

# ITE-760 User Guide



Fourth Edition  
2568-004

## Pointspan

**A**ASTRA





## Revision History

The following represents the revision history of this publication:

<b>Revision Number</b>	<b>Date Completed</b>	<b>Point of Contact</b>	<b>Description</b>
004	04/05	B. Marsh	Rebranded to Aastra. Replaced old phone drawing with new for LED phones.
003	08/04	L.Pritchett	Removed Analog Option Board Reference
002	01/04	Bev Marsh	ITE-760 User Guide
001	06/03	Bev Marsh	Procedures for ITE-760 use.

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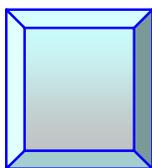


Convention	Description	Example
Vertical Ellipses	Vertical line omissions in a command sequence	. . .
 <b>Note</b>	Provides supplemental information.	 <b>Note</b> The prompt may not display if ...
 <b>Caution!</b>	Provides information to help you avoid possible damage to hardware or a system crash (without data loss).	 <b>Caution!</b> Use case sensitive commands to keep from destroying...
 <b>Warning!</b>	Provides information to ensure that you avoid danger, death, or permanent damage to a system.	 <b>Warning!</b> DO NOT touch exposed wires.
Action column	In a step/action/result table, contains an instruction.	Type <b>SPAR</b> .
Result column	In a step/action/result table, contains anything important that the action causes to happen.	The console displays the new parameter values.

## References

The following publications provide related information.

Publication Number	Title	Description
2566-XXX	ITE-760 Quick Reference	Abbreviated version of the User Guide



# Chapter 1

## Basic Information

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### ITE-760 Description

The ITE-760 digital telephone gives you access to all services and features available on the PointSpan 6880 Series PBXs and additional features that are unique to the phone itself.

### Features

The following are some of the features that the ITE-760 phone offers to a user.

Feature	Description
Alphabetic Keypad	Allows the user to enter text and search by name in the directories
Interactive Display	<ul style="list-style-type: none"> <li>Provides an information line and a second line that contains the softkey menus that can be accessed</li> <li>Shows the date and time when the phone is idle</li> <li>Shows choices available using the Navigator</li> </ul>
5 Softkeys	Provide access to a menu of specific functions that change according to the state of the phone
20 Feature Keys	Provide access to features, auto dial numbers, etc.
Navigator Keys	Provide access to call handling and phone administrative functions
LED key lamps for Feature Key status	Show the status of the feature, such as: <ul style="list-style-type: none"> <li>Incoming call</li> <li>Call waiting</li> <li>Call connected or function activated</li> <li>Line free or function deactivated</li> </ul>
Private Directory	Provides a personal directory of 100 numbers that can be categorized into 4 different lists
Incoming Calls Log	Provides recorded details of the last 50 incoming calls to the phone
Outgoing Calls Log	Provides recorded details of the last 10 numbers dialed from the phone
Hands-Free Operation	Allows the user to place or receive a call without lifting the handset
Speaker Key	Allows the conversation to take place over a speaker
Mute Key	Turns off the microphone so that the other party cannot hear the conversation

## Using the ITE-760

The following are things to remember when using the ITE-760 phone:

- The features on your ITE-760 phone are selected for your specific needs. Some features described in this guide may not be available to you on your phone. If you have any questions about the features on your phone, contact your system administrator.
- On a phone with more than one extension, press the button on the extension that you want to use *before* lifting your handset or pressing the speaker button.
- The  Red key will terminate or abort any process or function.
- You can initiate a call with the  Speaker key, but you cannot hang up a call using the Speaker key. The  Red key must be used to disconnect a call.
- You can use your phone to make voice and data calls at the same time.
- When talking on an extension that is shared by others, your phone conversation remains private and cannot be interrupted by anyone else unless the Privacy Release feature is used.
- If you hear a fast busy tone when attempting to use a feature, it usually indicates that the feature cannot be used on your phone.

## The ITE-760



## Expansion Module Accessory

An M710 Button Expansion Module adds 20 feature keys to the phone. Two expansion modules can be added, providing a total of 60 feature keys.

## Recommendations and Safety

### Connections

The ITE-760 telephone cannot be connected to the public network. It is designed for the PointSpan M6880 Series PBX.

### Environment

The ITE-760 must be operated at temperatures between 42°F and 113°F. Do not install the phone in a damp room or near a water source.

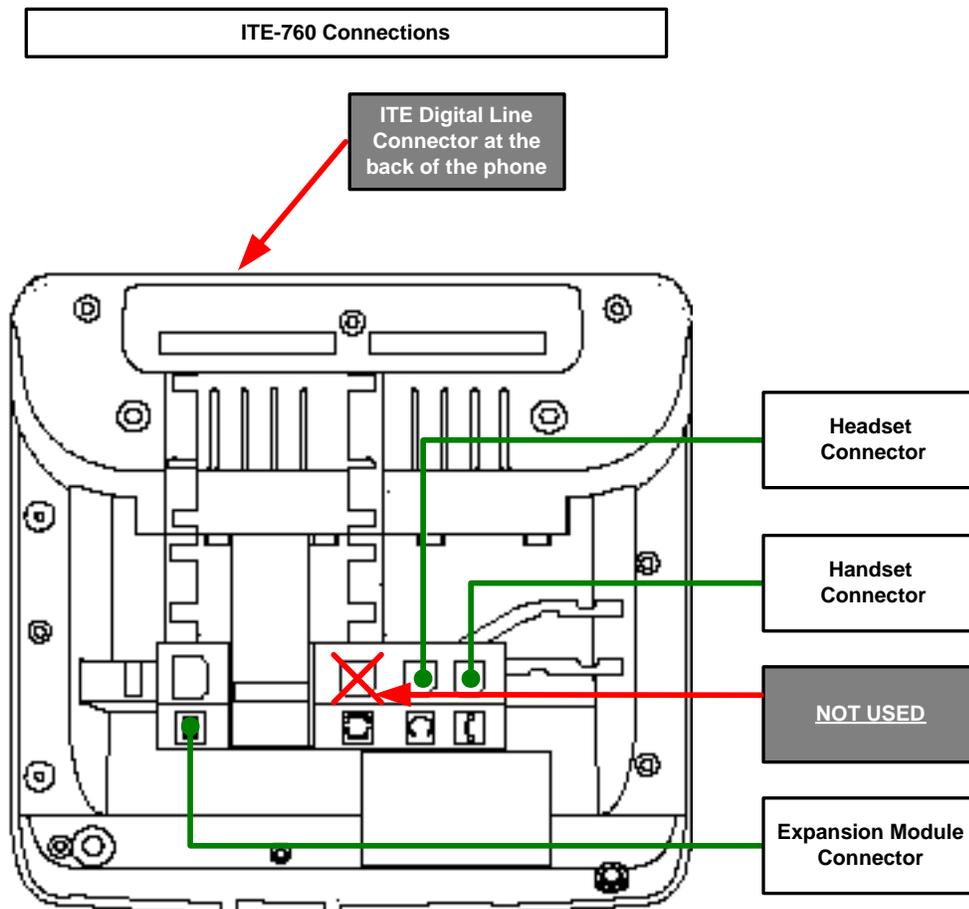
### "CE" Marking

This marking on the bottom of the phone certifies the conformity of the equipment with the regulations that apply in accordance with the directive R & TTE 1999/5/EC.

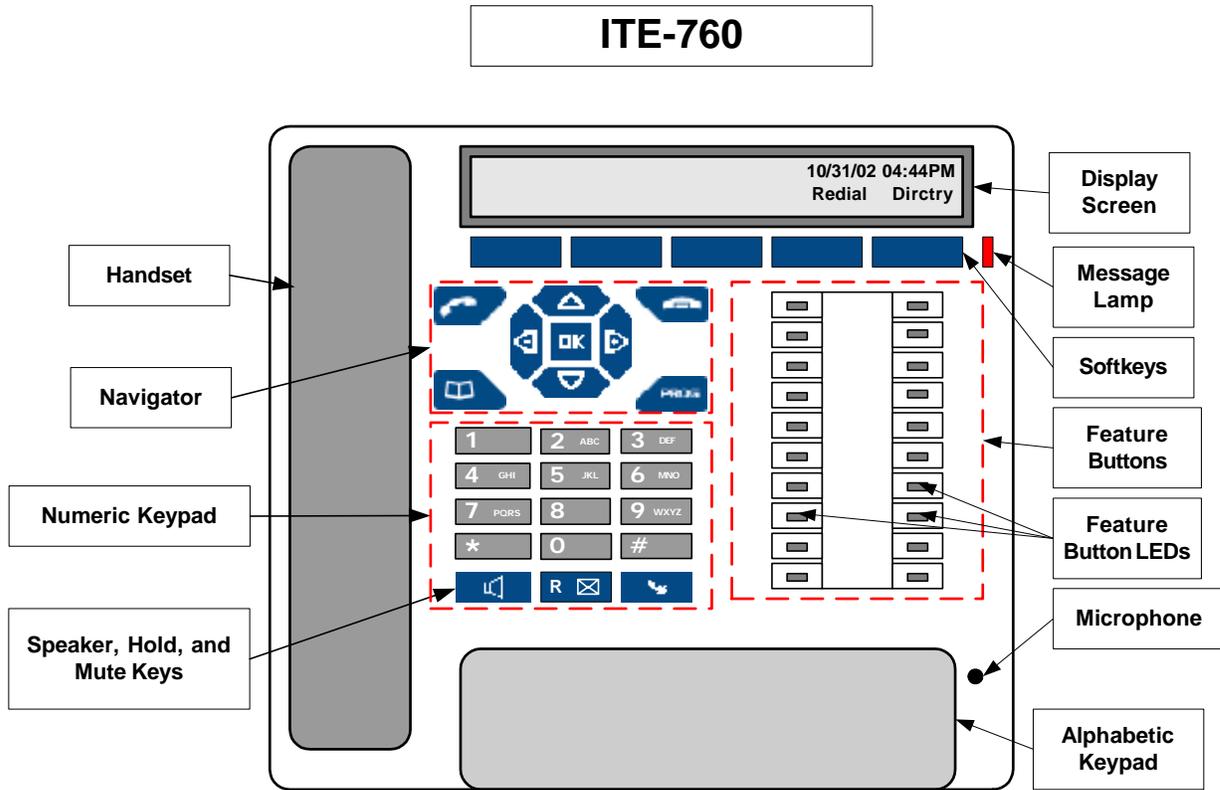
### Maintenance

The ITE-760 telephone will retain its new appearance if you do not use any solvents or household cleaning products. Use a cloth dampened in slightly soapy water, and then wipe with a dry cloth.

# ITE-760 Connections



## ITE-760 Diagram



## Key Description

### The Navigator

The Navigator allows you to scroll through the different menus that make up a selection.

Navigator	Description
	The Navigator is made up of four direction keys and one central key.

