

---

# **F9600<sup>®</sup>** **F9600c**

---

**DIGITAL TELEPHONE  
USER GUIDE**





## FUJITSU BUSINESS COMMUNICATION SYSTEMS

Return to:

**MENU**

# F9600/ F9600<sup>c</sup>

## DIGITAL TELEPHONE USER GUIDE

Copyright © 2001 Fujitsu Business Communication Systems  
All rights reserved.

Fujitsu Business Communication Systems shall not be liable for any commercial losses, loss of revenues or profits, loss of goodwill, inconvenience, or exemplary, special, incidental, indirect or consequential damages whatsoever, or claims of third parties, regardless of the form of any claim that may result from the use of this practice.

THE SPECIFICATIONS AND INFORMATION PROVIDED HEREIN ARE FOR INFORMATIONAL PURPOSES ONLY AND ARE NOT A WARRANTY OF ACTUAL PERFORMANCE, WHETHER EXPRESSED OR IMPLIED. THE SPECIFICATIONS AND INFORMATION ARE SUBJECT TO CHANGE WITHOUT NOTICE. ACTUAL PERFORMANCE MAY VARY BASED ON INDIVIDUAL CONFIGURATIONS, USE OF COLLATERAL EQUIPMENT, OR OTHER FACTORS.



**SECTION 119-034-015**  
**Issue 1, January 2001**



# TABLE OF CONTENTS

Title	Page
<b>INTRODUCTION</b> .....	<b>1</b>
Hookflash Signal to Trunk .....	2
<b>DIGITAL TELEPHONE DESCRIPTION</b> .....	<b>3</b>
STANDARD FEATURES .....	3
Fixed (Basic) Feature Buttons .....	5
Programmable Feature Buttons .....	5
Button Indicators .....	5
Microphone and Speaker .....	5
Display Capability .....	6
Contrast Control .....	6
Ringer Tone Control .....	6
Ringer, Handset Receiver, and Speaker Volume Control .....	6
Wall-Mounting Capability .....	6
Tape Recording Capability on Digital Telephones .....	6
FIXED FEATURE BUTTONS .....	7
NEW CALL Button .....	7
PARK Button .....	7
FLASH Button .....	7
CAMP-ON Button .....	7
TRANSFER Button .....	8
MIC-OFF Button .....	8
HOLD Button .....	8
SPEAKER Button .....	8
PROGRAMMABLE FEATURE BUTTONS .....	9
OPTIONS .....	10
30-Button Add-on Module .....	10
Custom Colored Faceplate .....	10
Analog Modem Port/Recording Module .....	10
MOUNTING AND REMOVING THE CLEAR FACEPLATE .....	11
<b>FEATURE OPERATION</b> .....	<b>13</b>
Account Code .....	13
Account Code - Forced .....	15
Annoyance Call Alarm .....	16
Annoyance Call Hold .....	17
Attendant Recall .....	18
Authorization Code .....	19

## TABLE OF CONTENTS (Cont'd)

<b>Title</b>	<b>Page</b>
Autodial .....	20
Automatic Alternate Routing (AAR) .....	22
Automatic Answer .....	23
Automatic Handsfree Operation .....	24
Automatic Route Selection (ARS) .....	25
Automatic Route Selection - Manual .....	26
Advance .....	26
Bad Line Reporting .....	27
BLF/DSS .....	29
Call Forward - All Calls .....	30
Call Forward - Busy/No Answer .....	33
Call Forward - Flexible .....	35
Call Forward - Follow Me .....	37
Call Forward - Forced .....	39
Call Forward - No Answer .....	40
Call Forward Password .....	42
Call Forward Password - Follow Me .....	46
Call Hold .....	49
Call Park/Retrieval .....	52
Call Pick-Up .....	55
Call Pick-Up - Directed .....	56
Call Pick-Up Multi-Group .....	57
Call Transfer (to an Attendant) .....	58
Call Transfer (to another Extension) .....	59
Call Transfer (to an Outside Party) .....	60
Call Transfer (to a Single Line Telephone of Same Line Appearance) .....	61
Call Waiting - Answer/Alternate/Transfer .....	63
Camp-On .....	66
Code Call .....	68
Consultation Hold .....	69
Consultation Hold - Release .....	70
Data Secure - Selective .....	71
Day/Night Change .....	72
Dial Intercom Line (Private) .....	73
Dial Intercom Line (1- or 2-Digit) .....	74
Dictation Machine Access .....	75
Direct Outward Dialing .....	76
Directory Book .....	77
Display of Non-Prime Line Ringing Call Information .....	82

## TABLE OF CONTENTS (Cont'd)

<b>Title</b>	<b>Page</b>
Do Not Disturb (DND) .....	83
Do Not Disturb (DND) - Advisory Message .....	85
Do Not Disturb (DND) - from Another Extension .....	88
Do Not Disturb Override .....	89
Do Not Disturb (DND) - Selective Exemption .....	90
Eight-Way Conference .....	92
Emergency Call to Attendant .....	95
Executive Busy Override .....	96
Executive Camp-On .....	97
External Dialer .....	99
Group Paging through DT Speakers .....	101
Headset Operation .....	103
Hold .....	104
Hookflash Signal to Trunk .....	106
ISDN Calling Number Privacy .....	108
Joint Call .....	110
Last Number Redial .....	112
Meet-Me Conference .....	113
Message Waiting (MW) - Overview .....	114
Message Waiting Display .....	115
Message Waiting - Multiple Indicators .....	124
Message Waiting - Time Stamped Callback .....	125
Message Waiting - Canned .....	130
Message/Semi-Free Text .....	130
Paging .....	132
Personal CO Line .....	135
Placing a Call .....	136
Privacy/Privacy Release .....	138
Remote System Access (RSA) .....	140
Ring Over Busy .....	141
Saved Number Redial .....	142
Self Number Display .....	143
Speakerphone .....	144
Silent Monitor .....	145
Silent Monitor by ACD Group .....	148
Speed Calling .....	151
Three-Way Conference - Extension .....	153
Three-Way Conference - Outside Party .....	154
Universal Night Answer .....	155
Universal Registration/Cancellation .....	156

## TABLE OF CONTENTS (Cont'd)

Title	Page
Voice Calling .....	161
Voice Message .....	162
Whisper Call Announce .....	164
<b>PROGRAM MODE .....</b>	<b>165</b>
DESCRIPTION .....	165
<b>PROGRAM MODE - OPERATING PROCEDURES .....</b>	<b>169</b>
Feature Button Assignment Via Program Mode .....	169
Alarm/Reminder Setting .....	171
Automatic Handsfree Operation .....	175
Feature Button Programming .....	176
Last Number Display .....	177
Post-Selection Option .....	178
Ring Over Busy .....	179
Ringling Line Preference .....	180
Saved Number Display .....	181
Security Code Assignment .....	182
Touch Tone Option .....	184
<b>DISPLAY FEATURES .....</b>	<b>185</b>
Call Duration Display .....	185
Calling/Called Name Display .....	185
Calling/Called Number Display .....	185
Calling Number Display Masking .....	188
Call Status/Dialed Number Display .....	188
Ringling Call Information Display .....	188
<b>DEFINITIONS .....</b>	<b>191</b>
Call Tones .....	191
Class of Service/Restriction Mode (COS/RSM) .....	191
Dial Intercom and Extension Buttons .....	191
Display .....	191
Extension .....	192
Facility Restriction Level (FRL) .....	192
Feature Codes .....	192
Idle Line Preference .....	193
Line Status Indicators .....	193
Manual Selection .....	193
Mask .....	193

## TABLE OF CONTENTS (Cont'd)

Title	Page
Message Waiting Indicator .....	193
Mode Change Button .....	194
Multi-Line Capability .....	194
Non-Prime Line .....	194
Parking Position .....	194
Prime Line Preference .....	195
Private Intercom .....	195
Ringing Line Preference .....	195
Ringing Patterns .....	195
Voice Message Indicator .....	195
<b>SYSTEM TONES .....</b>	<b>197</b>
Internal Dial Tone .....	197
External Dial Tone .....	197
Recall Dial Tone .....	197
Busy Tone .....	197
Service Tone .....	197
Reorder Tone .....	197
Call Waiting Tone .....	198
Call Warning Tone .....	198
Override Tone .....	198
Meet-Me Conference Tone .....	198
Confirmation Tone .....	198
Ringing .....	198
Distinctive Ringing .....	198
<b>CUSTOMIZED LISTINGS .....</b>	<b>204</b>

## LIST OF TABLES

<b>Table</b>	<b>Title</b>	<b>Page</b>
1	Digital Telephone Models .....	3
2	Programmable Features .....	165
3	Function Codes.....	166
4	Line Status LED Indicators .....	199
5	Ringing Patterns .....	200
6	Feature Codes .....	201

## LIST OF ILLUSTRATIONS

<b>Figure</b>	<b>Title</b>	<b>Page</b>
1	Digital Telephone Model Types .....	4
2	Digital Telephone Controls and Indicators.....	4
3	Analog Modem Port/Recording Module for Digital Telephones.....	10
4	Faceplate Removal/Replacement.....	12

## INTRODUCTION

Your new F9600<sup>®</sup>/ F9600c Digital Telephone is among the first of its kind to be incorporated into a PBX telephone system. The F9600/ F9600c integrates both data interface units and telephones. This gives you the performance capabilities of each of these separate units. The advanced technology behind the new Digital Telephone provides access to the system's digital facilities and supports the concept of the worldwide Integrated Services Digital Network (ISDN).

Each Digital Telephone model can access all extension features that are programmed within your particular PBX system. There is an optional 30-button add-on module that supports additional lines and/or features and an optional Analog Modem Port/Recording Module that allows data access from some Digital Telephones. All FT model telephones are ADA-compliant and hearing-aid compatible.

The following models are available with this release.

- FT12
- FT12D
- FT12DS
- FT24DS

Please take time to look through this guide in order to become familiar with the contents and organization. The following sections are included:

- **Digital Telephone Description:** Describes your telephone's external features and basic configuration (see Table 1).
- **Feature Operation:** Describes the operating procedures for the available extension features on all Digital Telephone models. Many of these features can be assigned a programmable feature button for single button operation (see Table 2 towards the end of this guide for a list of programmable features).

