory altogether by pressing “6”.



Managing notifications

At the main menu, pressing 3 invokes the following menu:

3	Manage notifications
1	Review current notification – Playback notification destination 1, notification destination 2, and the notification procedure.
2	Change notification destination 1 – Enter your pager or cell phone number for destination 1.
3	Change notification destination 2 – Enter your pager or cell phone number for destination 2.
4	Set notification procedure – Specify if, where, and how to call you.

Every message left in your mailbox initiates TeleCraft's local and remote notification procedures as follows.

Local notification consists of:

1. Turning the stutter dial tone ON (if enabled).
2. Turning your phone's MESSAGE WAITING lamp ON (if available).

Remote notification has two components: (a) where to call, and (b) how to notify. TeleCraft is capable of notifying you at two destinations, called "notification destination 1" and "notification destination 2". Each can be a pager or a cell phone.

Select one of the following notification procedures:

1. **No notification.** TeleCraft does not notify you remotely, even if you entered any of the notification destinations.
2. **Notify destination 1 until message is taken.** TeleCraft calls destination 1 until you listen to the new message. If you do not respond to the first call, TeleCraft will call you again. The System Administrator specifies the time between calls. The default is about 30 minutes. Any newly arrived message restarts the procedure.
3. **Notify destination 2 until message is taken.** Same as above except that destination 2 is used instead of destination 1.
4. **Notify destination 1 once.** TeleCraft calls once only. If this destination is a pager, you may respond at your convenience without receiving another notification. If this destination is a cell phone, you may enter your mailbox and listen to the message or just hang up.
5. **Notify destination 2 once.** Same as 4 above except that destination 2 is used instead of destination 1.
6. **Notify destination 1, then destination 2 until message is taken.** TeleCraft notifies destination 1, waits, notifies destination 2, waits and starts all over again. This procedure is terminated when you hear the new message(s). Any newly arrived message restarts the procedure (causes it to start from destination 1).
7. **Notify destination 1, then destination 2 once.** TeleCraft notifies destination 1 and waits. If you do not hear the message, it notifies destination 2 with no further notifications.



At this menu, when you select **Change notification destination 1** or **Change notification destination 2**, TeleCraft asks you to specify whether this destination is a pager or a cell phone and then prompts you to enter the telephone number.

Here are important notes:

- You can program the notification destinations and not use them at all. If you prefer to eliminate any notification destination, enter 3 when TeleCraft directs you to press 1 for a pager or 2 for a telephone and ignore the “invalid entry” response.
- When the telephone number is local, enter the number only (e.g. 575-1508). You do not need to add a 9 to select an outside line. When needed, enter the area code as well (e.g. 1-310-575-1508).
- When entering pager numbers, you must allow for enough time for the pager company to respond to the call and then you must enter the code to appear on your pager. Hence you need to enter: (1) the telephone number as described above followed by (2) the appropriate number of stars (“*”) to insert delay allowing the pager company to respond to the call (each star represents roughly 2 seconds) followed by (3) the code you’d like to appear on your pager.

For example, assume that your pager number is 575-1508 and that you’d like your pager to display 777 when TeleCraft pages you. In this case, enter: 575-1508 ** 777#. The two stars allow your pager company 4 seconds to respond. The # sign tells TeleCraft that you have finished entering the number.

- The telephone number and everything else following it cannot be longer than 22 digits.
- Forwarded messages activate the local notification only. Remote notification is not activated.
- When notification procedures 6 or 7 are selected, each new message restarts the notification procedure.
- **The last two digits sent to you pager indicate the number of new messages in your mailbox. The remote telephone notification announces the number of new messages.**
- TeleCraft handles incoming calls prior to executing any pending notification.



Managing options

At the main menu, pressing 4 invokes the following menu:

4	Manage options
1	Set or change your password – Modify your password.
2	Set your backup - Review or change it.
3	Toggle call forwarding – For the DAY or NIGHT modes.
4	Toggle auto-9 insertion – For the DAY or NIGHT modes.
5	Force DAY mode – Change the system operation to the DAY mode.
6	Force NIGHT mode – Change the system operation to the NIGHT mode.
7	Toggle relaxed password – Skip entering your password from your own extension.

Notes:

1. Phantom mailboxes are prevented from using most of these options. They hear “cannot perform this operation.”
2. The password must be 2 to 8 digits long. You can include the “*” key but not the “#” key. Note that the System Administrator can reset your password.
3. **Call forwarding:** Double forwarding is not permitted. For instance, assume that extension 110 is forwarded to extension 113, and extension 113 is forwarded to extension 114. In this case, calls destined to 110 are diverted to 113, not to 114.
4. **Call forwarding:** There is no limit on the number of telephones that can be forwarded to any extension.
5. **Force Day or Night Mode:** These commands force TeleCraft to switch mode regardless of the time-of-day or day-of-the-week. The service mode remains in effect until it is manually or automatically changed.

Note that the Operator can change this mode by using the telephone connected to port 00 without entering Programming.

6. **Relaxed Password:** Pressing *8 from your own telephone or pressing the VOICEMAIL button takes you to your voice mail menu. When *Relaxed Password* is disabled, you need to enter your password to continue. When it is enabled, password verification is skipped.

This feature is available to mailboxes 100 to 115 AND only when they use their own extension.



User Summary Table

Feature	Operator Console	No Console
Get an outside line	Press LINE	Dial 81, 82, 83, 84, 85 or 86
Answer a ringing line	Press LINE	*7
Put call on hold	Press PBX-HOLD (or HOLD)	{flash} *4 {listen to beeps}
Retrieve from hold	Press LINE	Press 81, 82, 83, 84, 85 or 86
Call pickup	Press LINE or PICK UP ANY	*7
Get an outside line	Press LINE	9
Hands free call	* <ext>	* <ext>
Put call on exclusive hold	{flash}	{flash}
Retrieve from excl. hold	{flash}	{flash}
Call transfer	XFER or TRANSFER {ext}	{flash} {ext}
Call recording	{flash} 183	{flash} 183
Log into your voice mail	Press MESSAGE or VOICEMAIL	* 8
Public announce, power	199	199
Public announce, TC-6000	198	198
Automatic 9 insertion		*9
Cancel automatic 9		{flash} *9
Conference call	CONF {ext} CONF or {flash} {ext} {flash}	{flash} {ext} {flash}
Allow speaker ring	190	n/a
Disallow speaker ring	191	n/a
Set key mode & address	192	n/a
Cancel key mode	193	n/a

Operator Station Programming (Port 00)

Affects the current Day/Night mode only.

Feature	Key Sequence
Operator Force Day mode	* 0 6 3
Operator Force Night/Lunch mode	* 0 6 6
Operator Hunt Group forward	* 0 4 {hunt-number} 9
Operator Cancel Hunt Group forward	* 0 4 {hunt-number} 6



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