### Navigator Keys

Key Symbol	Description
 And 	Used to display a selection or a record in a directory

Key Symbol	Description
 And 	Used to display additional information about a record or carries out a setting
	Used to confirm a choice, a setting, or a record in a directory

## Other Keys

Key Symbol	Key	Description
	Green Key	<ul style="list-style-type: none"> <li>Answers an incoming call if phone is on hook</li> <li>Calls a number displayed in a directory or log</li> <li>Displays and calls back the last number dialed</li> </ul>
	Red Key	<ul style="list-style-type: none"> <li>Disconnects ringing during an incoming call</li> <li>Ends a call</li> <li>Cancels a programming setting or ends a programming sequence</li> </ul>
	Directory Key	<ul style="list-style-type: none"> <li>Accesses the Abbreviated Dial feature</li> </ul>
	Program Key	<ul style="list-style-type: none"> <li>Accesses ring and contrast settings</li> <li>Accesses directory and log management</li> <li>Accesses programming for numbers and features</li> </ul>
	Speaker Key	<ul style="list-style-type: none"> <li>Enables the speaker mode</li> </ul>
	Mute Key	<ul style="list-style-type: none"> <li>Cuts off the microphone in the handset, headset, or speaker so that you can talk without the caller hearing you</li> </ul>
	"R" Key	<ul style="list-style-type: none"> <li>Functions as a Hold key during a call</li> <li>Accesses the voice mail system when the phone is onhook</li> </ul>

## Alphabetic Keypad

The ITE-760 is equipped with a 31-key alphabetic keypad that is located under the cover at the bottom of the phone. The keypad allows you to search the directories before calling a party, initiate calls by name, and enter text for messages.

The alphabetic portion of the keypad is a standard QWERTY keypad with upper case display as the default. Standard special characters are marked in orange on the keypad, but are not located in the usual positions. Use the following table as a guide to access lower case and special characters.

Description	Icon	Action
Lower Case		Press the Up Arrow key plus the letter.

Description	Icon	Action
Space		Press the Space key one time for one space between characters.
Shift to Access Special Characters		Press the Shift key plus the key containing the special character.
Confirm an Entry		Press once to confirm an entry. (Can be used in place of the <b>OK</b> key on the Navigator.)
Delete or Backspace		Press once to backspace over one character.
Insert a character	 Or 	Use these Navigator buttons to place the cursor on the character where the text is to be inserted, and enter the new characters.

## Key Lamp Symbols

The following table describes the key lamp symbols used for the LED key lamps.

Key Lamp	Description
	The key lamp is OFF
	The key lamp is blinking
	The key lamp is flashing
	The key lamp is ON steady

## Message Key Lamp

The Message key lamp is located to the right of the softkeys. The following table describes the symbols that are used in this guide for the Message key lamp.

Key Lamp	Status	Description
	On	There is at least one new message in your voice mailbox
	Off	There are no new messages in your mailbox
	Blink	There are no new messages in your mailbox, but there is a new call in the Incoming Calls log

Key Lamp	Status	Description
	Flash	There is a message in your mailbox, and a new call in the incoming calls log

## Ring Types

There are three ring types.

Ring Type	Description
One-ring pattern	Internal Call
Two-ring pattern	External Call
Three-ring pattern	System Call as in a Callback

## System Tones

The following tones are heard on a PointSpan 6880 Series system.

Sound	Tone	Description
 Low-Pitched Tone	Dial Tone	You can begin dialing
 High-Pitched Tone	Outside Dial Tone	You have dialed the access code for an outside call (usually a 9)
 Medium-Pitched Tone	Modem Tone	You can make a data call
 BuzzBuzz	Busy	The number that you dialed is busy
 BuzBuzBuzBuz	Fast Busy	Your action is not accepted by the system
 1 Beep	Input Prompt Tone	The system is waiting for your input
 2 Beeps	Confirmation Tone	The system has confirmed your action
 1 Short Ring	Internal Call Waiting Tone	You are receiving an <i>internal</i> call during a phone conversation
 Short Ring+Beep	External Call Waiting Tone	You are receiving an <i>external</i> call during a phone conversation

Sound	Tone	Description
 Lone Ring+Beep	Waiting Caller Tone	You have called an extension that is busy
 Long Beep	Warning Tone	Another party is joining (as in a conference)

## System Voice Prompts

The following voice prompts can be heard on a PointSpan 6880 Series system.

Voice Prompt	Description
 "Park number ____"	You have parked a call. This number must be dialed to retrieve the call
 "Extension ____ is not in service"	You have dialed a non-working number
 "Invalid, Invalid"	You have dialed incorrectly
 "Depress CALLBACK to queue call"	All outgoing lines are busy. You may queue the call and hang up.
 "All lines busy, please hold"	All outgoing lines are busy. Your call is queued automatically and you may stay on the line.

## Place a Call

### Get Dial Tone

Step	Action	Result
1.	 Lift the handset	 
	<i>Or</i>	
	Press 	 Extension key lamp ON
		 SPKR key lamp ON if Speaker is used

## Place an Internal Call

### Note

- If you have more than one extension on your phone, press the extension key that you want to use before lifting the handset or pressing the Speaker key.
- If dial tone changes to a fast busy tone and then silence, you have waited too long before dialing. You must hang up and try again.

Step	Action	Result
1.	 Dial the extension number	The call is placed

## Place an External Call

### Note

Your system administrator will provide you with dialing codes and calling limitations.

Step	Action	Result
1.	 Dial the outside access number (usually a 9)	
2.	 Dial the external number	The call is placed

## Dial by Name from the Personal Directory

See *Private Directory*.

## Dial by Name from the System Directory

See *System Name/Number Directory*.

## Dial with Abbreviated Dial

See *Abbreviated Dial*.

## Dial with Auto Dial

See *Auto Dial*.

## Dial with Redial

See *Redial* and *Outgoing Calls Log*.

## Dial with the Incoming Calls Log

See *Incoming Calls Log*.

### Answer a Call

**Condition:**

There is a call ringing in at your extension

Step	Action	Result
1.	 Lift the handset	The call is answered
	<i>Or</i>	
	Press 	

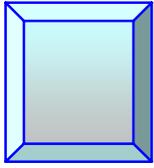
### End a Call

**Note**

Pressing the  Speaker key *does not* disconnect a call.

Step	Action	Result
1.	 Hang up the handset	The call is disconnected
	<i>Or</i>	
	Press 	





## Chapter 2 Phone Settings

### Display Contrast

You can adjust the display contrast to one of 8 levels.

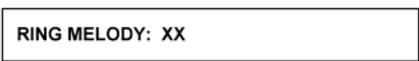
Step	Action	Result
1.	Press 	
2.	Press  5 Times	
3.	Press 	
4.	Press  Or 	Each time a key is pressed, the contrast changes and the new contrast level is displayed
5.	Press 	The setting is stored
6.	Press 	Exits the programming function

### Ring Melody and Volume Settings

The following table describes the ring melody and volume settings.

Category	Settings	Description
Ring Melody	16 Melodies	The ring melody for normal calls.
Ring Melody Volume	8 Levels	"0" volume setting turns the volume off entirely.
Privileged Ring Melody	16 Melodies	A different ring melody for incoming calls from parties that are stored in the Private directory. Melody no. 8 is the default.
Privileged Ring Melody Volume	8 Levels	"0" volume setting turns the volume off entirely.

## Choose the Ring Melody and Volume

Step	Action	Result
1.	Press 	
2.	Press  4 Times	
3.	Press 	
4.	Press  Or 	Each time a key is pressed, the corresponding <i>melody</i> is played The display indicates the melody number 
5.	Press 	
6.	Press  Or 	Each time a key is pressed, the melody is played at the corresponding <b>volume</b> The display indicates the melody volume number 
7.	Press 	The setting is confirmed and stored
8.	Press 	Exits the Programming function

## Choose Privileged Ring Melody and Volume

Step	Action	Result
1.	Press 	
2.	Press  4 Times	
3.	Press 	
4.	Press  2 Times	

Step	Action	Result
5.	Press  Or 	Each time a key is pressed, the corresponding <i>melody</i> is played The display indicates the melody number 
6.	Press 	
7.	Press  Or 	Each time a key is pressed, the melody is played at the corresponding <i>volume</i> The display indicates the melody volume number 
8.	Press 	The setting is confirmed and stored
9.	Press 	Exits the Programming function

## Listening Volume

You can adjust the listening volume during a call according to the mode used (handset, headset, hands free, or speaker mode). There are 8 volume levels for all modes.

Step	Action	Result
1.	Press  Or  While in conversation	The volume is raised or lowered accordingly

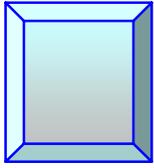
## Key Beep Volume

Each time a key is pressed, you hear a beep. The volume of this beep can be adjusted to 8 levels. At the *lowest* level, the volume is *eliminated*.

<p><b>Condition:</b></p>  The phone is onhook and is idle.
---

Step	Action	Result
1.	Press  Or 	 A new beep volume each time a key is pressed <hr/> The last volume change made is the volume that is stored





## Chapter 3 Modes of Operation

### Speaker

The Speaker key allows you to converse using the speaker. Others can also participate in the conversation.

#### Activate the Speaker

**Condition:**



You are on a call and are using the handset.

Step	Action	Result
10.	Press 	 The Speaker key lamp is flashing for 6 seconds
11.	 Hang up the handset <i>within 6 seconds</i>   <b>Caution!</b> <ul style="list-style-type: none"> <li>If you do not hang up the handset while the key lamp is blinking, the call will continue in the handset mode and the Speaker key lamp will be on steady</li> <li>If you hang up while the Speaker key lamp is on steady, the call will disconnect</li> </ul>	 The Speaker key lamp goes on steady  The conversation is heard through the Speaker

#### Deactivate the Speaker

**Condition:**



The conversation is through the Speaker.

Step	Action	Result
1.	 Lift the handset	<div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: black; margin-right: 5px;"></div> <span>The Speaker key lamp is off</span> </div> <hr/> You are now conversing using the handset

## Mute

The Mute key allows you to listen to a phone conversation while preventing others on the call from hearing you and can be used with the speaker, the handset, or a headset.

### Note

The Mute key can also be used to monitor the line when you are put on hold.

## Activate and Deactivate the Mute Feature

<b>Condition:</b>  You are on a call
---

Step	Action	Result
1.	Press 	<div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; border: 1px solid black; margin-right: 5px;"></div> <span>The Mute key lamp is on</span> </div> <hr/> Your voice will not be picked up by the microphone
2.	Press 	<div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: black; margin-right: 5px;"></div> <span>The Mute key lamp is off</span> </div> <hr/> You are able to verbally participate in the call

## Hands Free Auto-Answer

The Hands Free Auto-Answer (HFA) feature automatically connects to incoming calls without any intervention from the user and turns off automatically when the caller hangs up. This feature can be used with a headset.

Additional Information:

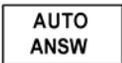
- Only an extension or intercom line can be used with HFA.
- A fast busy tone indicates that the HFA feature cannot be activated. See your system administrator.

**Caution!**

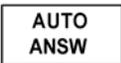
When the HFA feature is activated, the phone should not be left unattended without first deactivating HFA. This prevents a call from being answered while there is no one at the phone to talk to the caller.