- **Program Mode:** Explains the methods for:
  - Assigning features to specific buttons on your Digital Telephones.
  - Changing features at your Digital Telephones.
  - Displaying features or functions on your Digital Telephones.
- **Program Mode/Operating Procedures:** Details the specific instructions for assigning each feature.
- **Display Features:** Describes the various types of displays with definitions.
- **Definitions:** Clarifies any unfamiliar terminology used in this guide.
- **System Tones:** Details the various tones heard while using your telephone.

Convenient tables are included at the end of this guide that briefly explain line status LED (lamp) indications, and ringing patterns (Tables 4 and 5). Table 6 provides a place for you to record feature codes specific to your system. There are also customized lists for you to record paging and code call zones.

## **Hookflash Signal to Trunk**

The Hookflash Signal to Trunk feature enables an extension user to send a hookflash signal to a CO trunk or remote PBX in order to use the features associated with that outside source. When this feature is activated in your system, replace all references to the **FLASH** button with the **TRANSFER** button. Only when this feature is in service will this change be necessary. Contact your System Administrator to determine whether or not this feature has been implemented.

# DIGITAL TELEPHONE DESCRIPTION

## STANDARD FEATURES

Each Digital Telephone model has an assigned number that indicates the hardware features included. This is shown in Table 1.

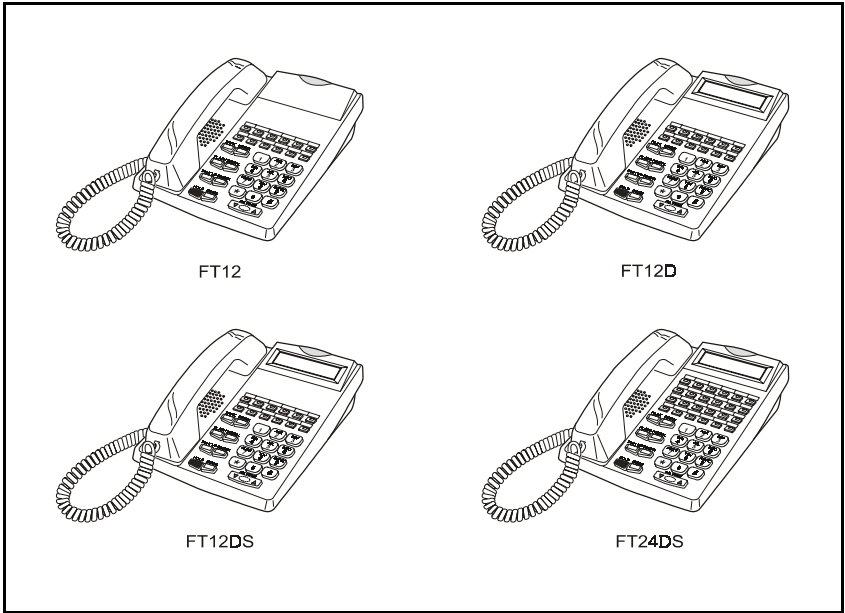
**Table 1. Digital Telephone Models**

Hardware Feature	FT12	FT12D	FT12DS	FT24DS
Display	No	Yes	Yes	Yes
Speakerphone	No	No	Yes	Yes
Programmable Buttons	12	12	12	24
Add-On Module	N/A	Optional	Optional	Optional
Analog Modem Port/ Recording Module	No	Optional	Optional	Optional

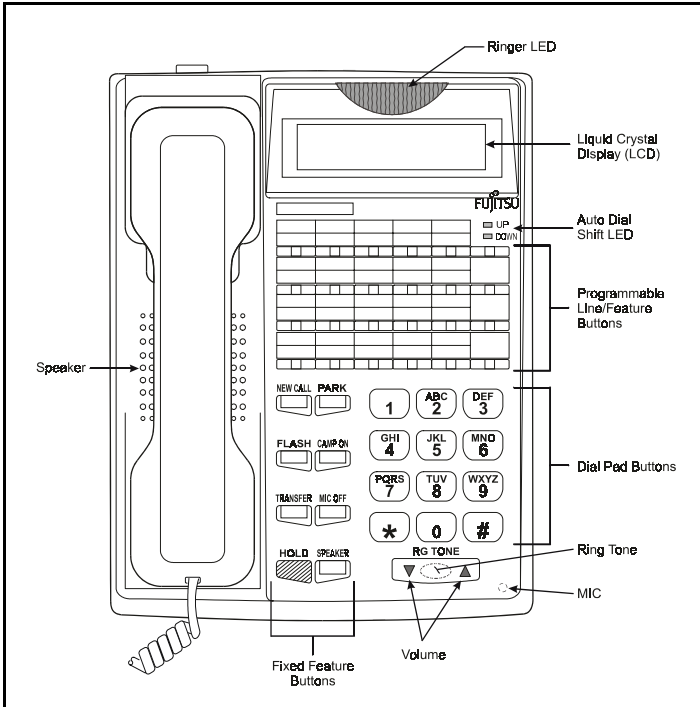
Each Digital Telephone is equipped with a dialpad, fixed and programmable buttons, and a conveniently styled handset with modular cord (see Figures 1 and 2). Additional features (depending on the Digital Telephone model) include the following:

- Basic (Fixed) Feature Buttons.
- Programmable Buttons.
- Dual-Colored Indicators (lamps).
- Microphone and Speaker.
- Display Capability.
- Contrast Control.
- Ringer Tone Control.
- System Tones.
- Wall-Mounting Capability.
- Ringer, Handset Receiver, Speaker Volume Control.
- Analog Modem Port/Recording Module.

**Figure 1. Digital Telephone Model Types**



**Figure 2. Digital Telephone Controls and Indicators**



**Fixed (Basic)  
Feature Buttons**

Every Digital Telephone has eight fixed feature buttons (see Figure 2). The features accessed by these buttons are standard on all Digital Telephones, except for speakerphone operation.

**NOTE**

Basic feature buttons are shown in CAPITALIZED, **BOLDFACE** letters.

**Programmable  
Feature Buttons**

Figure 2 shows the programmable feature buttons. One programmable feature button is always assigned to the extension number (prime line). The remaining buttons can be used to automatically dial either an extension, feature, or speed calling code. All extension lines on your telephone can be programmed as either a ringing or non-ringing line using the system M&A commands. Features, however, are programmable by the user.

**NOTE**

Programmable feature buttons are shown in lowercase, **boldface** letters.

**Button Indicators**

Each fixed and programmable button has an associated indicator lamp that lights whenever you use the button or assigned feature.

**Microphone and  
Speaker**

A speaker is built-in on every Digital Telephone. It lets you hear the various audible ringing patterns that come from the telephone's electronic ringer.

The FT12DS and FT24DS sets include a microphone that let you use your telephone without lifting the handset (speakerphone operation) (see Table 1).

**Display Capability** The FT12D, FT12DS, and FT24DS models have unique 2-line, 40-character LCD displays that show:

- The current date and time (when the phone is not in use).
- Information such as the calling/called name and number, called party status, and call duration (when the phone is in use).

**Contrast Control** The contrast control button (arrows on either side of the RG TONE button) lets you adjust the contrast of the display screen. Press the up arrow to darken the display or the down arrow to lighten the display while handset is on-hook.

**Ringer Tone Control** The RG TONE button adjusts the ringer pitch to one of eight possible settings. These settings can be adjusted using the RG TONE button while the telephone is ringing.

**Ringer, Handset Receiver, and Speaker Volume Control** This control button is located on the lower front exterior of the Digital Telephone. It regulates the volume of the ringer, the handset receiver, and the speaker while in use.

**Wall-Mounting Capability** Digital Telephones can be easily adapted to mount on a wall. See your System Administrator to have your telephone instrument wall-mounted.

**Tape Recording Capability on Digital Telephones** The FT12D, FT12DS, and the FT24DS have an audio output jack on the underside of the instrument which provides the capability of connecting a customer-provided tape recording device that will record voice conversations. When using the tape recording capability of the Digital Telephones, a warning beep tone is not provided. The jack on the phone is output only; even if a beep tone is generated by the recorder, it cannot be heard by either party.

**NOTE:** Check with your local/state/federal agencies for legal restrictions when using this feature.

## **FIXED FEATURE BUTTONS**

There are eight standard fixed feature buttons on every Digital Telephone. The following is a brief description of each of these buttons.

### **NEW CALL Button**

The **NEW CALL** button disconnects your current call and gives you new dial tone. This eliminates the need to hang up the handset to make a new call. This button is convenient when you use the headset or speaker. In Program mode, the **NEW CALL** button also assumes other functions.

### **PARK Button**

The **PARK** button lets you “park” a call or pick up a parked call from your extension or from a different extension. Once a call is parked, you can make or receive other calls on your extension.

### **FLASH Button**

The **FLASH** button is used to:

- Enter feature codes that are programmed into your system.
- Alternate between calls when using the Call Waiting - Answer/Alternate/Transfer feature.

Pressing the button once is the same as briefly pressing the hookswitch on a standard single line telephone.

This fixed feature button is used when the Hookflash Signal to Trunk feature is in effect. Refer to this feature for more information.

### **CAMP-ON Button**

The **CAMP-ON** button is used whenever you get a distinctive busy signal when dialing an outside number. When you press this button, your outgoing call automatically goes into a waiting pattern until an outside line is available.

**TRANSFER Button** The **TRANSFER** button lets you transfer a call to another extension or outside line and activate features.

Pressing the button once is the same as briefly pressing the hookswitch on a standard single line telephone.

**MIC-OFF Button** The **MIC-OFF** button turns the telephone microphone on or off. You use this button in speakerphone operation to keep the connected party from hearing any conversation. This button does not turn off the handset.

**HOLD Button** The **HOLD** button places a call on non-exclusive or exclusive hold.

- Non-exclusive hold lets any telephone with the same extension button pick up the call.
- Exclusive hold lets only your telephone pick up the call. Other telephones with the same line appearance are not allowed to pick up the call.

The Program Mode section describes other functions of the button.

**SPEAKER Button** The **SPEAKER** button operation for those models using the Speakerphone feature is as follows:

If the handset is in place on the telephone, pressing the **SPEAKER** button is the same as picking up the handset. Pressing the **SPEAKER** button again is the same as placing the handset back on the cradle (hanging up). If the handset is lifted, each press of the **SPEAKER** button causes you to alternate between handset and speaker operation.

**SPEAKER Button  
(Cont'd)**

When your Digital Telephone is in Speaker mode and you are currently connected to an extension or outside call, your extension automatically becomes available when the calling or called party hangs up.

If your Digital Telephone is not equipped with the Speakerphone capability, the **SPEAKER** button is used for handsfree dialing or handsfree monitoring only. Conversation cannot occur without the use of the handset.

**PROGRAMMABLE  
FEATURE  
BUTTONS**

FT12, FT12D, and FT12DS sets have twelve programmable feature buttons. The FT24DS has 24 programmable feature buttons. FT12D, FT12DS, and FT24DS telephones that are equipped with the 30-button add-on module have additional button capabilities.

Each programmable feature button can be assigned to access a specific extension, feature, or speed calling code. Programming is accomplished by assigning a particular feature code (Table 6) to one of these buttons. A list of programmable features is shown in Table 2 in the Program Mode section towards the end of this guide.

Instructions for assigning these features are found in the Program Mode section. Operation procedures for the specific features are provided in the Feature Operation section.

**NOTE**

Programmable feature button names appear in **bold**, lowercase letters in this guide to distinguish them from basic feature buttons.

## OPTIONS

### **30-Button Add-on Module**

This enhancement increases the number of programmable feature buttons. The FT12D, FT12DS and FT24DS are the only models that can accommodate the 30-button module.

Adding this module allows 42 or 54-button capability depending on Digital Telephone model type. Each button on the add-on module has a corresponding lamp indicator which lights whenever the programmed feature is used.

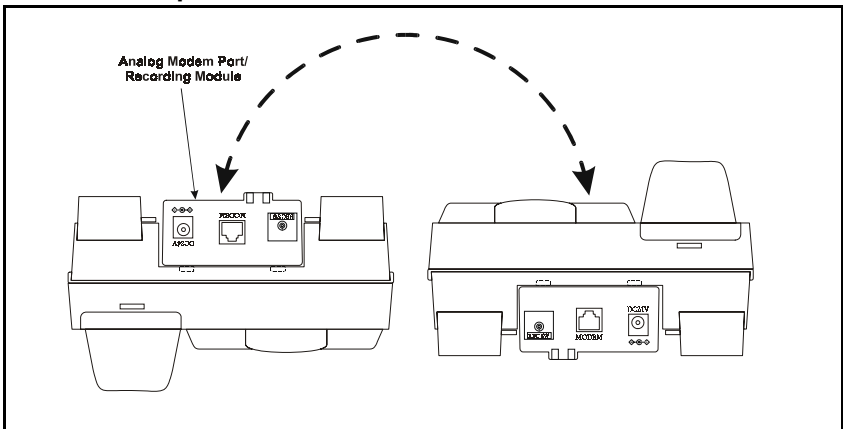
### **Custom Colored Faceplate**

The optional custom colored faceplate is available for each Digital Telephone. It mounts underneath the standard clear plastic faceplate.

### **Analog Modem Port/Recording Module**

With the FT12D, FT12DS, and FT24DS, an optional analog modem port/recording module can be installed in the base of the Digital Telephone for PC-based external dialing. Refer to Figure 3.

**Figure 3. Analog Modem Port/Recording Module for Digital Telephones**



## **MOUNTING AND REMOVING THE CLEAR FACEPLATE**

Your Digital Telephone comes equipped with a faceplate that labels each feature and extension button. You can alter the recorded information or install an optional colored insert in its place.

### **To remove the clear faceplate:**

1. Insert a small tool, e.g. a computer-sized screwdriver, under the tab opening at the bottom center of the faceplate. Refer to Figure 4.
2. Pull up towards you on the faceplate gently until all of the plastic hooks at the bottom and on either side of the faceplate are free.
3. Lift the clear faceplate cover off of the Digital Telephone.

### **To install an insert sheet and remount the faceplate:**

1. With the clear faceplate removed, place the insert sheet over the Digital Telephone faceplate area.
2. Hold the clear faceplate over the top and parallel to the Digital Telephone face and then push it down toward the telephone until the plastic hooks are firmly in place.

**Figure 4. Faceplate Removal/Replacement**



# FEATURE OPERATION

## ACCOUNT CODE

---

The Account Code feature lets you bill incoming and outgoing trunk calls to a specific account. Multiple account codes can be entered for a call that is tied to multiple accounts.

### FEATURE BUTTON

#### *Action*

1. While on a call, press the **account code** button.
2. Dial an account code.
3. Press the **FLASH** button, if the code used is less than the maximum digit length.

If the code used is the maximum digit length, no action is required.

#### *Results*

The **account code** lamp goes on. The following message displays:

**ENTER ACCOUNT CODE**

The entry is completed. The **account code** lamp goes off. The following message displays:

**ACC CODE ACCEPTED**

You return to the call.

### FEATURE CODE

#### *Action*

1. While on a call, ask the party to wait.
2. Press the **FLASH** button.

#### *Results*

You hear recall dial tone. The party is automatically placed on hold.

## Account Code (Cont'd)

---

<i>Action</i>	<i>Results</i>
3. Dial the <b>account code registration</b> code _____.	The <b>account code</b> lamp goes on. The following message displays:  <b>ENTER ACCOUNT CODE</b>
4. Dial the account code.	
5. Press the <b>FLASH</b> button, if the code used is less than the maximum digit length. If the code used is the maximum digit length, no action is required.	The entry is completed. The <b>account code</b> lamp goes off. The following message is displayed:  <b>ACC CODE ACCEPTED</b>  You return to the call.

### NOTES

1. Your System Administrator sets the system configuration for the maximum number of account code digits allowed.
  - You are automatically reconnected with the dialed party if the account code you use is the maximum number of digits.
  - You must press the **FLASH** button if the code you use is less than the maximum digit length for the account code to be accepted by the system and to reconnect to the dialed party.
2. If this feature is accessed using the **account code** button, you can enter the account code without interrupting the conversation. However, you are required to place a call on hold if you use the feature code. Conversation is temporarily interrupted.
3. The FT12D, FT12DS, and FT24DS models show **ACC CODE ACCEPTED** on the top row of the display panel after an account code is registered.

## **ACCOUNT CODE - FORCED**

---

Your class of service (COS) may require you to enter an account code to place outgoing calls. An outside line code is required before you begin dialing your outside number.

<b>Action</b>	<b>Results</b>
1. Dial the code _____ for an outside line.	You hear recall dial tone.
2. Dial the <b>account code</b> .	You hear recall dial tone.
3. Dial an outside number.	You hear ringback.

### **OR**

1. Dial the code _____ for an outside line.	You hear recall dial tone.
2. Dial an outside number.	You hear recall dial tone.
3. Dial the <b>account code</b> .	You hear ringback.

### **NOTES**

- |  |
|--|
| <ol style="list-style-type: none"><li>1. You must dial your account code within ten seconds or the system times out and you hear reorder tone.</li><li>2. Press the # button after dialing the account code if the code used has less digits than the system maximum.</li><li>3. One of the above two procedures is selected for feature operation based on programming.</li></ol> |
|--|

# **ANNOYANCE CALL ALARM**

---

The Annoyance Call Alarm feature lets you notify the System Administrator when a troublesome call occurs. A call report prints with the following information:

- Date.
- Time.
- Your extension number.
- Caller's extension or incoming telephone line identification number.

## **To register the Annoyance Call Alarm:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Remain on the line.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The caller is automatically placed on hold.
3. Dial the <b>annoyance call alarm</b> code _____.	You hear service tone. An alert message is sent to your System Administrator.  The following message displays if you have a display telephone:  <b>ACCEPTED</b>
4. Press the <b>FLASH</b> button to return to the call.	

## **ANNOYANCE CALL HOLD**

---

The Annoyance Call Hold feature lets you put an annoying caller on hold. This type of hold disables the calling extension by holding the call in the system for as long as you remain on the line.

### **To register Annoyance Call Hold:**

<b>Action</b>	<b>Results</b>
1. Remain on the line.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The caller is automatically placed on hold.
3. Dial the <b>annoyance call hold</b> code _____.	You hear service tone.  The following message displays if you have a display telephone:  <b>ACCEPTED</b>
4. Notify your supervisor.	
5. If needed, press the <b>FLASH</b> button.	You return to original connection.

### **NOTE**

Press the **FLASH** button a second time if you dialed a wrong number, receive no answer, receive a recorded announcement, or any other undesired result.

# ATTENDANT RECALL

---

The Attendant Recall feature lets you transfer a call back to the attendant. This is useful when a call has been misdirected and needs attendant assistance in order to be rerouted.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The party is automatically placed on hold.
3. Press <b>0</b> or the specific attendant access code and the specific attendant number.	You hear ringback.
4. Announce the call to the attendant.	
5. Hang up.	

## **NOTE**

You do not have to wait for the attendant to answer after you hear ringback. However, it is courteous to announce the call.

## **AUTHORIZATION CODE**

---

The Authorization Code feature lets you override possible calling restrictions at an extension and apply the calling privileges defined by your personal authorization code. The feature applies to only one call at a time. The procedure must be repeated for each successive call.

### **To place a call using Authorization Code:**

<b>Action</b>	<b>Results</b>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the code _____ for an outside line and an outside number.	You hear dial tone if there is any restriction.
3. Dial the <b>authorization code</b> .	You hear ringing if the call has been allowed. You hear reorder tone if the call is still restricted.

### **NOTE**

If all outside lines are busy, you will hear distinctive busy tone instead of ringing. You cannot camp-on, but may try again later.
---

## AUTODIAL

---

The Autodial feature lets you automatically dial a frequently called number or program frequently used features with one button. With the FT24DS, two levels of programming are available for each autodial button.