### Activate Hands Free Answer

<b>Condition:</b>  The phone is onhook
--

Step	Action	Result
1.	Press 	 2-Beep confirmation tone <hr/>  HFA key lamp ON <hr/>  Speaker key lamp ON <hr/>   <hr/> The feature is activated
2.	Press 	 Silence <hr/>  Speaker Key lamp OFF <hr/> You are ready for the next call

### Deactivate Hands Free Auto-Answer

Step	Action	Result
1.	Press 	 HFA key lamp OFF <hr/>   <hr/>  Speaker key lamp OFF <hr/> The feature is deactivated

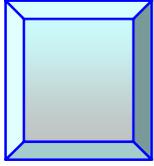
## Answer a Call with Hands Free Auto-Answer Activated

<b>Conditions:</b>  The handset remains <i>onhook</i> <hr/> HFA is already activated	
---	--

Step	Action	Result
1.	 Ring and/or warning tone in headset	The call is automatically answered <hr/>  HFA key lamp flashing when calling party is on the line <hr/>  Speaker key lamp ON
2.	Talk to the calling party	

## End a Call with Hands Free Auto-Answer Activated

Step	Action	Result
1.	The caller hangs up	 HFA key lamp OFF
2.	Press 	The call is terminated



## Chapter 4 Features

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### Abbreviated Dial

The Abbreviated Dial feature allows you to store frequently-called internal and external numbers of *up to 28 digits*, and dial them automatically by using a one or two digit code. All extensions are automatically allowed a list of 10 abbreviated dial numbers or optionally allowed a list of 100 Abbreviated Dial numbers. The following procedures assume that you have 10-number Abbreviated Dial.

### Abbreviated Dial Methods

There are two ways to access the Abbreviated Dial feature.

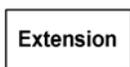
Key	Description
	The Directory and the Abbreviated Dial softkey
	The Abbreviated Dial feature key

#### Note

- If you have more than one line on your phone, you must store the abbreviated dial number on each line from which it will be accessed.
- Stored numbers must contain the complete phone number including any access number that is used to connect to an outside line (usually a 9). When you dial the access number, you will hear outside dial tone before you input the number.
- The star symbol (\*) can be inserted into long distance numbers as a dial pause symbol. A dial pause is the time spent waiting for dial tone or a computer tone. The pause time is stored by using the (\*) symbol, which is a system setting and may be set for one to seven seconds. Each star (\*) counts as one digit of the total 28 digits.
- A stored number cannot be erased, but you can remove or change a number by storing a new number over it.

## Program an Abbreviated Dial Number

<p><b>Condition:</b></p>  The phone is on hook
---

Step	Action	Result
1.	Press 	<p>The display alternates between:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           FEATURE PROGRAMMING            Forward AbvDL AutoDL Exit         </div> <p><i>And</i></p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           SELECT A FUNCTION:            Forward AbvDL AutoDL Exit         </div>
2.	Press 	<p>If you have more than one extension on your phone, the display alternates between:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           SELECT A LINE <span style="float: right;">Backup</span> </div> <p><i>And</i></p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           ABBREVIATED DIAL <span style="float: right;">Backup</span> </div>
3.	Press 	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           ENTER REFERENCE NUMBER (0-9) : _            Enter Bckspce Clear Backup         </div>
4.	 Dial the Abbreviated Dial <i>reference number</i> (0-9)	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           ENTER REFERENCE NUMBER (0-9) : 6            Enter Bckspce Clear Backup         </div>
5.	Press 	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           REF. #6 :_            Save Dirctry Bckspce Clear Backup         </div>
6.	 Dial the Abbreviated Dial <i>number</i> including all access codes	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           REF. #6 : 9972555888            Save Dirctry Bckspce Clear Backup         </div>
7.	Press 	<p>The Abbreviated Dial number is saved</p> <hr/> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           SELECT A FUNCTION:            Forward AbvDL AutoDL Exit         </div> <p><i>Or</i></p> <hr/> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           SELECT A LINE <span style="float: right;">Backup</span> </div>

Step	Action	Result
8.	Press  <hr/> <i>Or</i> <hr/> Press  + 	Exits the programming function

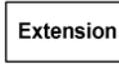
### Other Softkeys Used with Abbreviated Dial

Key	Description
	Cancels the current input and allows you to keep the prior setting
	Erases the last digit displayed and repositions the cursor
	Erases all digits and allows you to reenter the number
	Exits the programming function

### Modify an Abbreviated Dial Number

Use the same procedure above to modify Abbreviated Dial numbers.

### Use the Directory Key to dial an Abbreviated Dial Number

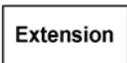
Step	Action	Result
1.	If you have more than one line: Press  +  If you have only one line: Press  Only	
2.	Press 	 Extension key lamp ON <hr/>  
3.	 Dial the abbreviated dial <i>reference number</i> (0-9)	The number is automatically dialed

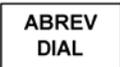
## Use the Abbreviated Dial Feature Key

Step	Action	Result
1.	<p>If you have more than one line: Press </p> <p>Before using the Abbrev Dial key</p> <p>If you have only one line: Go directly to Step 2</p>	
2.	Press 	 Extension key lamp ON  
3.	 Dial the abbreviated dial <i>reference number</i> (0-9)	 Abbreviated Dial key lamp remains OFF <hr/> The number is automatically dialed

## Display Abbreviated Dial Numbers

The Display feature key is used to display your Abbreviated Dial numbers.

Step	Action	Result
1.	<p>If you have more than one line: Press </p> <p>Before using the Abbrev Dial key</p> <p>If you have only one line: Go directly to Step 2</p>	
2.	Press 	 Display key lamp ON
3.	Press 	The first Abbreviated Dial number is displayed: 

Step	Action	Result
4.	Press  Repeatedly	The Abbreviated Dial numbers are displayed sequentially: 
5.	Press 	 Display key lamp OFF Exits the Display function <b>Note</b> If you do not exit the Display function, it will time out after 5 seconds

## Answer/Release

The Answer/Release feature allows you to answer a call or get dial tone by pressing a feature key. This key can also be used with a headset.

### Note

- When using a headset with Auto Answer activated, use the ANSW/RLSE key to get dial tone for placing a call, or to hang up.
- After using the ANSW/RLSE key, make sure the key lamp is OFF. If it is not, press the ANSW/RLSE key twice to answer the next call.

## Use the Answer Release Key

Step	Action	Result
1.	Press  To go off hook	  <i>Or</i> calling party  Answer/Release and extension key lamps ON
2.	Press  To hang up	 Answer/Release and Extension key lamps OFF

## Auto Dial

The Auto Dial feature allows you to store one number of up to 28 digits for each Auto Dial feature key on your phone and dial the number by using that feature key.

### Note

- One feature key is required for each Auto Dial number.
- Stored numbers must contain the complete phone number including any access number that is used to connect to an outside line (usually a 9). When you dial the access number, you will hear outside dial tone before you input the number.
- A dial pause symbol, the star (\*) can be inserted into long distance numbers. A dial pause is the time spent waiting for dial tone or a computer tone. The pause time is stored by using the (\*) symbol, which is a system setting and may be set for one to seven seconds. Each star (\*) counts as one digit of the total 28 digits.
- A stored number cannot be erased, but you can remove or change a number by storing a new phone number over it.

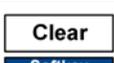
## Program an Auto Dial Key

<p><b>Condition:</b></p>  The phone is on hook
---

Step	Action	Result
1.	Press 	<p>The display alternates between:</p> <div style="border: 1px solid black; padding: 5px; text-align: center;">             FEATURE PROGRAMMING              Forward   AbvDL   AutoDL   Exit           </div> <p><i>And</i></p> <div style="border: 1px solid black; padding: 5px; text-align: center;">             SELECT A FUNCTION:              Forward   AbvDL   AutoDL   Exit           </div>
2.	Press 	<p>The display alternates between:</p> <div style="border: 1px solid black; padding: 5px; text-align: center;">             SELECT AUTO DIAL BUTTON   Backup           </div> <p><i>And</i></p> <div style="border: 1px solid black; padding: 5px; text-align: center;">             AUTO DIAL   Backup           </div>
3.	Press 	
4.	 Dial the number including any access codes that are required to make the call	<div style="border: 1px solid black; padding: 5px; text-align: center;">             THIS BUTTON DIALS: 99727881234              Save   Dirctry   Bckspce   Clear   Backup           </div>

Step	Action	Result
5.	Press 	The number is saved
6.	Press  <i>Or</i> Press  + 	Exits the Auto Dial function

### Other Softkeys Used with Auto Dial

Key	Description
	Cancels the current input and allows you to keep the prior setting
	Erases the last digit displayed and repositions the cursor
	Erases all digits and allows you to reenter the number
	Exits the programming function

### Modify an Auto Dial Number

Use the procedure above to modify an auto dial key.

### Use an Auto Dial Number

Step	Action	Result
1.	 Lift the handset <i>Or</i> Press 	 
2.	Press 	The number is automatically dialed

## Display an Auto Dial Number

The Display feature key is used to display your Auto Dial numbers.

Step	Action	Result
1.	Press 	 Display key lamp ON
2.	Press   <b>Note</b> You can press each Auto Dial key before exiting the Display function	The Auto Dial number is displayed:  
3.	Press 	 Display key lamp OFF  Exits the Display function  <b>Note</b> If you do not exit the Display function, it will time out after 5 seconds

## Busy Override

The Busy Override feature allows you to interrupt a busy extension and break into the call. It is intended for high priority and emergency situations.

### Note

- The overriding party must have a higher priority assigned to the phone than both parties being overridden.
- A phone set on Do Not Disturb that gives the caller a busy signal, can be overridden by a Busy Override call, providing that Busy Override feature is allowed and the phone has a lower priority than the overriding party.
- The overriding party hears a constant steady dial tone for 15 seconds or until the extension called is no longer busy, whichever occurs first.
- The party that is being interrupted hears a one second warning tone. The tone indicates that the call will be overridden in 15 seconds if it is not put on hold or ended. Immediately before the overriding party is on line, another warning entry tone is heard. If the call is not put on hold, or ended, the other party in the conversation is disconnected and the call is overridden.

- When your conversation is being overridden and you place the other party on hold or hang up, the overriding party is either on your line immediately or ringing on your line depending on the database for your phone.

## Override a Busy Extension

Step	Action	Result
1.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	 
2.	 Dial the number of the extension	 <i>Busy tone or call waiting tone</i> <hr/> <b>Note</b> If you are not allowed to override the extension, you will continue to hear a busy tone or Call Waiting tone
3.	Press 	  <i>Until</i> the called party hangs up or until the 15-second time limit is reached <hr/>  Busy Override key lamp ON
4.	Wait on the line	Talk with the called party

## Buzz/Status

The optional Buzz/Status feature allows a voice connection on a Buzz/Status line between one Buzz user and one or more Status users by pressing either a Buzz or Status feature key.

Example:

An executive with a Buzz key on the phone can have a direct line to an assistant or group of assistants, each having a Status key on their phone. Each assistant can place a call directly to the executive by using the Status key.

**Note**

- An option to the Buzz/Status talking connection is the Buzz/Status-Alert Only option.
- In a group of Status users, the first person to answer stops the ringing and blocks all others in the group from picking up the call.
- Buzz/Status calls do not affect a call in progress.
- The key lamp next to the Status key is on when the Buzz counterpart is using the phone. The key lamp next to the Buzz key does not indicate when the Status counterpart is using the phone.
- Features such as Hold or Transfer cannot be used on the Buzz/Status line.
- Buzz/Status calls can ring on a phone that has activated Do Not Disturb.