### To program a single level Autodial button:

<i>Action</i>	<i>Results</i>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The associated lamp flashes.
2. Press the <b>autodial (ATD)</b> button to be programmed.	The <b>program mode</b> lamp lights steadily.
3. Dial the number you want to register on the <b>ATD</b> button.	The dialed number displays.
4. Verify the autodial number if you have a display Digital Telephone.	
5. Press the <b>program mode</b> button to save the number and exit the Program mode.	The <b>program mode</b> lamp goes out.

### To program a dual level Autodial button:

<i>Action</i>	<i>Results</i>
1. Press the <b>autodial line change (ATL)</b> button to select the upper or lower program position.	The <b>ATL</b> lamp turns on. A light above the button displays to show upper or lower program position.
2. Press the <b>program</b> button.	The <b>program mode</b> flashes.
3. Press the <b>ATD</b> button to be programmed.	The <b>ATD</b> lamp flashes and the <b>program mode</b> lights steadily.
4. Dial the number you want to register on the <b>ATD</b> button.	The dialed number displays.

## Autodial (Cont'd)

5. Verify the autodial number if you have a display Digital Telephone.
6. Press the **program mode** button to save the number and exit the Program mode. The **program mode** lamp goes out.

### NOTES

1. When programming an outside number, the outside line code must be programmed first.
2. Pressing **TRANSFER** displays “-” and inserts a pause.
3. Pressing **FLASH** displays “/” and inserts a flash. This must be entered before any other digits.
4. Pressing **MIC-OFF** displays “X” and inserts a mask. Any digits entered between the Xs display as X when that autodial button is used so that the programmed number does not display. The programmed number will redisplay after an outside line has been accessed.
5. The programmed number can consist of any digits including #, \*, hookflash, and pauses for a set time, dial tone detection, or manually-dialed digits.

### To use the Autodial feature:

<i>Action</i>	<i>Results</i>
1. Select the upper or lower position by pressing the <b>ATL</b> button.	The <b>ATL</b> lamp lights.
2. Lift handset or press <b>SPEAKER</b> .	You can hear dial tone.
3. Press the <b>autodial</b> button.	The <b>autodial (ATD)</b> lamp flashes.

### NOTES

1. Wait until the first autodial lamp goes out before pressing another **autodial** button when you place calls using successive autodial buttons.
2. After a number has been dialed, it is possible to dial additional numbers by pressing another preprogrammed **autodial** button. When the **autodial** button is pressed, the lamp will flash briefly.

## **AUTOMATIC ALTERNATE ROUTING (AAR)**

---

The AAR feature provides automatic selection of the least expensive outgoing line available. The selection is based on the outside number dialed. AAR provides alternate routing of private network (on-net) calls over a preprogrammed route pattern.

### **To place a network-linked AAR call:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>AAR</b> code _____.	You hear dial tone.
3. Dial the network number.	You hear ringback.

### **NOTE**

Any time you receive a distinctive busy tone after dialing, you have three options:

- Camp-On to the AAR route, hang up, and wait for a camp-on callback.
- Hang up and try the call again later.
- Camp-On to the busy line, remain on the line, and wait for an available AAR route.

4. Dial your personal authorization code if you receive another dial tone.

### **NOTE**

If you dial the wrong authorization code or wait too long to enter it, you receive reorder tone indicating your call cannot be completed.

## **AUTOMATIC ANSWER**

---

The Automatic Answer feature lets you answer incoming calls in handsfree mode after you hear one ring and a one burst tone. This tone signals that a call has automatically cut-through to your speaker. This feature can be used for extension-to-extension calls only.

### **To register the Automatic Answer feature:**

<i><b>Action</b></i>	<i><b>Results</b></i>
<ul style="list-style-type: none"><li>• Press the <b>auto answer</b> button.</li></ul>	The corresponding lamp goes on.

### **NOTES**

1. When the other party disconnects, your extension automatically becomes available.
2. This feature remains active until the auto answer button is pressed again and the corresponding lamp goes out.

## **AUTOMATIC HANDSFREE OPERATION**

---

The Automatic Handsfree Operation feature lets you place a call and have a conversation in handsfree mode. This feature automatically activates when you leave your handset on the cradle and dial a number from the dialpad. When the caller disconnects, your extension automatically becomes available.

This feature can be activated on the prime line or the idle line (non-prime line) if your extension has this option. See the Definitions section at the end of this manual or the Dial Intercom features for further information.

### ***Action***

### ***Results***

- |  |                     |
|--|---------------------|
| 1. Leave the handset on the cradle.            |                     |
| 2. Dial the first digit of a telephone number. | You hear dial tone. |

### **OR**

- |                                    |   |
|------------------------------------|---|
| Press a programmed feature button. | You hear ringback.<br>You hear the caller's voice over the speaker when he/she answers. |
|------------------------------------|---|

### **NOTES**

- |  |
|--|
| <ol style="list-style-type: none"><li>1. The FT12 and FT12D can only use this feature as a handsfree monitor. The FT12DS and FT24DS can use the microphone and speaker to talk with the called party.</li><li>2. Preselection can be used with this feature. This means that you can use the automatic handsfree operation for dial intercom lines and other lines that appear.</li><li>3. The system ignores the first digit of the number you enter if the prime line or selected line is not idle, or if the extension is in the Program mode or Test mode.</li></ol> |
|--|

## **AUTOMATIC ROUTE SELECTION (ARS)**

The ARS feature is used to place an outgoing call over the least expensive route available using the outside lines.

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>ARS code</b> _____.	You hear dial tone.
3. Dial the outside number.	You hear ringback.

### **NOTE**

Any time you receive a distinctive busy tone after dialing, you have three options:

- Camp-On to the ARS route, hang up, and wait for a camp-on callback.
- Hang up and try the call again later.
- Camp-On to the busy line, remain on the line, and wait for an available ARS route.

4. Dial your personal authorization code if you receive another dial tone.

### **NOTE**

If you dial the wrong authorization code or wait too long to enter it, you receive reorder tone indicating your call cannot be completed.

# AUTOMATIC ROUTE SELECTION - MANUAL ADVANCE

---

The ARS Manual Advance feature lets you use another outside line without redialing the entire number. This feature is useful if you connect with a bad outside line or receive a recorded announcement that the call cannot be completed.

## To get another outside line without redialing the entire number:

<i>Action</i>	<i>Results</i>
1. Tell the called party that the connection is bad.	
2. Use the Bad Line Reporting feature, if desired.	
3. Ask the party to hang up so that you can call back on a better connection.	
4. Press the <b>FLASH</b> button.	You hear recall dial tone.
5. Dial the <b>ARS - manual advance</b> code _____.	Your number automatically redials over a different route.

## NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. Manual Advance can be used as many times as necessary after the number is dialed.</li><li>2. You have ARS camp-on capability if you receive a distinctive busy tone.</li></ol> |
|---|

## BAD LINE REPORTING

---

The Bad Line Reporting feature lets you report a bad line to system maintenance. System maintenance will print a bad line report with the date, time, and the incoming telephone line identification number.

### FEATURE BUTTON

#### *Action*

1. Remain on the line.
2. Press the **bad line** button.
3. Verify that the **bad line** lamp goes on.
4. Tell the party that you will call them back, or have them call you back.

#### *Results*

The call is not interrupted. The following message displays if you have a display telephone:

**ACCEPTED**

### FEATURE CODE

#### *Action*

1. Remain on the line.
2. Press the **FLASH** button.
3. Dial the **bad line reporting** code \_\_\_\_\_.
4. Press the **FLASH** button.

#### *Results*

You hear recall dial tone. The calling party is automatically placed on hold.

You hear service tone.

You return to the original call.

## Bad Line Reporting (Cont'd)

---

### *Action*

### *Results*

5. Tell the party that you will call them back, or have them call you back.

### **NOTE**

If you placed the call, you may use the ARS-Manual Advance feature to call the party back.

The BLF/DSS feature is defined as a Busy Lamp Field (BLF) or Direct Station Selection (DSS) function. The BLF feature allows you to identify the line status, whether busy (lamp on) or available (lamp dark), of an extension that appears on your telephone. The DSS feature provides you with the capability of placing calls to an extension that appears on your telephone by simply pressing the extension button.

**To make a call using DSS:****FEATURE BUTTON**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>BLF/DSS</b> button.	The extension associated with the pressed DSS button is dialed.

**NOTES**

- |  |
|--|
| <ol style="list-style-type: none"><li>1. Pressing a BLF/DSS button while in conversation will automatically place the current party on hold and dial the party associated with the BLF/DSS button.</li><li>2. Pressing a BLF/DSS button after flashing the hookswitch enables a call to be transferred to a BLF/DSS extension.</li></ol> |
|--|

## **CALL FORWARD - ALL CALLS**

---

The Call Forward - All Calls feature lets you forward all calls to another extension, to an outside destination, or to the attendant console. Only Digital Telephones with a display panel will view messages. **INVALID** will display if an invalid number is entered.

### **FEATURE BUTTON**

**To forward all incoming calls to another extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	Your hear dial tone.
2. Press the <b>call forward</b> button.	The following message displays:  <b>FORWARD ALL CALLS</b>
3. Dial the extension number or outside number (including the code for an outside line) where you want to forward your calls.	You hear service tone. The <b>call forward</b> lamp lights steadily. The following message displays:  <b>EXTENSION NO. NAME FORWARD ALL CALLS</b>
4. Hang up.	

**To cancel Call Forward - All Calls:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>call forward</b> button.	You hear service tone. The <b>call forward</b> lamp goes off. The following message displays:  <b>CANCELED</b>
3. Hang up.	

## Call Forward - All Calls (Cont'd)

---

### FEATURE CODE

To forward all incoming calls to another extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward - all calls registration</b> code _____.	The following message displays:  <b>FORWARD ALL CALLS</b>
3. Dial the extension number or outside number (including the the code for an outside line) where you want to forward your calls.	You hear service tone. The following message displays:  <b>EXTENSION NO. NAME FORWARD ALL CALLS</b>
4. Hang up.	

## Call Forward - All Calls (Cont'd)

---

### To cancel Call Forward - All Calls:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER.</b>	You hear dial tone.
2. Dial the <b>call forward - all calls cancellation</b> code _____.	You hear service tone. The following message displays:  <b>CANCELED</b>
3. Hang up.	

### NOTE

Both registration and cancellation of the Call Forward - All Calls feature applies to your extension's prime line even if the feature has been registered or canceled on another line on your telephone.

## **CALL FORWARD - BUSY/NO ANSWER**

---

The Call Forward - Busy/No Answer feature lets you automatically forward your calls to another extension or outside destination when your prime line is busy or you do not answer your phone within a pre-programmed time. Only Digital Telephones with a display panel will see the messages.

### **To forward all calls to another extension if your line is busy or unanswered:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward - busy/ no answer registration</b> code _____.	The following message displays:  <b>FORWARD BUSY/NANS</b>
3. Dial the extension number or outside number (including the code for an outside line) where you want to forward your calls.	You hear service tone. The following message displays:  <b>ACCEPTED</b>
4. Hang up.	

### **To cancel Call Forward - Busy/No Answer:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward - busy/no answer cancellation</b> code _____.	You hear service tone. The following message displays:  <b>CANCELED</b>
3. Hang up.	

## **Call Forward - Busy/No Answer (Cont'd)**

---

### **NOTES**

1. The Call Forward-Busy/No Answer registration and cancellation feature applies to your extension's prime line even when the feature has been registered or canceled on another line on your telephone.
2. Twelve seconds (3 to 4 rings) is the standard ringing time before the call automatically forwards to the programmed extension.

## CALL FORWARD - FLEXIBLE

---

The Call Forward - Flexible feature allows you to forward a ringing call from an extension that appears on your telephone (prime line or line appearance) to a new extension of your choice. The Flexible Call Forward button must be programmed on your telephone.

### To forward a ringing call:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. When you hear an extension ring on your telephone, press the <b>flexible call forward</b> button.	The <b>flexible call forward</b> lamp goes on. The following message displays:  <b>SELECT LINE KEY</b>
2. Press the flashing (ringing) line button.	The following message displays:  <b>TRANSFER DIAL</b> >_
3. Dial an extension number and “#” or press an Auto Dial button to direct the call to another extension.	The call is transferred. The <b>flexible call forward</b> lamp goes off.

### NOTES

1. The transfer cannot be completed if the ringing call has already been answered and cleared or forwarded by another user prior to your attempt. If you have begun the transfer and cannot complete the process, press the **flexible call forward** button a second time to return to the available state.
2. Press the **new call** button to clear a misdialled number during transfer.
3. The system can monitor up to 19 digits of the number you dialed to transfer the forwarded call. Excess digits can be available as the destination number.

## Call Forward - Flexible (Cont'd)

---

To cancel flexible call forwarding:

### *Action*

1. After the feature has been activated, press the **flexible call forward** button a second time.

### *Results*

The telephone returns to the display viewed prior to activating the feature.

## **CALL FORWARD - FOLLOW ME**

---

The Call Forward - Follow Me feature lets you register your extension's Call Forward - All Calls feature from another telephone so that you can receive your calls at this extension. Each time this feature is registered, the previous Call Forward registration is automatically canceled. Only Digital Telephones with a display panel get the messages.

### **To register Call Forward - Follow Me (All Calls) from another extension:**

<b>Action</b>	<b>Results</b>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward - follow me registration</b> code _____.	The following message displays:  <b>FORWARD ALL CALL</b>
3. Dial your extension number.	You hear service tone. The following message displays:  <b>EXTENSION NO. NAME FORWARD ALL CALLS</b>
4. Hang up.	

### **NOTE**

Call Forward - Follow Me registration overrides Call Forward - All Calls.
---

### **To cancel Call Forward - Follow Me from another extension:**

1. Lift handset or press <b>SPEAKER</b> at the extension where the calls are being received.	You hear dial tone.
--	---------------------

## Call Forward - Follow Me (Cont'd)

---

<i>Action</i>	<i>Results</i>
2. Dial the <b>call forward - follow me cancellation</b> code _____ and your extension number.	You hear service tone. The following message displays:  <b>CANCELED</b>
3. Hang up.	

### To cancel Call Forward - Follow Me from your extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward - all calls cancellation</b> code _____ and hang up.	You hear service tone.
<b>OR</b>	
Press the <b>call forward</b> button.	You hear service tone. The <b>call forward</b> lamp goes off. The following message displays:  <b>CANCELED</b>

## CALL FORWARD - FORCED

---

The Call Forward - Forced feature lets you forward a call immediately rather than having your extension ring until the system forwards the call. Your extension must be programmed with the **forced call forward** button. You must also register the Call Forward - Busy/No Answer or Call Forward - No Answer feature to an extension before using this feature.

### To register a forced call forward:

<i>Action</i>	<i>Results</i>
1. Listen for ringing.	
2. Press the <b>forced call forward</b> button.	The incoming call forwards to the registered extension.

### NOTE

Either Call Forward - Busy/No Answer or Call Forward - Busy must be registered to your extension before this feature can be activated.
--

## **CALL FORWARD - NO ANSWER**

---

The Call Forward - No Answer feature lets you forward all calls to another extension or an outside destination if you do not answer your telephone within a certain time.

**To forward all calls to another extension if you do not answer within a certain time:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward - no answer registration</b> code _____.	The following message displays:  <b>FORWARD NANS</b>
3. Dial the extension number or outside number (including the code for an outside line) where you want to forward your calls.	You hear service tone. The following message displays:  <b>ACCEPTED</b>
4. Hang up.	

**To cancel Call Forward - No Answer:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward - no answer cancellation</b> code _____.	You hear service tone. The following message displays:  <b>CANCELED</b>
3. Hang up.	

## **Call Forward - No Answer (Cont'd)**

---

### **NOTES**

1. Registration and cancellation of Call Forward - No Answer apply to your extension's prime line even if these features are registered or canceled by another line on your telephone.
2. Twelve seconds (3 to 4 rings) is the standard ringing time before the call automatically forwards.
3. If a user receives a call waiting tone while on a call and the call waiting is not answered, the waiting call will forward to the Call Forward - No Answer destination.

# CALL FORWARD PASSWORD

---

This service protects the user from having the Call Forward feature misused. A password must be defined before this procedure is used.

## FEATURE BUTTON

<i>Action</i>	<i>Results</i>
1. Lift the handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>call forward</b> button.	The following message displays:  <b>FORWARD ALL CALLS</b>
3. Dial the extension number where you want your calls forwarded.	You hear dial tone. The following message displays:  <b>ENTER PASSWORD</b>
4. Enter your password.	You hear service tone. The following messages display:  <b>PASSWORD NO. ENTER PASSWORD</b>  <b>EXTENSION NO. NAME FORWARD ALL CALLS</b>  The <b>call forward</b> lamp goes on. If the password is not authorized, you hear reorder tone and the message <b>INVALID</b> displays.
5. Hang up.	

## Call Forward Password (Cont'd)

---

### To cancel Call Forward - All Calls:

<i>Action</i>	<i>Results</i>
1. Lift the handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>call forward</b> button.	The following message displays:  <b>ENTER PASSWORD</b>
3. Enter your password.	You hear service tone. The <b>call forward</b> lamp goes off. The following message displays:  <b>CANCELED</b>  If the password is not authorized, you hear reorder tone and the message <b>INVALID</b> displays.
4. Hang up.	

### FEATURE CODE

### To forward incoming calls to another extension using Call Forward All Calls, Busy/No Answer or No Answer:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward registration</b> code _____.	The following message displays:  <b>FORWARD ALL CALLS</b> or <b>FORWARD BUSY/NANS</b> or <b>FORWARD NANS</b>

## Call Forward Password (Cont'd)

---

<i>Action</i>	<i>Results</i>
3. Dial the extension number where you want your calls forwarded.	You hear dial tone. The following message displays:  <b>ENTER PASSWORD</b>
4. Enter your password.	You hear service tone. The following messages display:  <b>PASSWORD NO. ENTER PASSWORD</b>  <b>EXTENSION NO. NAME FORWARD ALL CALLS</b>  OR  <b>EXTENSION NO. NAME ACCEPTED</b>  If the password is not authorized, you hear reorder tone and the message <b>INVALID</b> displays.
5. Hang up.	

## Call Forward Password (Cont'd)

---

To cancel Call Forward All Calls, Busy/No Answer or No Answer:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward cancellation</b> code _____.	You hear dial tone. The following message displays:  <b>ENTER PASSWORD</b>
3. Enter your password.	You hear service tone. The following message displays:  <b>CANCELED</b>  If the password is not authorized, you hear reorder tone and the message <b>INVALID</b> displays.
4. Hang up.	

## **CALL FORWARD PASSWORD - FOLLOW ME**

---

Using a password with the Call Forward - Follow Me feature prevents this feature from being misused. A password must be defined before this procedure is used.

### **To register Call Forward - Follow Me from another extension:**

<b>Action</b>	<b>Results</b>
1. Lift the handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward - follow me registration</b> code _____.	The following message displays:  <b>FORWARD ALL CALLS</b>
3. Dial your extension number.	You hear dial tone. The following message displays:  <b>ENTER PASSWORD</b>
4. Enter your password.	You hear service tone. The following messages display:  <b>PASSWORD NO.</b> <b>ENTER PASSWORD</b>  <b>EXTENSION NO. NAME</b> <b>FORWARD ALL CALLS</b>  If the password is not authorized, you hear reorder tone and the message <b>INVALID</b> displays.
5. Hang up.	

## Call Forward Password - Follow Me (Cont'd)

To cancel Call Forward - Follow Me from another extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> at the extension where forwarded calls are being received.	You hear dial tone.
2. Dial the <b>call forward - follow me cancellation</b> code _____ and your extension number.	You hear dial tone. The following message displays:  <b>ENTER PASSWORD</b>
3. Enter your password.	You hear service tone. The following message displays:  <b>CANCELED</b>  If the password is not authorized, you hear reorder tone and the message <b>INVALID</b> displays.
4. Hang up.	