### Place a Buzz Call to a Status User

**Note**

Press the Buzz or Status key *before* lifting the handset or pressing the  key.

Step	Action	Result
1.	Press 	 Buzz key lamp OFF
2.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	The call is placed to the Status party

### Answer a Buzz Call from a Status User

<b>Conditions:</b>	
	The Buzz key lamp is flashing
 	The Buzz line rings

Step	Action	Result
1.	Press 	 Buzz key lamp ON

Step	Action	Result
2.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	You are connected to the Status party

### Place a Status Call to a Buzz User

Step	Action	Result
1.	Press 	 Status key lamp ON
2.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	The call is placed to the Buzz party

### Answer a Call from a Buzz User

<p><b>Conditions:</b></p>  The Status key lamp is flashing <hr/>   The Status line is ringing
---

Step	Action	Result
1.	Press 	 Status key lamp ON
2.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	You are connected to the Buzz party

## Call Forward

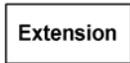
The Call Forward feature allows you to temporarily redirect your incoming calls to another number.

### Note

- Each extension on the phone must be forwarded separately.
- If you have more than one extension, press the Extension key first.

## Program Call Forward

Assign a call forward number to an extension to be used with the Call Forward feature key.

Step	Action	Result
1.	Press 	<p>The display alternates between:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <p style="text-align: center;">FEATURE PROGRAMMING</p> <p style="text-align: center;">Forward   AbrvDL   AutoDL   Exit</p> </div> <p><i>And</i></p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <p style="text-align: center;">SELECT A FUNCTION:</p> <p style="text-align: center;">Forward   AbrvDL   AutoDL   Exit</p> </div>
2.	Press 	<p>If you have more than one extension, the display alternates between:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <p style="text-align: center;">SELECT A LINE</p> <p style="text-align: right;">Backup</p> </div> <p><i>And</i></p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <p style="text-align: center;">CALL FORWARD</p> <p style="text-align: right;">Backup</p> </div>
3.	Press 	<p>If number is not assigned:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <p style="text-align: center;">NO FORWARD NUMBER SAVED</p> <p style="text-align: center;">Save   Bckspce   Clear   Backup</p> </div> <p><i>Or</i></p> <p>If number is assigned:</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <p style="text-align: center;">NUMBER IS 7613</p> <p style="text-align: center;">Save   Fwd On   Bckspce   Clear   Backup</p> </div>

Step	Action	Result
4.	<p><i>Option:</i></p> <hr/> <p>If number is already assigned and you want to change it:</p> <p>Press </p>	
5.	<p> Dial the call forward destination number</p>	
6.	<p>Press </p> <hr/> <p><i>Or</i></p> <p>Press </p>	<p> Call Forward key lamp ON</p> <hr/> <p>All calls will be forwarded to the new number</p>
7.	<p>Press </p> <hr/> <p><i>Or</i></p> <p>Press  + </p>	Exits the Programming function

## Turn Off Call Forward using Softkeys

<p><b>Conditions:</b></p> <p>The line that you select is already forwarded:</p> <hr/> 
---

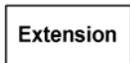
Step	Action	Result
1.	Press 	
2.	Press 	
3.	Press 	
4.	Press 	 Call Forward Key lamp OFF

Step	Action	Result
5.	Press  <hr/> <i>Or</i> Press  + 	Exits the Programming function

### Other Softkeys Used with Call Forward

Key	Description
	Cancels the current input and allows you to keep the prior setting
	Erases the last digit displayed and repositions the cursor
	Erases all digits and allows you to reenter the number
	Exits the programming function

### Set up Call Forward with the Feature Key

Step	Action	Result
1.	If you have more than one line: Press 	
2.	Press 	 2 Beeps
3.	 Dial the Call Forward destination number	 Call Forward key lamp ON <hr/>  2-Beep confirmation tone <hr/> 

## Turn Off Call Forward with the Feature Key

Step	Action	Result
1.	If you have more than one line: Press 	
2.	Press 	 Call Forward key lamp OFF <hr/>  2-beep confirmation tone <hr/> Call Forward is canceled

## Call Mark

The optional Call Mark feature marks a bad phone connection on an outside line. When you hear static, echo, low volume, etc. on an outside (external) call, you can use the Call Mark feature key to mark the call. This provides troubleshooting information to technicians.

### Mark a Call

<b>Condition:</b>  You are connected to an outside call that has problems with static, echo, low volume, etc. and this problem needs to be reported		
Step	Action	Result
1.	Press 	The call is marked and a notification is automatically sent to the system administration screen You can continue the conversation
2.	 Continue to talk	

## Call Park

The Call Park feature allows you to temporarily place a call on hold for a pre-set time limit. The call can be retrieved on any phone in the system. If the call is not retrieved within the time limit, the call automatically reverts back to the extension that parked the call.

### Park a Call

<p><b>Condition:</b> You are already on a call that needs to be parked</p>		
Step	Action	Result
1.	<p>Press </p> <hr/> <p><b>Note</b> You can also use the ACCESS key and the <i>feature code * 9</i></p>	<p> Call Park number and then silence</p> <hr/> <p>The call is parked and you can place and receive calls</p> <hr/> <p><b>Note</b> To hear the number <i>repeated</i>, immediately press the  again</p>
2.	<p> Hang up</p> <hr/> <p><i>Or</i></p> <hr/> <p>Press </p>	
3.	<p> Write down the Call Park number</p>	

### Pick Up a Parked Call from Any Phone in the System

Step	Action	Result
1.	<p> Lift the handset</p> <hr/> <p><i>Or</i></p> <hr/> <p>Press </p>	<p> </p>
2.	<p> Dial the Call Park number</p>	<p>No ringing is heard</p> <hr/> <p>The call is connected <i>immediately</i></p>

## Call Pickup

The Call Pickup feature allows you to answer another ringing line at your phone. There are two types of Call Pickup:

- Group Call Pickup - Your extension is assigned to a Call Pickup group. You can answer a call directed to any member of your Call Pickup Group.
- Extension Call Pickup - You can answer a call directed to another phone by pressing the Call Pickup feature key and dialing the extension number of the ringing phone.

### Note

- See your system administrator for information regarding members of your Call Pickup Group.
- When two phones are ringing at the same time, the phone that was ringing first is picked up. That call can be put on hold while the second call is picked up.
- If you hear a fast busy tone after trying to pick up a call, either you are not assigned to that group or another group member picked up the call.

## Pick up a Call as Member of a Call Pickup Group

### Condition:

A call is ringing in for a member of the Call Pickup Group

Step	Action	Result
1.	 Lift the handset <hr/> <i>Or</i> Press 	 
2.	Press 	The caller is connected on your extension

## Pick up a Call by Dialing the Extension Number

### Condition:

A call is ringing in for a member of the Call Pickup Group

Step	Action	Result
1.	 Lift the handset <hr/> <b>Or</b> <hr/> Press 	 
2.	Press 	 2-beep confirmation tone
3.	 Dial the extension number of the ringing phone	The caller is connected on your line

## Call Waiting

The Call Waiting tones heard while you are on a call are:

Call Waiting Tone	Description
One Short Ring	Internal Call
Long Ring-Beep	External Call

### Note

- If you choose not to answer the call waiting, the caller either continues to hear ringing or could be automatically forwarded to another extension, voice mail, or the operator, depending on the system design.
- An extension can have only one call waiting at a time. If another party calls, they will hear busy tone or ringing if the call is programmed to ring on another extension.
- The Call Waiting tone is heard *one time only* and only on the extension that is called. However, if you receive more than one call during a phone conversation, you will hear a call waiting tone for each call.
- Internal callers dialing a busy extension hear a ring-beep tone that indicates the line is busy and they are in the call waiting state.
- An external caller that is Call Waiting may hear a regular ringing tone in place of the ring-beep.
- Depending on the system design, you are call waiting on a busy extension:
  - Until the party you are calling answers
  - Until a pre-set time period expires and the system forwards your call to another extension
  - Until you decide to hang up

## Accept a Call Waiting

<b>Conditions:</b>	
	You are already on a call
	Call Waiting tone
	Extension key lamp flashing indicating an incoming call

Step	Action	Result
1.	Press  <i>Or</i> Press 	 The <i>first</i> party is placed on hold
2.	 Hang up <i>Or</i> Press 	
3.	 Lift the handset <i>Or</i> Press 	 Extension key lamp flashing indicating a Caller 1 is on hold You are connected to Caller 2

## Alternate Between Calls

<b>Conditions:</b>	
Caller 1 is on hold	
	You are in conversation with Caller 2

Step	Action	Result
1.	Press  <i>Or</i> Press 	Caller 2 is placed on hold You are in conversation with Caller 1  Extension key lamp is flashing indicating Caller 2 is on hold

Step	Action	Result
2.	Repeat Step 1 to alternate between calls	

## Return to the Holding Party when One Party Hangs Up

**Conditions:**  
 One party is disconnected, the other is still on hold

---




Step	Action	Result
1.	Press  <hr/> <i>Or</i> <hr/> Press 	 Extension key lamp ON <hr/> You are in conversation with the held party

## Callback

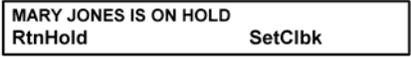
The Callback feature allows you to place a Callback on a busy internal extension or an extension that does not answer. The system automatically places the call when both extensions are no longer busy.

### Note

- When another party has left a callback on your phone, the  softkey is displayed in the menu.
- If a callback is left on a line other than your prime line, it will display only after you select the line.
- Each extension can have 10 callbacks.
- Callbacks are returned on a first in/first out basis.
- If you try to leave a callback on an extension that has already received 10 callbacks, you will hear a fast busy tone.
- If there is no answer when you return a callback, you may either hang up and cancel the call or leave a callback on that extension.
- A callback that you place on another extension returns to your phone with a three-ring system ring when both your phone and the called extension are on hook. That call is automatically canceled if you do not answer within a system-defined time period.

- A callback is left on the number that you originally dialed, even if it has been forwarded.
- When you return a callback to a number that has been forwarded, the call goes to the forwarded number.
- The party that places the callback cannot cancel the callback.

## Place a Callback on a Busy Extension

Step	Action	Result
1.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	 
2.	 Dial the extension number	 <i>Busy tone or call waiting tone</i> <hr/> Example display: 
3.	Press 	 2-beep confirmation tone <hr/> The callback is placed
4.	 Hang up <hr/> <i>Or</i> <hr/> Press 	

## Answer a Returned Callback

<b>Conditions:</b>	
	The Extension and Callback key lamps are flashing indicating that a callback is being returned.
	The three-ring system ring.

Step	Action	Result
1.	 Lift the handset <hr/> <b>Or</b> <hr/> Press 	You have answered the returned callback

## Return a Callback

### Note

It is not necessary to return a callback before using your phone.

<b>Conditions:</b>	
	The key lamp is flashing on the extension where the callback has been placed
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">                 &lt;CALLBACK:1&gt;      06/13/03 12:13PM                  ClbkRtn   Redial Dirctry             </div>	

Step	Action	Result
1.	 Lift the handset <hr/> <b>Or</b> <hr/> Press 	 <div style="border: 1px solid black; padding: 5px; display: inline-block; margin-left: 20px;">                         DIAL                            TONE                     </div>
2.	Press 	The phone rings at the extension that placed the call

## Display a Callback

Step	Action
1.	Press   Repeatedly if there is more than one  <div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <b>Note</b>                           If the <i>date and time stamp</i> is set up on your system, you will see the information displayed after the name and number                     </div>

Step	Action
2.	Press  Repeatedly to find the Callback to cancel

## Display and Cancel a Callback

Step	Action
1.	Press 
2.	Press  Repeatedly to find the Callback to cancel
3.	Press 

## Cancel

The Cancel feature allows you to abort any dialing sequence by pressing a feature key. You can cancel callbacks and unanswered transfers or conference calls.

## Use Cancel

Step	Action	Result
1.	Press 	  The dialing sequence has been canceled and you may start dialing again

## Conference

The Conference key allows up to seven parties to be joined in a conference call.

### Note

- One system user must support a conference. A user can be a participant in the conference or can be a non-participant, by setting up the conference and placing the group on Conference Hold.

- A member may leave a conference at any time by hanging up. If there are only 2 parties left, then the conference is dropped, and the call becomes a normal two-way call.
- The conference warning tone (a system option) alerts members in the conference that another party is being added.
- If you are accidentally disconnected from a conference, you may be reconnected only by an internal member of the conference calling you or as a call waiting party on an internal conference member's phone.



- The Conference feature key or the CnfHold  softkey can be used to place a conference on hold. For example, when accepting a Call Waiting. The Hold key *does not* put a conference on hold.
- When a conference is on Conference Hold, or when additional parties are being added to the conference, the remaining parties can continue talking.

## Conference up to Seven Parties

**Condition:**



Begin with one party already on the line

---

8278 for JONES MARY    01/08/03 10:13AM Hold   Confrnc   Transfr   PrivRel   Dirctry	<b>Or</b>	MARY JONES FOR BILL SMITH   06/03/03 10:13AM Hold   Confrnc   Transfr   PrivRel   Dirctry
---	-----------	--

Step	Action	Result
1.	Press   <i>Or</i>  Press 	 Conference key lamp is flashing  
2.	 Dial the number of a party to add to the conference	
3.	Wait for the party to answer and announce the conference	



Step	Action	Result
4.	Press 	 The conference is established
	<i>Or</i>	 Conference key lamp ON
	Press 	 Long beep is played to those already in the conference to indicate that another party has entered
5.	Press 	
6.	Repeat steps 3 - 5 until all parties are joined into the conference	

## Leave the Conference and Return

You can put the conference on hold to allow you to add another party, or make another call.

Step	Action	Result
1.	Press 	  Leave the conference
2.	Press 	Return to the conference

## Leave the Conference

Step	Action
1.	 Hang up when the display reads "In Conference"

## Data Calls

The Data feature allows you to place and receive data calls and, at the same time, use the phone to place and receive voice calls or use other features. You can use the following features with data numbers:

- Abbreviated Dial – See *Abbreviated Dial*
- Auto Dial – See *Auto Dial*
- Last Number Redial – See *Last Number Redial*

- Callback Queuing – See *Queue for External Calls*
- Online Queuing - See *Queue for External Calls*

## Use Data Features

To use the Data features you must have a Data feature key, a PDI-1000 type data interface, and a data destination to dial.

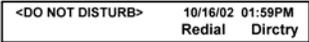
<p><b>Condition:</b></p> <p>The data number has been successfully dialed by one of the above features and you hear ringing.</p>
---

Step	Action	Result
1.	The data number is dialed	 The Data key lamp is flashing <hr/>  
2.	Wait for modem tone	
3.	Press 	 Data key lamp ON <hr/>  Dial tone or silence <hr/> The data connection is made
4.	 Hang up <hr/> <i>Or</i> Press 	The data connection stays up <hr/> You can place and receive voice calls

## Do Not Disturb

The Do Not Disturb feature allows you to temporarily block incoming calls without affecting the use of your phone. The Do Not Disturb feature applies only to the phone where the feature has been activated. It does not affect other phones where this extension may appear.

## Activate Do Not Disturb

Step	Action	Result
1.	Press 	 Do Not Disturb key lamp ON <hr/> 
	<p><b>Note</b></p> <p>You can also use the <i>feature code * 6</i></p>	

## Deactivate Do Not Disturb

Step	Action	Result
1.	Press 	 Do Not Disturb key lamp OFF
	<p><b>Note</b></p> <p>You can also use the <i>feature code # 6</i></p>	

## Event Timer Display

The Event Timer feature allows you to use your phone display as a stopwatch. The minutes and seconds of the timer replace the normal display.

## Use the Event Timer

Step	Action	Result
1.	Press 	 Event Timer key lamp ON <hr/> The timer starts <hr/> 
2.	Press 	 Event Timer key lamp OFF <hr/> The timer stops

## Group Listen

The Group Listen feature allows any person in a conference to add up to ten parties, *in a listen only mode*, to a conference.

### Note

- A conference with group listeners can total 16 parties consisting of six full Conference members and 10 Group Listen members.
- A listen-only party, unlike a regular conference member, cannot place the conference on Conference Hold to accept a call waiting.
- When a listener that has been added to a conference leaves the conference by hanging up, they cannot return to that conference on their own.

### Add Group Listen Parties to a Conference

**Conditions:**

 You are already on a call

---

8278 for JONES MARY Hold Confrnc Transfr PrivRel Dircty	01/08/03 10:13AM	Or	MARY JONES FOR BILL SMITH Hold Confrnc Transfr PrivRel Dircty	06/03/03 10:13AM
--	------------------	----	--	------------------

Step	Action	Result
1.	Press 	   Extension key lamp ON  Conference key lamp is flashing The call is on hold
2.	 Dial the phone number of a Group Listen party	You are connected to the Group Listen party
3.	Announce the conference and the Group Listen feature	
4.	Press 	 Conference key lamp ON The Group Listen party is added to the conference in listen-only mode
5.	Repeat Steps 1-4 until all parties are joined in the conference	

## Rejoin the Conference

### Note

Rejoin when a dialed number for Group Listen (internal or external) is busy or unanswered

Step	Action	Result
1.	Press 	 Conference entry warning tone (long beep) <hr/> You have rejoined the conference

## Hold

There are three ways to put a party on hold.

Key	Description
	The "R" Key
	The Hold softkey
	The optional Hold feature key

### Note

- When another party puts you on hold within the same system, you can place that party on hold at the same time.
- The party on hold hears silence or music, depending on the system options.

## Place a Call on Hold

**Conditions:**

 You are already on a call

---

7613 FOR BILL SMITH 09/28/02 11:00AM Hold Confnc Trnsfr PrivRel Dirctry	<i>Or</i>	JONES MARY FOR BILL SMITH 06/03/03 11:00AM Hold Confnc Trnsfr PrivRel Dirctry
--	-----------	--

Step	Action
1.	Press 
	<i>Or</i>
	Press 
	<i>Or</i>
	Press 

### Retrieve a Party on Hold

<p><b>Condition:</b></p> <p>Caller 1 is on hold</p> <hr/> <div style="border: 1px solid black; padding: 2px; width: fit-content;">             SMITH MARY IS ON HOLD 09/27/02 11:14AM              Rtnhold Dirctry         </div>
---

Step	Action	Result
1.	Press 	 Extension key lamp ON <hr/>  You are reconnected to the held party
	<i>Or</i>	
	Press 	
	<i>Or</i>	
	Press 	

### Place a Call when a Party is On Hold and Alternate Between Calls

<p><b>Condition:</b></p> <p>Caller 1 is on hold</p>
---

Step	Action	Result
1.	From dial tone:  Dial Caller 2 and wait for Caller 2 to answer	<div style="border: 1px solid black; padding: 2px; width: fit-content;">             B SMITH FOR 8278 06/03/03 11:00AM              SwapHld Confrnc Trnsfr PrivRel Dirctry         </div> <hr/> You are connected to Caller 2



Step	Action	Result
2.	Press 	Caller 2 is placed on hold

## Toggle between Held Calls

### Note

The display shows which party is on hold.

Step	Action	Result
1.	Press 	Toggle between held calls

## Hotline Conference

The Hotline Conference feature connects up to twelve parties in a conference call. Each conference member's phone automatically rings when call originator dials the Hotline Conference number.

### Note

- A Hotline Conference can be originated by a conference member only, whose phone is programmed to allow the dialing of the Hotline Conference number.
- A busy tone means that a conference cannot be set up at this time.
- A fast busy tone means that all members did not answer, and the conference is cancelled.

## Initiate a Hotline Conference Call

Step	Action	Result
1.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	 
2.	 Dial the Hotline Conference Number	
3.	Wait on the line until one conference member answers	

## Accept a Hotline Conference Call

### Note

If you place a party on hold to accept a Call Waiting that is a Hotline Conference call, you cannot return to the party on hold unless you hang up on the conference.

<b>Condition:</b>  <b>RING</b> Hotline is ringing
---

Step	Action	Result
1.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	You are connected to the Hotline Conference

## Hotline

The Hotline feature allows you to press a key that automatically dials a specific number.

### Use Hotline

Step	Action	Result
1.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	 <b>DIAL TONE</b>
2.	Press 	 Hotline key lamp ON <hr/> The call is placed

## Intercom

The Intercom feature allows you to place and answer calls from members of your Intercom Group while leaving your main extension free to receive calls.

### Note

- Each member of an Intercom Group is assigned a one-digit number for a 10-member group, or a two-digit number for a 100-member group.

- An Intercom call is indicated by a flashing Intercom key lamp and one-ring normal ring or three-ring system ring.
- Intercom calls can be allowed to ring on a phone that has activated the Do Not Disturb feature.
- A call on an Intercom line cannot be transferred, put on hold, or used with any other feature. This is a system option.
- The Hands-Free Auto Answer (HFA) feature can be used on the Intercom line. When activated, an Intercom call is automatically answered on the speakerphone or headset. If the user is already talking on the phone when the Intercom call is received, then HFA does not answer that call and it must be answered manually.

### Place an Intercom Call

Step	Action	Result
1.	Press 	 Silence
2.	 Lift the handset	 Intercom key lamp ON
	<i>Or</i> Press 	  On Intercom line
3.	 Dial the Intercom number (1 or 2 digits)	The Intercom call is placed

### Answer an Intercom Call

<b>Condition:</b>   The Intercom line is ringing
---

Step	Action	Result
1.	Press 	
2.	 Lift the handset	 Intercom key lamp ON
	<i>Or</i> Press 	The Intercom caller is on the line

## Meet-Me Conference

The Meet-Me Conference feature allows up to twelve parties to dial a designated number at a scheduled time for a conference call. No Conference key is required.

### Note

- The Meet-Me conference can be reserved as one-time only or as a permanently scheduled call.
- Outside callers can be transferred into the Meet-Me Conference.
- You can leave a Meet-Me Conference at any time, and rejoin the conference at any time by dialing the Meet-Me Conference number.

## Enter a Meet-Me Conference

### Note

- When dialing in to a Meet-Me conference, the first caller hears ringing until a second caller dials the number.
- A long beep is heard each time a caller enters the conference if the warning tone option is turned on in the system.