## **Call Forward Password - Follow Me (Cont'd)**

---

To cancel Call Forward - Follow Me at your extension:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call forward - all call cancellation</b> code _____.	You hear dial tone. The following message displays:  <b>ENTER PASSWORD</b>
3. Enter your password.	You hear service tone. The following message displays:  <b>CANCELED</b>  If the password is not authorized, you hear reorder tone and the message <b>INVALID</b> displays.
4. Hang up.	

The Call Hold feature is activated using a programmable button to put an ongoing telephone call on hold. The extension is then free to handle other calls. The call on hold can be picked up from any other extension (unlike the “Hold” feature).

When a call is on hold for longer than the predefined period, it recalls to the holding extension. The holding call is routed to the attendant console if the recalled extension is busy. In Night mode, the holding call remains on hold until the extension is available or the call is picked up from another extension.

### FEATURE BUTTON

#### To place a call on hold from your extension:

<i>Action</i>	<i>Results</i>
1. Ask the party to wait and remain on the line.	
2. Press the <b>call hold</b> button.	You hear service tone. The <b>call hold</b> lamp goes on.
3. Hang up.	

#### To pick up a call on hold from your extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>call hold</b> button.	The <b>call hold</b> lamp goes off and you are connected to the call.

## Call Hold (Cont'd)

---

### To pick up a call from another extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>call hold</b> button.	
3. Dial the extension where the call is holding.	You are connected with the call.

### FEATURE CODE

### To place a call on hold from your extension:

<i>Action</i>	<i>Results</i>
1. Remain on the line.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone.
3. Dial the <b>call hold</b> code _____.	You hear service tone.
4. Hang up.	

### To pick up a call on hold from your extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call hold local retrieve</b> code _____.	You are connected with the call.

## Call Hold (Cont'd)

---

To pick up a call on hold from another extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call hold remote retrieve</b> code _____.	
3. Dial the extension number where the call is holding.	You are connected with the call.

# CALL PARK/RETRIEVAL

---

The Call Park/Retrieval feature lets you place a call in a specific parking position so that additional calls can be made or received at your extension. You can park as many calls as you want, but only one call may be parked per parking position number. You can pick up the call from your own extension or from another extension.

## FEATURE BUTTON

To place a call in a parking position:

<i>Action</i>	<i>Results</i>
1. Ask the caller to wait and remain on the line.	
2. Press the <b>PARK</b> button.	The <b>PARK</b> lamp flashes.
3. Dial a parking position number.	You hear service tone. The <b>PARK</b> lamp lights steadily.

## NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. If a time out occurs before you dial a parking position, you will hear reorder tone. Press the <b>PARK</b> button to reconnect to the call.</li><li>2. See your System Administrator for available parking position numbers.</li></ol> |
|---|

4. Hang up. The **PARK** lamp goes off.

To pick up a parked call from your extension or a different extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>PARK</b> button.	The <b>PARK</b> lamp flashes.

## Call Park Retrieval (Cont'd)

---

### *Action*

### *Results*

- |  |   |
|--|---|
| 3. Dial the same parking position number that you used to park the call. | You are connected with the call. The <b>PARK</b> lamp goes off. |
|--|---|

## FEATURE CODE

### To place a call in a parking position:

### *Action*

### *Results*

- |  |                            |
|--|----------------------------|
| 1. Ask the caller to wait and remain on the line.  |                            |
| 2. Press the <b>FLASH</b> button.                  | You hear recall dial tone. |
| 3. Dial the <b>call/park retrieval</b> code _____. |                            |
| 4. Dial a parking position number.                 | You hear service tone.     |
| 5. Hang up.  |                            |

### To pick up a parked call from your extension or a different extension:

### *Action*

### *Results*

- |  |                                  |
|--|----------------------------------|
| 1. Lift handset or press <b>SPEAKER</b> .                                | You hear dial tone.              |
| 2. Dial the <b>call park/retrieval</b> code _____.                       |                                  |
| 3. Dial the same parking position number that you used to park the call. | You are connected with the call. |

## Call Park/Retrieval (Cont'd)

---

### NOTES

1. You can park the call for a predetermined time (normally three minutes) before your extension is recalled. If your extension is busy at the time it is recalled, the call is routed to the attendant (day mode operation). In night mode, the call remains parked until your extension is available or the call is retrieved from another extension.
2. You can park any number of calls at one time by assigning different parking position numbers.
3. You can make or retrieve code calls with calls parked.

## CALL PICK-UP

---

The Call Pick-Up feature lets you answer a call that is ringing at another extension within your preprogrammed pick-up group.

### FEATURE BUTTON

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>call pick-up</b> button.	You are connected with the incoming call.

### FEATURE CODE

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>call pick-up</b> code _____.	You are connected with the incoming call.

## **CALL PICK-UP - DIRECTED**

---

The Call Pick-Up - Directed feature lets you answer a call for any ringing extension.

### **FEATURE BUTTON**

**To answer any ringing extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>directed call pick-up</b> button.	The <b>directed call pick-up</b> lamp goes on.
3. Dial the ringing extension's number.	You are connected with the incoming call. The <b>directed call pick-up</b> lamp goes off.

### **FEATURE CODE**

**To answer any ringing extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>directed call pick-up</b> code _____.	
3. Dial the ringing extension's number.	You are connected with the incoming call.

## CALL PICK-UP MULTI-GROUP

---

The Call Pick-Up - Multi-Group feature gives your designated multi-group extension the ability to answer a call in your subgroup.

### FEATURE BUTTON

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>multi-group call pick-up</b> button.	The <b>multi-group call pick-up</b> lamp goes on.
3. Dial the subgroup number ( <b>0-9</b> ).	You are connected with the incoming call. The <b>multi-group call pick-up</b> lamp goes off.

### FEATURE CODE

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>multi-group call pick-up</b> code _____.	
3. Dial the subgroup number ( <b>0-9</b> ).	You are connected with the incoming call.

## **CALL TRANSFER (To an Attendant)**

---

The Call Transfer (to an attendant) feature provides the user with the capability to pass a misdirected call to the attendant console.

### **To transfer a misdirected call to the attendant console:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial <b>0</b> or the listed extension for the attendant console.	You hear ringback.
4. Announce the call when the attendant answers.	
5. Hang up.	The call is transferred.

## **CALL TRANSFER (To Another Extension)**

---

The Call Transfer (to another extension) feature lets you pass a call to another extension.

### **To transfer the call to another extension:**

<b>Action</b>	<b>Results</b>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the extension number where you want the call transferred.	You hear ringback tone.
4. Announce the call when the called party answers and hang up.	

### **OR**

Hang up without announcing the call.

### **NOTES**

1. Press the **FLASH** button to reconnect to the original party if the extension where you want the call transferred does not answer or is busy.
2. You are automatically reconnected with the original party if the extension where the call is transferred answers and then hangs up.
3. If the extension you have called is Call Forwarded to a voice mail system, contact your System Administrator for instructions on releasing the call to return to the original party.
4. If the called party does not answer, your extension will be recalled.

## **CALL TRANSFER (To an Outside Party)**

---

The Call Transfer (to an outside party) feature lets you pass a call on your extension to an outside party if your system is programmed to allow this feature.

### **To transfer a call to an outside party:**

<b>Action</b>	<b>Results</b>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the code _____ for an outside line and the outside number.	

### **OR**

Dial the <b>speed calling</b> code _____.	You hear ringback.
4. Announce the call when the outside party answers.	
5. Hang up.	The call transfers.

### **NOTES**

1. If the party does not answer or is busy, press the **FLASH** button and listen for service tone. You will return to the original call in four seconds.
2. You can also provide an unannounced transfer by simply hanging up once the called number begins ringing.
3. If the extension you have called is Call Forwarded to a voice mail system, contact your System Administrator for instructions on releasing the call to return to the original party.
4. If the called party does not answer, your extension will be recalled.

## CALL TRANSFER (To a Single Line Telephone of Same Line Appearance)

---

This Call Transfer feature lets you pass a call to a Single Line Telephone (SLT) that shares the same non-prime line appearance.

### To transfer a call to an SLT:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the party to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The party is automatically placed on hold.
3. Press the <b>line</b> button whose lamp is flashing in the I-USE pattern (see Table 5).	You hear ringback tone.
4. Announce the call when the party answers.	
<b>OR</b>	
1. Ask the party to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The party is automatically placed on hold.
3. Dial the SLT's extension number.	You hear ringback.

## Call Transfer (To a Single Line Telephone of Same Line Appearance) (Cont'd)

---

### NOTES

1. Press the **FLASH** button to reconnect with the original extension if the SLT is busy or does not answer.
2. You are able to release the transfer call once you hear the dialed extension ringing. The system calls you back if the SLT does not answer.
3. If the extension you have called is Call Forwarded to a voice mail system, contact your System Administrator for instructions on releasing the call to return to the original party.

## CALL WAITING - ANSWER/ALTERNATE/TRANSFER

The Call Waiting - Answer/Alternate/Transfer feature lets you know that a call is waiting while you are on a call. You hear a two burst (call waiting) tone to indicate that a third party (the call waiting) has camped-on to your line. This feature lets you do one of the following:

- Complete your existing call and hang up.
- Place your existing call on hold and answer the waiting call.
- Alternate between the original and the waiting call.
- Transfer the connected party and return to the call on hold.

### FEATURE BUTTON

**To answer the Call Waiting and keep the original call on hold:**

<i>Action</i>	<i>Results</i>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button.	You connect to the camped-on party. Your original call is automatically placed on hold.
3. Complete the call and hang up.	The waiting call automatically rings your telephone.

**To alternate between the original and the waiting call:**

<i>Action</i>	<i>Results</i>
1. Ask the connected party to wait.	
2. Press the <b>call waiting/return</b> or <b>FLASH</b> button instead of hanging up.	You connect with the original or the waiting call.

### NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. If the called party does not answer or is busy, press the <b>FLASH</b> button twice.</li><li>2. Pressing the <b>FLASH</b> button to alternate between calls is a feature set on a system-wide basis.</li></ol> |
|---|

## Call Waiting - Answer/Alternate/Transfer (Cont'd)

### FEATURE CODE

To answer the Call Waiting and keep the original call on hold:

<i>Action</i>	<i>Results</i>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button.	You connect to the camped-on party. Your original call is automatically placed on hold.
3. Complete the call and hang up.	The waiting call automatically rings your telephone.