Step	Action	Result
1.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	 
2.	 Dial the Meet-Me Conference number	 Long beep <hr/> You are connected to the conference

## Leave a Meet-Me Conference

Step	Action	Result
1.	 Hang up <hr/> <i>Or</i> <hr/> Press 	You are disconnected from the conference

## Lock and Unlock a Meet-Me Conference

### Note

- The Hold softkey does *not* put the conference on hold.
- A Meet-Me Conference can be locked or unlocked by one member pressing the Hold key.

Step	Action	Result
1.	  <hr/> <i>Or</i> <hr/> Press 	The conference is locked
2.	  <hr/> <i>Or</i> <hr/> Press 	The conference is unlocked

## Accept a Call Waiting During a Meet-Me Conference

### Conditions:



You are connected to a Meet-Me Conference and a Call Waiting tone is heard



Call Waiting tone one time only, 1 short ring for an internal call or 2 short rings for an external call

Step	Action	Result
1.	 Hang up <hr/> <i>Or</i> <hr/> Press 	
2.	Wait for the phone to ring	
3.	 Lift the handset <hr/> <i>Or</i> <hr/> Press 	The Call Waiting party is on the line
4.	 Meet-Me conference number	You are reconnected to the conference

## Transfer an Outside Call to a Meet-Me Conference

**Condition:**  
 You are connected to a party that needs to be transferred to the Meet-Me Conference

Step	Action	Result
1.	Ask the party to wait	
2.	Press 	The party is on hold  
3.	 Dial the Meet-Me Conference number	You are connected to the conference
4.	Announce the transfer to conference members	
5.	 Hang up <i>Or</i> Press 	The transferred party is in the conference only after you hang up

## Privacy Release

All calls are private even if an extension appears on more than one phone. When a shared extension is in use, another user attempting to use the same line will hear silence. The Privacy Release feature allows up to seven users sharing the same extension to temporarily join conversation on that extension.

## Use Privacy Release

**Condition:**  
 You are already on a call

Step	Action	Result
1.	Press 	 Privacy Release key lamp ON
	<p><b>Note</b></p> <p>After all notified parties have joined the phone conversation, pressing the PRIVCY RLSE key <b>blocks</b> others from joining</p>	<p>You can talk with the original party and others entering on your extension</p>

## Cancel Privacy Release

<p><b>Condition:</b></p>  You are already on a call with privacy release activated
---

Step	Action	Result
1.	Press 	<p>Continue to talk</p> <hr/> <p>No one else can enter the conversation</p>

## Queue for External Lines

There are two ways to queue for external lines.

Type	Description
Callback Queuing	The Callback Queuing feature places a callback on a group of busy outgoing lines to queue the call. The system <b>calls back</b> when an outgoing line is available.
Online Queuing	The Online Queuing feature allows you to wait on the line until an <b>outgoing</b> line is no longer busy or until the queuing time limit expires.

## Use Callback Queuing

A queued call may return to your phone several times. A system setting controls the maximum number of times to call back and the queuing time limit. When either the callback limit is reached, or the queue time limit has expired and all outside lines are still busy, the call is canceled from the queue by the system. The Callback key is used for this feature.

Step	Action	Result
1.	 Lift the handset <hr/> <b>Or</b> <hr/> Press 	 
2.	 Dial the external number	 Voice prompt " <b>Depress CALLBACK to queue call</b> " if all of the outgoing trunks are busy
3.	Press  <hr/> Feature Key <hr/> <b>Note</b> You can also use the ACCESS key plus the <i>feature code</i> * 7	 Voice prompt " <b>Callback number XX</b> " <hr/> The call is queued for the outside line <hr/> <b>Note</b> One extension can have five calls in queue for an outside at one time
4.	 Hang up <hr/> <b>Or</b> <hr/> Press 	
5.	 Write down the callback number and the external number that you dialed	

## Receive an Automatic Callback

<p><b>Conditions:</b></p> <p>An outgoing line has become available</p> <hr/> <p>The system calls back</p> <hr/>  The Extension key lamp is flashing
--

Step	Action	Result
1.	 Lift the handset <hr/> <b>Or</b> <hr/> Press 	 Voice prompt " <b>Callback Number XX is ready</b> "

Step	Action	Result
2.	Wait on the line	The call is automatically placed

## Cancel the Callback

<p><b>Condition:</b></p>  You are offhook listening to the call automatically being placed and you want to cancel the call
---

Step	Action	Result
1.	 Hang up	The callback is cancelled
	<i>Or</i>	
	Press 	

## Use Online Queuing

Step	Action	Result
1.	 Lift the handset	 
	<i>Or</i>	
	Press 	
2.	 Dial the external number	 Voice prompt " <i>All lines busy, please hold</i> "
3.	Wait on the line	The call is placed or the queue time will expire
		<i>Or</i>
		The queue time expires

## Redial

The Redial feature allows you to automatically place a call to the last outside number that you dialed. See *Outgoing Calls Log*.

## Use the Redial Softkey

Step	Action	Result
1.	Press 	The last <i>outside</i> number dialed is automatically redialed

## Use the Green Key and the Outgoing Calls Log

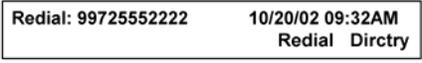
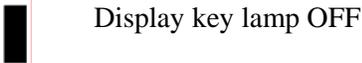
Step	Action	Result
1.	Press 	The <i>last outside</i> number dialed is displayed
2.	Press 	The <i>last outside</i> number dialed is automatically redialed  <b>Note</b> The call is placed after a 5-second delay

## Use the Last Number Redial Feature Key

Step	Action	Result
1.	 Lift the handset	 
	<i>Or</i>	
	Press 	
2.	Press 	The last <i>outside</i> number dialed is automatically redialed
	<b>Note</b> You can also use the <i>feature code # 9</i>	

## Display the Redial Number

Step	Action	Result
1.	Press 	 Display key lamp ON

Step	Action	Result
2.	Press 	
	<i>Or</i>	
	Press 	
3.	Press 	 <i>Or</i> Display will time out after 5 seconds

### Display using the Outgoing Calls Log

Step	Action	Result
1.	Press 	The first part of the record: 
2.	Press 	The second part of the record: 
3.	Press  To return to first part of the record	
4.	Press  Or  to view other records	

## Transfer

The Transfer feature allows you to transfer both internal and external calls using a feature key.

### Initiate an Announced Transfer

**Condition:**

 You are on an active call

---

7613 FOR BILL SMITH 09/28/02 11:00AM  
 Hold Confrnc Trnsfr PrivRel Dirctry

Step	Action	Result
1.	Press 	  <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-top: 5px;">                     &lt;JONES MARY IS ON XFER HOLD&gt; 11:32AM                      RtnTran Redial Dirctry                 </div>
2.	 Dial the destination number	Destination party answers
3.	Announce that the call is being transferred to the destination party	
4.	 Hang up Or Press 	The call is connected to the destination party

### Initiate an Unannounced Transfer

**Condition:**

 You are on an active call

Step	Action	Result
1.	Press 	 
2.	 Dial the destination number	 

Step	Action	Result
3.	 Hang up	The call is transferred to the destination party without announcement
	<i>Or</i>	
	Press 	
	<i>Or</i>	
	Press 	

### Return to the Transferred Party

<b>Condition:</b> You have transferred the call and the destination is ringing
---

Step	Action	Result
1.	Press 	You are reconnected to the transferred party

### Return to Transferred Party after Connection to Voice Mail

<b>Condition:</b>  You are listening to the voice mail of the transfer destination party
--

Step	Action	Result
1.	Press 	You are reconnected to the transferred party

## Voice Mail

The Voice Mail feature allows you to access the voice mail system to send and receive messages. Voice Mail can be accessed using any internal or external phone.

### Message Key Lamp Status

Key Lamp	Status	Description
	On	There is at least one new message in your voice mailbox
	Off	There are no new messages in your mailbox
	Blink	There are no new messages in your mailbox, but there is a new call in the Incoming Calls log
	Flash	There is a message in your mailbox, and a new call in the incoming calls log

### Access Voice Mail on a Phone Using the "R" Key

This procedure assumes that the  "R" key on your phone has been programmed to automatically dial the voice mail system. The phone must be onhook to use this key to access voice mail. If you press the  key while on a call, you will place the call on hold.

**Conditions:**

 The Voice Mail feature key lamp is flashing

---

<VOICE MAIL>      06/04/03 10:10AM  
Redial Dirctry

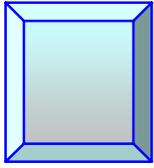
Step	Action	Result
1.	Press  <hr/> <i>Or</i> Press  <hr/> <div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <p><b>Note</b></p> <p>You can also use the <i>feature code</i> * 5 to access the voice mail system</p> </div>	The speaker is activated <hr/> The voice mail system is automatically dialed

Step	Action	Result
2.	Follow the voice mail system prompts	
3.	 Hang up <hr/> <i>Or</i> <hr/> Press 	

### Retrieve a Message from another Phone or Outside Location

Step	Action	Result
1.	 Dial the voice mail access number	  <hr/> The voice mail system answers
2.	Follow the voice mail system prompts	





## Chapter 5 Directories and Logs

### Directories and Logs

The following directories and logs can be accessed on the system.

Directory/Log	Storage	Description
Private Directory	Internal to phone	Allows you to store your most frequently dialed names and numbers and allows you to initiate calls from the directory. See <i>"Private Directory"</i>
Incoming Calls Log	Internal to phone	Keeps a log of your incoming calls and allows you to initiate calls from the directory only <i>when the number is known</i> . See <i>"Incoming Calls Log"</i>
Information Directory	Internal to phone	Can be used to store specific information about the phone and its user.
Abbreviated Dial "Directory"	Assigned numbers are stored on the system.	Functions identically to the Abbreviated Dial feature button. See <i>"Abbreviated Dial"</i> .
Outgoing Calls Log (LNR-Last Number Redial)	Internal to phone	This log stores the records of the last 10 numbers called and is associated with the Green key  . See <i>Outgoing Calls Log</i> .
System Directory	System-wide	The Name/Number directory on the system that can be accessed by all users. See <i>System Directory</i> .

### Private Directory

The Private directory allows you to store up to 100 frequently dialed internal or external numbers. The Private directory is internal to the phone and is not a part of the system directory. It has these features:

- When a party that is listed in your Private directory calls, the display will show the name and number of the caller. This caller will be also stored by name in the Incoming Calls log.
- Directory records are stored in alphabetical order.
- You can categorize your directory records into one of four (4) lists.
- You can customize the labels of the lists.
- The privileged ring tone will sound when parties that are stored in *List 4* call you

- You can initiate calls from the Private directory
- You can access the Private directory when the phone is idle, or when you are on a call

**Note**

Use the Red Key  to abort any of the following procedures.

## Access the Private Directory

Step	Action	Result
1.	Press  Or  Enter the first character of the name with the alphabetic keypad and skip to the next procedure	WHICH DIRECTORY DO YOU WANT TO CONSULT? Private Abbrev. Log Info --> Or WHITE, JOE 4444 Call Delete Modify Create Lists
2.	Press 	The display shows name and number of first entry: WHITE, JOE 4444 Call Delete Modify Create Lists
3.	Press  Or  Until the desired entry is found Or  Enter the first character(s) of the name with the alphabetic keypad to search	

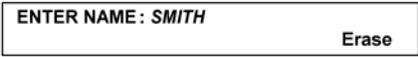
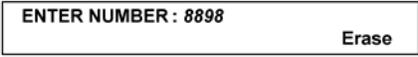
## Search by Name in the Private Directory

**Condition:**  
You are already in the Private Directory

Step	Action	Result
1.	Enter the first character of the name using the alphabetic keypad	The display shows the name and number of the first match
2.	Press  Or  to select a record	The display shows the names and associated numbers



## Create an Entry in the Private Directory

Step	Action	Result
1.	Press   <b>Note</b> If the directory is already full the display will show: 	
2.	 Enter the name using the alphabetic keypad	
3.	Press 	
4.	 Dial the number on the numeric keypad	
5.	Press 	If the number is already stored:   If the number is <i>new</i> : 
6.	Press   Of the list where you want to store the information	
7.	Press 	The record is stored

## Modify a Record in the Private Directory

### Condition:

You are already in the Private directory and have found the record that you want to modify.

Step	Action	Result
1.	Press 	

Step	Action	Result
2.	Press  <hr/> <i>Or</i> Press  <hr/> <i>Or</i> Press 	
3.	Press  <i>Or</i>  to highlight the character to be replaced <hr/> <i>Or</i> Press  <i>Or</i>  On the alphabetic keypad to erase characters	
4.	Press 	The record is modified

## Customize the Labels of the Private Directory Lists

You can customize the labels for the 4 private directory lists. By default, the labels are List1, List2, List3, and List4.

Step	Action	Result
1.	Press 	
2.	Press  2 Times	
3.	Press 	 The Private Directory is selected by default
4.	Press  1 time	
5.	Press  Of the list where you want to change the label	

Step	Action	Result
6.	Type the new name (maximum of 7 characters) using the alphabetic keypad at the bottom of your phone	
7.	Press 	The new list label is saved  

## Search in a List in the Private Directory

<b>Condition:</b> You are already in the Private Directory
---

Step	Action	Result
1.	Press 	The display shows the lists that are available
2.	Press   Of the list where you want to search	The first entry in the list will display
3.	Press  Or   To select the desired entry  <i>Or</i>  Enter the first character(s) of the name using the alphabetic keypad	

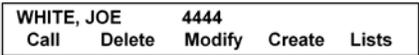
## Place a Call from the Private Directory

<b>Condition:</b> You are already viewing the Private directory and have found the entry of the person that you want to call
---

Step	Action	Result
1.	Press   <i>Or</i>	The call is automatically placed

Step	Action	Result
	Press  Call is placed after 5-second delay	
	<hr/> <i>Or</i> <hr/> Press  Call is placed after 5-second delay	

### Delete a Record in the Private Directory

Step	Action	Result
1.	Press 	
2.	Press 	The record is deleted <hr/> The display shows the next record in the directory
3.		

### Delete All Records or Delete a Specific List

Step	Action	Result
1.	Press 	
2.	Press  2 times	
3.	Press 	
4.	Press  2 times	
5.	Press  Key of the list you want to delete <hr/> <i>Or</i> <hr/> Press 	

Step	Action	Result
6.	 	 2-beep confirmation tone <hr/> The display indicates that the directory has been either partially or completely deleted

## Information Directory

The Information directory allows you to view various shared numbers concerning the phone and its user. You can view the Information directory when the phone is idle or busy.

The following table shows the information that is available in the Information directory.

Information	Definition
Set Number	Your extension number
Fax Number	Fax number
GSM Number	A digital cell phone standard universally used in Europe but not yet in the U.S.
DECT	A private Cell phone standard that is not used in the U.S.
Free Number	Any number that you want to store
Serial Number	The phone serial number
SW Release/Set	System software release/Phone firmware release

### Note

Use the Red Key  to terminate or abort any of the following procedures.

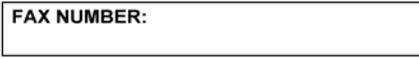
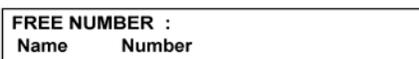
## View the Information Directory

Step	Action	Result
1.	Press 	
2.	Press 	
3.	Press  Or  To view the other information records	

## Enter FAX, GSM, and DECT Information

Step	Action	Result
1.	Press 	
2.	Press  3 times	
3.	Press 	
4.	Press  Or  until the display shows the information item that you want to store	
5.	 Dial the number to be stored (up to 23 digits maximum)	
6.	Press 	The number is stored

## Enter the Free Number Information

Step	Action	Result
1.	Press 	
2.	Press  3 times	
3.	Press 	
4.	Press  Or  until the display shows the Free Number heading	
5.	Press 	
6.	 Enter the name using the alphabetic keypad (up to 10 characters)	
7.	Press 	
8.	Press 	

Step	Action	Result
9.	 Enter the number to store (up to 23 digits maximum)	
10.	Press 	 2-beep confirmation tone <hr/> The record is stored

## Incoming Calls Log

The Incoming Calls log is a directory that is internal to the phone. It allows storage of information about the last 50 calls received, answered or unanswered.

The following are features of the Incoming Calls log:

- If the caller is stored in your private directory, the name will be stored in alphabetical order instead of by number.
- You can use the Incoming Calls log whether the phone is idle or being used.
- One record will display the number of times that the party called.
- You can delete records.
- When the log is full, a new call record will overwrite the oldest call record.

### Note

Use the Red Key  to terminate or abort any of the following procedures.

## Message Key Lamp Status

Key Lamp	Status	Description
	On	There is at least one new message in your voice mailbox
	Off	There are no new messages in your mailbox
	Blink	There are no new messages in your mailbox, but there is a new call in the Incoming Calls log
	Flash	There is a message in your mailbox, and a new call in the incoming calls log

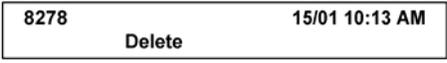
## Access the Incoming Calls Log

At the present time there will be only one record in the Incoming Calls Log.

Step	Action	Result
1.	Press 	WHICH DIRECTORY DO YOU WANT TO CONSULT? Private Abbrev. Log Info -->
2.	Press 	RECEIVED: 7 NOT READ: 3 ▼
3.	Display last incoming call: Press   <i>Or</i> Display oldest incoming call: Press 	The display is the first part of the record:  
4.	Press   To display the second part of the record	
5.	Press   To return to the name	

## Display Call Records

The following table shows the possible Incoming Calls log displays.

Display	Description
	Caller identification is not available.
	If only the number is stored, the display will show the number instead of the name
	The ">" indicates that the log record has been <i>read</i>
	The ">>" indicates that log record has been called back
	The caller identity is not known

Display	Description
	The log is empty

## Place a Call from the Incoming Calls Log

<p><b>Condition:</b></p> <p>You are in the Incoming Calls log and have found a record that you would like to call.</p>
--

Step	Action	Result
1.	Press  <hr/> <i>Or</i> Press  Call is placed after 5-second delay <hr/> <i>Or</i> Press  Call is placed after 5-second delay	The number is automatically dialed <hr/> The record remains saved in the log <hr/> The icon >> is added before the name to indicate that the number has been called back 

## Store an Incoming Calls Record in the Private Directory

Step	Action	Result
1.	Press 	
2.	Press 	The name and number are automatically stored in the Private directory

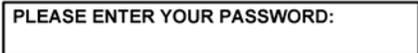
Step	Action	Result
3.	<p>If the caller's name is not in the log: Enter the name using the alphabetic keypad</p> <hr/> <p>Press </p> <hr/> <p><b>Note</b></p> <p>If a number is already saved in another name the display indicates:</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;">ALREADY REGISTERED</div>	
4.	<p>Press </p> <p>The key of the list where this record will be stored</p>	
5.	Press 	The display returns to the Incoming Calls log record

### Delete a Record from the Incoming Calls Log

Step	Action	Result
1.	Press 	<div style="border: 1px solid black; padding: 2px; width: fit-content;">                 &gt;UNKNOWN 04/02 02:28 PM                  Delete this record from log?             </div>
2.	Press 	The list is updated.

### Delete all Records in the Incoming Calls Log

Step	Action	Result
1.	Press 	 PROGRAMMING
2.	Press  1 time	 CLEAR LOGS
3.	Press 	
4.	Press  1 time	<div style="border: 1px solid black; padding: 2px; width: fit-content;">                 DELETE INCOMING CALLS LOG                  Delete             </div>

Step	Action	Result
5.	Press 	
6.	 	 2-beep confirmation tone <hr/> The display indicates that the log has been deleted

## Outgoing (LNR) Calls Log

The Outgoing (LNR -Last Number Redial) calls log stores the records of the last 10 internal or external numbers dialed. The Outgoing Calls log has the following features:

- When consulting the log, you can automatically redial one of the numbers stored.
- When the log is full, the next call overwrites the oldest call record.
- If a call has been redialed several times, the calls counter in the record for that number is incremented rather than storing separate records for the same number.
- You can erase one record or the entire log.

### Note

Use the Red Key  to terminate or abort any of the following procedures.

## View the Outgoing Calls Log

### Note

If the log is empty the display reads:



Step	Action	Result
1.	Press 	The first part of the record: 
2.	Press 	The second part of the record: 

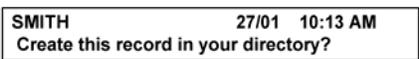
Step	Action	Result
3.	Press  To return to first part of the record	
4.	Press  Or  to view other records	

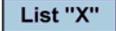
## Place a Call from the Outgoing Calls Log

<p><b>Condition:</b></p> <p>You are viewing a record in the Outgoing Calls log and want to place a call to that party.</p>
--

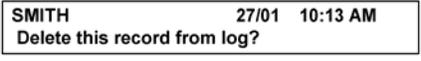
Step	Action	Result
1.	Press 	The display shows the number of the destination party
2.	Press 	<p>The number is automatically dialed</p> <p><b>Note</b></p> <p>The call is placed after a 5-second delay</p>
	<p><i>Or</i></p> <p>Press </p>	
	<p><i>Or</i></p> <p>Press </p> <p>Call is placed after a 5-second delay</p>	

## Store a Record from the Outgoing Calls Log in the Private Directory

Step	Action	Result
1.	Press 	

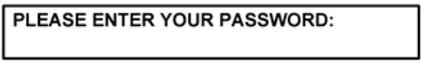
Step	Action	Result
2.	Press 	The name and number are automatically stored in the private directory if the party's name is known <hr/> <b>Note</b> If the number is already stored in the Private directory under another name: 
3.	If the party's name is not in the LNR log:  Enter the name of the party using the alphabetic keypad	
4.	Press  Of the list where you want to store the record	
5.	Press 	The record is stored

### Delete a Record from the Outgoing Calls Log

Step	Action	Result
1.	Press  	
2.	Press 	The LNR log is updated <hr/> The display shows the next record

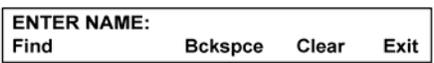
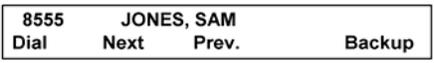
### Delete the Entire LNR Calls Log

Step	Action	Result
1.	Press 	
2.	Press  1 Time	

Step	Action	Result
3.	Press 	
4.	Press 	
5.	 	 2-beep confirmation tone <hr/> The display indicates that the log has been erased

## System Name/Number Directory

The System Name/Number directory is a list of all of the employees of the company and can be accessed by all users. You can search by name in this directory and can dial a party directly from the directory. The system administrator maintains the System directory.