To alternate between the original and the waiting call:

<i>Action</i>	<i>Results</i>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button instead of hanging up.	The connected party is automatically placed on hold. You are connected to the original or waiting call.
<b>OR</b>	
Press the <b>call waiting/return</b> button instead of hanging up.	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the <b>call waiting/return</b> code _____.	You are connected to the original or the waiting call.

### NOTES

- |  |
|--|
| <ol style="list-style-type: none"><li>1. You are automatically reconnected to the party on hold when you finish with the first call.</li><li>2. Pressing the <b>FLASH</b> button to alternate between calls is a feature set on a system-wide basis.</li></ol> |
|--|

## Call Waiting - Answer/Alternate/Transfer (Cont'd)

To transfer a connected call and return to the original call on hold:

### *Action*

### *Results*

1. Ask the connected party to wait.
2. Press the **FLASH** button. You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the extension number where you want the call transferred.

### **OR**

Dial the code \_\_\_\_\_ for an outside line and the outside number.

4. Announce the call when the destination answers.
5. Press the **FLASH** button. The call transfers and you automatically reconnect with the original call on hold.

### **NOTES**

- |  |
|--|
| <ol style="list-style-type: none"><li>1. Press the <b>FLASH</b> button to return to the original call if the extension to where you are transferring the call does not answer or is busy.</li><li>2. If Call Forward - No Answer is programmed for your extension, an unanswered call waiting will forward to the destination set for Call Forward - No Answer.</li><li>3. The Call Waiting - Transfer feature cannot be used if the system has been programmed to allow the <b>FLASH</b> button to be used for alternating between calls.</li></ol> |
|--|

## CAMP-ON

---

The Camp-On feature lets the F9600/F9600c system perform an automatic callback to your extension when the busy extension or outside line is available. You can send a call waiting tone to a busy extension if you wait on the line. You can continue to use your extension for additional calls while you are in the camp-on mode.

### To camp-on to a busy extension or outside line:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Remain on the line.	You hear distinctive busy tone.
2. Press the <b>CAMP-ON</b> button.	You hear service tone. The <b>CAMP-ON</b> lamp goes on.
3. Hang up and continue to use your extension as needed.	You hear the camp-on callback ring when the busy extension or outside line is available.
<b>OR</b>	
Wait on the line until service tone ends and the call is answered.	The busy extension gets a call waiting tone. When a camp-on is made to an outside line, the number is automatically redialed when an outside line becomes available.
4. Answer the call.	The <b>CAMP-ON</b> lamp goes off.

### To cancel a registered camp-on:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>CAMP-ON</b> button.	You hear service tone. The <b>CAMP-ON</b> lamp goes off.
3. Hang up.	

### To register camp-on to a busy AAR/ARS route:

<i>Action</i>	<i>Results</i>
• Remain on the line.  <b>OR</b>  Press the <b>CAMP-ON</b> button.	You automatically camp-on the AAR/ARS route.   You are camped-on the AAR/ARS route.

### NOTES

1. When you camp-on to an extension, your extension receives the camp-on callback ring once the called extension is available. The extension you camp-on to rings when you pick up the handset or press **SPEAKER**.
2. The outside number you camp-on to is automatically redialed when your system uses Automatic Route Selection (ARS).
3. You get dial tone if you camp-on to an outside number and your system does not use Automatic Route Selection. Dial the desired number.
4. You can register only one camp-on at a time.
5. Registration and cancellation of a camp-on apply to your extension's prime line even if the feature has been registered or canceled by another line on your telephone.
6. If you do not answer the camp-on callback ring within a specified interval, the ringing stops and the camp-on is canceled.

## CODE CALL

---

The Code Call feature lets you notify a party using a bell or chime to answer a call. The signal repeats as long as you remain on the line or until the paged person answers. This feature also lets the paged party answer the code call from any extension.

### To place a Code Call:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>code call registration</b> code _____ and the zone number.	
3. Dial the two-digit called party code.	
4. Remain on the line.	You hear the code call equipment (typically a chime or a bell).

### NOTE

You must remain on the line to let the called party answer. When the code call is answered, you are connected with the party.
---

### To answer a Code Call (when you hear the Code Call chime or bell):

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>code call answer</b> code _____ and the zone number.	You are connected with the paging party.

## **CONSULTATION HOLD**

---

The Consultation Hold feature allows you to place a party on a temporary hold in order to consult with another party.

### **To place a party on Consultation Hold:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. While on a call, press the <b>FLASH</b> button.	The party is on hold. You hear dial tone.
2. Dial the extension number you wish to consult.	You hear ringing.
3. When the called party answers, begin speaking to the called party.	

### **NOTE**

To disconnect from a Consultation Hold and return to the original caller, refer to the Consultation Hold - Release feature.
---



## DATA SECURE - SELECTIVE

---

The Data Secure - Selective feature prevents interruptions by call processing tones, busy overrides, and break-ins during a telephone connection. This feature can be used during a conversation but has more use in the Data Transmission mode where it is used to prevent the corruption of transmitted data. This feature is in effect for one call only. The procedure must be repeated for each successive call.

### To register the Data Secure - Selective feature:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>data secure - selective</b> code _____.	You hear dial tone.
3. Dial the extension number.	

### OR

Dial the code \_\_\_\_\_ for an outside line and the outside number.

### NOTES

- |  |
|--|
| <ol style="list-style-type: none"><li>1. Data security automatically cancels when your call ends.</li><li>2. You hear reorder tone if an incorrect code is entered.</li><li>3. Data security remains in effect until you receive the callback from a busy line (if camp-on to a busy outside line or extension has been registered). You cannot use this feature on another call until you receive the callback.</li></ol> |
|--|

## DAY/NIGHT CHANGE

---

The Day/Night Change feature is used to change the Day/Night mode access from an extension. This feature can be used only when there is no Attendant Console in the system tenant.

### To change the mode to Night mode:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>night mode</b> code _____.	You hear service tone.
3. Hang up.	

### To change the mode to Day mode:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>day mode</b> code _____.	You hear service tone.
3. Hang up.	

### NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. If the Day/Night button is assigned to the DT, the lamp will display while the station is in Night Mode.</li><li>2. Changing to the Night Mode while in Night Mode or changing to the Day Mode while in Day Mode is acceptable</li></ol> |
|---|

## DIAL INTERCOM LINE (Private)

---

The Dial Intercom Line (Private) feature lets you access a private intercom line within your own intercom group. One of the following methods will be used with your system.

### To place a call to a private intercom line with Auto Answer:

<i><b>Action</b></i>	<i><b>Results</b></i>
<ul style="list-style-type: none"><li>Press the <b>private intercom</b> button.</li></ul>	You hear service tone for four seconds and connection is made.

### To place a call to a private intercom line with Auto Answer using the Voice Call button:

1. Press the <b>private intercom</b> button.	You hear ringback tone.
2. Wait for the call to be answered.	The call will be answered manually.

**OR**

Press the <b>voice call</b> button.	The <b>voice call</b> lamp lights and goes out. Service tone is heard and connection is made. No action is required by the called party.
-------------------------------------	--

### NOTE

Contact your System Administrator for the proper method to be used with your system.
--

## DIAL INTERCOM LINE (1- or 2-Digit)

---

The Dial Intercom Line (1- or 2-digit) feature lets you access an intercom line that uses a one or two-digit numbering plan. One of the following methods will be used with your system.

### To place a call to an intercom line using a 1- or 2-digit number with Auto Answer:

<i>Action</i>	<i>Results</i>
1. Press the <b>intercom</b> button.	You hear dial tone.
2. Dial the one or two-digit intercom number.	The <b>voice call</b> lamp lights and goes out. Service tone is heard and connection is made. No action is required by the called party.

### To place a call to an intercom line using a 1- or 2-digit number with Auto Answer and Voice Call:

<i>Action</i>	<i>Results</i>
1. Press the <b>intercom</b> button.	
2. Dial the one or two-digit intercom number.	You hear ringback tone.
3. Wait for the call to be answered.	The call will be answered manually.
<b>OR</b>	
Press the <b>voice call</b> button.	The <b>voice call</b> lamp lights and goes out. Service tone is heard and connection is made. No action is required by the called party.

### NOTE

Contact your System Administrator for the proper method to be used with your system.
--

## DICTATION MACHINE ACCESS

---

The Dictation Machine Access feature lets you access dictation equipment. Your dialpad is used to:

- Activate record.
- Playback.
- Rewind.
- Use other dictation machine features after you connect with the dictation machine.

### To access a Dictation Machine:

<b>Action</b>	<b>Results</b>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the specific dictation machine's code _____.	
<b>OR</b>	
Dial the dictation machine's extension number.	You hear ringback or dial tone.
3. Hang up after you finish recording or listening to the recorded message.	

### NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. A touch tone phone is needed to control the dictation machine (for an extension-ended call).</li><li>2. If the dictation machine is assigned an extension number, you will hear ringing until the call is answered.</li><li>3. If the dictation machine is assigned an outside line, the call will connect without hearing a tone.</li></ol> |
|---|

## **DIRECT OUTWARD DIALING**

---

The Direct Outward Dialing feature lets you use your telephone to place a call on an outside line without the assistance of the attendant. You must have the following outside access privileges:

- Central Office (CO) - lets you access a public telephone network.
- Foreign Exchange (FX) - lets you access a number in another calling area the same way you access a number in your own area.
- WATS (Wide Area Telephone Service) - lets you use your organization's WATS lines.
- Tie - lets you directly call another facility within your organization.

### **To register Direct Outward Dialing:**

<b>Action</b>	<b>Results</b>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial one of the following outside line codes: <ul style="list-style-type: none"><li>• CO: _____</li><li>• FX: _____</li><li>• WATS: _____</li><li>• Tie: _____</li></ul>	You hear dial tone.
3. Dial the number.	

### **NOTE**

You hear distinctive busy tone if all outside lines are busy. You can manually camp-on the outside line.

# DIRECTORY BOOK

The Directory Book feature allows a Digital Telephone user to register a person's name and associated directory number into the local directory book database of the Digital Telephone. Calls can be made directly to the destination using the information set in the Directory Book. Up to 50 name and number entries can be registered. This feature is available with display models of the Digital Telephone only.