Step	Action	Result
1.	Press 	
2.	 Enter the first character(s) of the name with the alphabetic keypad	
3.	If necessary: Press  To erase the last character <hr/> Press  To erase the entire input <hr/> Press  To exit the function	
4.	Press 	

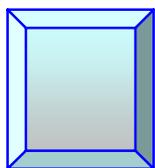
Step	Action	Result
5.	<p>If necessary:</p> <p>Press  <i>Or</i> </p> <p>To scroll through the entries</p> <p>Press </p> <p>To back up to the previous prompt</p>	

### Dial a Party from the System Name/Number Directory

<p><b>Condition:</b></p> <p>You are in the System directory and have found the party to call.</p>
---

Step	Action	Result
1.	<p>Press </p>	The number is automatically dialed





## Chapter 6 Feature Codes

### Feature Codes

If your phone does not have one of the following keys, use a feature code if it is available for use.

- For those feature codes that require dial tone, press the SPKR key or lift the handset first.
- For those features that are accessed from an existing call, use the ACCESS key to hold the call and return to dial tone.

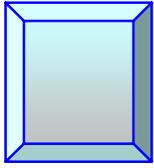
Feature	Action	Feature Code
Abbreviated Dial	 Or Press 	# 4
Callback - Leave a Callback	 ACCESS	* 7
Callback - Return a Callback	 Or Press 	* 7
Call Park	 ACCESS	* 9
Call Pickup	 Or Press 	# 7
Conference	 ACCESS	# 1
Data	 ACCESS	# #
Do Not Disturb - Turn On	 Or Press 	* 6
Do Not Disturb - Turn Off	 Or Press 	# 6
Call Forward - Turn On	 Or Press 	* 3
Call Forward - Turn Off	 Or Press 	# 3
Hold	 ACCESS	* 4

Feature	Action	Feature Code
Last Number Redial	 Or Press 	# 9
Transfer/3-Way Conference	 ACCESS	* 1
Voice Mail	 Or Press 	* 5

## Numeric Feature Codes

The optional Numeric Feature Code feature allows you to use an all-number code that omits the \* and # signs in place the feature key or the standard feature code. The Numeric Feature Code option was originally designed for rotary phones.

Numeric codes may be two to four digits long. If this option is available on your system, the codes can be obtained through the system administrator.



## Chapter 7 Telephone Tests

### Telephone Tests

You can perform a number of tests on your phone, such as phone self-test, key lamp test, and system tone test. You can also gather information about your phone such as class of service, cabinet/card/slot information, directory number, etc.

#### Note

Use the Red Key  to terminate or abort any of the following procedures.

### Basic Procedures

The following procedures apply to all tests except system tones.

Step	Action	Result
1.	 Offhook	 
2.	Press 	 Silence
3.	Press 	 1-beep
4.	Press 	 1-beep
5.	Press  + 	 2-beep confirmation tone + the code number

### Basic Telephone Self-Test

The following test will restore the key lamps and the display on the phone.

Step	Action	Result
1.	 Offhook	 
6.	Press 	 Silence
7.	Press 	 1-beep

Step	Action	Result
8.	Press 	 1-beep
9.	Press  	 2-beep confirmation tone and then silence  <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <p><b>Note</b></p> <p>You may not hear 2 complete beeps because the phone does reset.</p> </div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <p>ITE-760 <span style="float: right;">22500130</span></p> </div> <p>The number to the right is the load number</p>
10.	Press 	 <span style="border: 1px solid black; padding: 2px;">RING</span>
11.	 Or Press 	 Silence
12.	Press 	<p>Normal display and key lamps are restored</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <p style="text-align: right;">06/03/03 01:17PM Redial Dirctry</p> </div>

## Key Lamp Test

Step	Action	Result
1.	Press     	 2 beep confirmation tone and then silence
13.	Press a feature key or line key 5 separate times	<p>See these key lamp states: ON, blink, flash, flash, ON</p> <hr/>  1 beep after each key press

## Informational Tests

The following tests can be run on the phone.

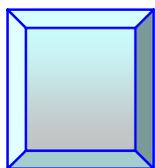
Test Name	Action	Response
Class of Service	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="0"/>	 Class of Service
Key Template	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="1"/>	 Key Template Number
Directory Number	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="3"/>	 Directory Number
Port Number (IBX Classic Systems)	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="4"/>	 System time slot number
Terminal Type	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="5"/>	 3 Terminal types if applicable <hr/> 1. Inside Term Type 2. Outside Term Type 3. Current Term Type
User Group	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="6"/>	 User Group Number
Data Directory Number (if assigned)	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="7"/>	 Data Directory Number
System Port Location	Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="9"/>	 Cabinet, Shelf, Slot
Trunk Port Location	During trunk call, enter this sequence: Press <input type="text" value="XFER"/> + <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="1"/> <input type="text" value="1"/> <input type="text" value="8"/>	 Cabinet, Shelf, Slot of trunk port

## System Tone Tests

Action	Result
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="0"/>	 Silence
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="1"/>	 Inside Dial Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="2"/>	 Outside Dial Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="3"/>	 Modem Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="4"/>	 Milliwatt Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="5"/>	 Busy Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="6"/>	 Reorder Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="7"/>	 Ringback Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="8"/>	 Call Wait Ringback Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="0"/> <input type="text" value="9"/>	 Zip Tone (One Beep)
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="0"/>	 Zip Zip Tone (2 Beeps)
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="1"/>	 Inside Call Wait Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="2"/>	 Outside Call Wait Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="3"/>	 Override Warning Tone
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="4"/>	 "Held"
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="5"/>	 "Enter"
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="6"/>	 "Private"
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="7"/>	 "Forward"
Press <input type="text" value="#"/> <input type="text" value="*"/> <input type="text" value="2"/> <input type="text" value="1"/> <input type="text" value="8"/>	 "Message"

Action	Result					
Press <table border="1" data-bbox="509 260 829 317"><tr><td>#</td><td>*</td><td>2</td><td>1</td><td>9</td></tr></table>	#	*	2	1	9	 "Voice Mail"
#	*	2	1	9		





## Appendix I Glossary

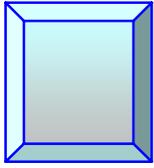
### Glossary

Term	Definition
Access Code	A one or two digit number that must be dialed before an outside call can be made.
Account Code	A billing number for long distance calls that may be assigned as a part of a user's dialing procedure.
Alphabetic Keypad	A QWERTY keyboard located under the cover at the bottom of the phone.
Authorization Code	A unique number that may be assigned to a user or a directory number which, when dialed, permits authorized usage of system features.
Centergy Reporting	Centergy ® is a call center management tool that integrates with the Pointspan system.
Code (Abbreviated Dial)	The single or double-digit number that a user assigns to a phone number when setting up Abbreviated Dial feature. This code number is used in place of the complete phone number.
Extension/Directory Number	A number assigned to an individual telephone set which, when dialed, allows access to that telephone set; an internal phone number.
External (call or number)	A call to a number that is outside of the phone system.
Feature Codes	<p>A combination of the star (*) or the pound (#) symbol plus a single digit of the pad. Each code accesses a specific system feature.</p> <p>Example: Feature Code "*3" activates the Call Forward feature. See <i>Feature Codes</i> in Chapter 4.</p> <p><b>Or</b></p> <p>A Numeric Feature Code (two to four digits) is used to access features on rotary phones that do not have a * or a # symbol.</p>
Features	Capabilities of a phone other than placing and receiving calls. For example, Hold, Transfer, Call Forward, Call Back Queuing, etc.

<b>Term</b>	<b>Definition</b>
Incoming Calls	Calls that are made from outside of the system to an extension inside of the system.
Internal (call or number)	A call or phone number (extension) that is inside the system.
Numeric Keypad	A set of twelve buttons (0 through 9) and two symbols (* and #).
Line or Line Appearance	An extension/directory number that appears on a phone.
Microphone	The built-in microphone, activated by the SPKR button, provides the ability to use the phone without the handset. The microphone is located on the lower front of the phone in the right-hand corner
Multi-Line Phone	A phone having more than one extension number.
Numeric Feature Code	A Numeric Feature Code (two to four digits) is used to access features on rotary phones that do not have a * or a # symbol.
Off-Hook	A term that indicates that the handset of the phone has been removed from the switchhook or the SPKR button has been turned on.
On-Hook	A term that indicates that the handset of the phone is resting on the switchhook. The phone is hung-up or the SPKR button is turned off. (See On-Hook Dialing)
On-Hook Dialing	Dialing a call by using the SPKR button instead of removing the handset from the switchhook. The ITE-12+phone is designed especially for this.
Outgoing Calls	Calls that are placed from an extension inside of the system to a destination that is outside of the system.
Park	A feature that allows a call to be placed in a temporary hold state and assigned an extension number. The call can be retrieved from any extension in the system by dialing the number assigned to the call.
PDI 1000	Provides an interface for 300 bps to 38.4 Kbps asynchronous RS-232C data.
Pickup	Allows calls that ring in at another extension to be picked up at extensions that are members of the same Call Pickup group.
Prime Line	The main extension on an ITE phone that is automatically selected to place or receive calls when the handset is lifted or the SPKR button is turned on. The line button does not have to be pressed to make or answer calls.

Term	Definition
Program	The instructions that you give to the phone through number codes (feature codes or buttons) to activate a feature.
Queuing	The process of placing calls in a holding pattern (a waiting line) until an outgoing line is available. The system assigns outgoing on the basis of priority or first come/first served.
System (Telephone System)	A term used in this guide that refers to PointSpan 6880 telephone switching systems.
Voice Prompt	A computerized voice heard through the handset or speakerphone that indicates that a feature has been activated. It may also inform or give instructions to the user.





## Appendix II Troubleshooting

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### Troubleshooting

The following table represents the more common problems found with a phone, and provides possible causes.

Problem	Possible Cause
No display	<ul style="list-style-type: none"> <li>• Check for dial tone</li> <li>• Check the connection to the phone jack</li> <li>• Check that the other phones in the system are operating</li> <li>• Check the setting of display contrast</li> </ul>
No dial tone	<ul style="list-style-type: none"> <li>• Check the connection to the phone jack</li> <li>• Check the connection of the handset and/or the headset</li> <li>• Check that other phones in the system are operating</li> <li>• Check volume setting of handset, speaker, or headset</li> </ul>
No sound in the handset	<ul style="list-style-type: none"> <li>• Check the volume setting of the handset, speaker, or headset</li> </ul>
Cannot dial out of the system (External Calls)	<ul style="list-style-type: none"> <li>• Check that you have the rights to make external calls</li> </ul>
No voice messages received	<ul style="list-style-type: none"> <li>• Check your connection to the voice mail system</li> <li>• Check your welcome message or voice signature record on the voice mail system</li> <li>• Check activation of call forwarding to your voice mailbox</li> </ul>
The phone is not ringing	<ul style="list-style-type: none"> <li>• Check the volume of the ring melody</li> <li>• Check Call Forward settings</li> </ul>