## To register an entry in Directory Book:

### Action

### Results

1. Press the **RG TONE** button to access Directory mode.
2. Press the **HOLD** button to select between the alpha or numeric character modes. Press once for the numeric character mode. Press a second time to access the alpha character mode.
3. Enter a name in the alpha character mode. Use the dialpad to enter the associated letters. Each number on the keypad will display first upper case, then lower case letters. Up to 10 characters can be entered.

Sample numeric character mode:

```
-  
Enter name to dial
```

Sample alpha character mode:

```
-  
Enter name
```

You view the name as it is entered:

```
David_  
Enter name
```

### NOTE

If the same button must be used twice in a row, press the '#' button at the bottom of the keypad to advance to the next entry. Use the **CAMP-ON** button to backspace.

4. After the name has been entered, press the **MIC-OFF** button. If no name is to be entered, press **MIC-OFF** at the alpha character prompt.

## Directory Book (Cont'd)

---

### To register an entry in Directory Book (Cont'd):

<i>Action</i>	<i>Results</i>
5. Enter the directory number for the name. Up to 30 digits may be entered.	<div style="border: 1px solid black; padding: 5px; width: fit-content;">0123456789 Enter telephone number</div>
6. When complete, press the <b>MIC-OFF</b> button.	The message displays indicating the location number, 'xxx', in the directory database. <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-top: 10px;">SET COMPLETE REST XXX</div>
7. Press the <b>RG TONE</b> button twice to exit Directory Book and return to normal telephone operation. To continue Directory Book, do not press <b>RG TONE</b> and repeat from step 3.	

### To make a call using Directory Book (searching by name):

<i>Action</i>	<i>Results</i>
1. Press the <b>RG TONE</b> button to access Directory mode.	You see: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-top: 5px;">_  Enter name to dial</div>
2. Press the <b>HOLD</b> button to select the alpha character mode.	You see: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-top: 5px;">_  Enter name</div>
3. Enter the first letter or two of the name you are searching.  You can also scroll using the up or down arrows on the <b>RG TONE</b> button.	You see: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-top: 5px;">Da  Enter name</div>

## Directory Book (Cont'd)

---

### To make a call using Directory Book (searching by name) (Cont'd):

#### **Action**

4. Press the **RG TONE** button to display the search. The name that matches with the combination of characters entered displays.

When the down arrow on the **RG TONE** button is pressed, the searched data is displayed in alphabetical order.

5. When the target name is displayed, go off-hook or press **SPEAKER**.

If you do not wish to place the call, press **RG TONE** to exit Directory Book.

#### **Results**

You see:

```
David
0123456789
```

If there is no result for the search, you see:

```
DATA NOTHING
```

The call is placed and ringing for the destination is heard.

### To correct an entry in Directory Book:

#### **Action**

1. Display the directory data to be corrected by searching or scrolling for the name.

2. Press the **HOLD** button to select the alpha character mode.

3. Press the **#** (forward) or **\*** (backward) keys on the dialpad to the character to be corrected.

4. Enter the correct character(s).

#### **Results**

You see the entry displayed:

```
David
0123456789
```

You see the name displayed:

```
David
Enter name
```

## Directory Book (Cont'd)

---

### To correct an entry in Directory Book (Cont'd):

#### NOTES

1. You can press the **CAMP-ON** button to delete spaces up to the character to be deleted.
2. If you want to delete the entire entry, hold the **CAMP-ON** button down until all entries are cleared.

#### **Action**

4. Re-enter the characters correctly and press the **MIC-OFF** button.

#### **Results**

You see:

```
SET COMPLETE REST XXX
```

### To delete an entry in Directory Book:

#### **Action**

1. Display the directory data to be corrected by searching or scrolling for the name.

#### **Results**

You see the entry displayed:

```
David  
0123456789
```

2. Press the **MIC-OFF** button and then the **CAMP-ON** button immediately after.

The following message displays:

```
DELETE? YES(1)/NO(0)
```

3. To delete the entry, press **1**.

The following message displays:

```
DELETE COMPLETE
```

4. To keep the entry, press **0**.

The following message displays:

```
DELETE CANCELED
```

5. You are returned to the directory.

### NOTES

1. The Directory Book feature is available only when the Digital Telephone is on-hook.
2. A user can answer a call while in the Directory Book mode.

# DISPLAY OF NON-PRIME LINE RINGING CALL INFORMATION

---

The Display of Non-Prime Line Ringing Call Information feature provides displaying ringing call information on the LCD display when a call is terminated to the non-prime line.

## FEATURE BUTTON

To display the ringing call information on non-prime:

<i>Action</i>	<i>Results</i>
1. No action is required.	The ringing call information is automatically displayed by the system.

To clear the ringing call information and redisplay the previous information:

<i>Action</i>	<i>Results</i>
1. Press the <b>refresh</b> button.	You can see the previous information on the LCD screen.

## NOTES

1. If you are in idle status, the ringing call information is automatically cleared and returns to the calendar display after the call is answered by another user (as in Call Pick-Up) or after the call is abandoned.
2. If you are in busy status, the ringing call information is still displayed even after the call is answered by the other user or after the call is abandoned. To clear the display, you must press the **refresh** button or go on-hook to disconnect the current call.

## **DO NOT DISTURB (DND)**

---

The Do Not Disturb (DND) feature denies a caller access to your extension. This feature displays **DO NOT DISTURB** if the caller's telephone has a display. All internal callers hear DND tone. Outside callers will hear reorder (fast busy) tone.

### **FEATURE BUTTON**

**To register a Do Not Disturb to your extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
<ul style="list-style-type: none"><li>Press the <b>DND</b> button.</li></ul>	The <b>DND</b> lamp lights steadily.

**To cancel a registered Do Not Disturb:**

<i><b>Action</b></i>	<i><b>Results</b></i>
<ul style="list-style-type: none"><li>Press the <b>DND</b> button.</li></ul>	The <b>DND</b> lamp goes off.

### **FEATURE CODE**

**To register Do Not Disturb to your extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>DND registration</b> code _____.	You hear service tone.
3. Hang up.	

## Do Not Disturb (DND) (Cont'd)

---

### To cancel a registered Do Not Disturb:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>DND cancellation</b> code _____.	You hear service tone.
3. Hang up.	

### NOTES

1. You hear distinctive busy tone if all outside lines are busy. You can manually camp-on to the outside line.
2. Registration and cancellation of Do Not Disturb apply to your extension's prime line, even if the feature has been registered or canceled on another line on your telephone.

## **DO NOT DISTURB (DND) - ADVISORY MESSAGE**

The Do Not Disturb - Advisory Message feature registers an advisory message to a caller's display telephone. The default message is **00 DO NOT DISTURB** if no other message selection is made. A calling party without a display telephone hears the DND tone only.

### **To register a DND - Advisory Message:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>DND</b> button.	The <b>DND</b> lamp flashes.
<b>OR</b>	
Dial the <b>DND registration</b> code _____.	You hear recall dial tone.

## Do Not Disturb (DND) - Advisory Message (Cont'd)

---

### *Action*

### *Results*

3. Dial one of the following preprogrammed advisory message numbers (**00-09**):

00	DO NOT DISTURB
01	PLEASE CALL LATER
02	OUT OF OFFICE
03	GONE FOR THE DAY
04	BACK IN TOMORROW
05	ON VACATION
06	BE BACK SOON
07	IN A MEETING
08	OUT TO LUNCH
09	OUT OF TOWN

### **OR**

Dial a predetermined customized message using numbers **10-29**.

You hear service tone.

4. Hang up.

The **DND** lamp goes on.

### **NOTE**

Customized messages (**10-29**) are set up by the System Administrator.

## Do Not Disturb (DND) - Advisory Message (Cont'd)

### To change an advisory message:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>DND</b> button.	The <b>DND</b> lamp goes on.
<b>OR</b>	
Dial the <b>DND registration</b> code _____.	You hear recall dial tone.
3. Dial the new advisory message number.	You hear service tone and the <b>DND</b> lamp goes on.
4. Hang up.	

### To cancel a registered advisory message:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>DND</b> button.	The <b>DND</b> lamp goes out.
<b>OR</b>	
Dial the <b>DND cancellation</b> code _____.	You hear service tone and the <b>DND</b> lamp goes out.
3. Hang up.	

## **DO NOT DISTURB (DND) - FROM ANOTHER EXTENSION**

---

The Do Not Disturb from Another Extension feature registers DND to a specific extension number from another extension.

### **To register Do Not Disturb from another extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>DND registration from another extension</b> code _____.	
3. Dial the extension number where you want to register Do Not Disturb.	You hear service tone.
4. Hang up.	

### **To cancel DND from another extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>DND cancellation from another extension</b> code _____.	
3. Dial the extension number from which you want to cancel Do Not Disturb.	
4. Hang up.	

## **DO NOT DISTURB OVERRIDE**

The Do Not Disturb Override feature rings through a registered DND at the extension you are calling. You hear reorder tone if this feature is not available to your extension's class of service (COS).

### **FEATURE BUTTON**

**To register a DND Override:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Dial an extension where DND is registered.	You hear DND tone.
2. Press the <b>DND - override</b> button.	You hear ringback.
3. Wait for the extension to answer.	

### **FEATURE CODE**

**To register a DND Override:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Dial an extension where DND is registered.	You hear DND tone.
2. Press the <b>FLASH</b> button.	You hear recall dial tone.
3. Dial the <b>DND override</b> code _____.	You hear ringback.
4. Wait for the extension to answer.	

## **DO NOT DISTURB (DND) - SELECTIVE EXEMPTION**

---

The Do Not Disturb - Selective Exemption feature lets you exempt selected extensions from your extension's registered DND. These extensions can call you if you register DND. You can register as many as ten exempted extensions, even before you have registered the Do Not Disturb feature.

### **FEATURE BUTTON**

**To register the exempted extension's directory number:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>DND - selective exemption</b> button.	You hear recall dial tone.
3. Dial the exempted extension's number.	You hear service tone.

### **NOTE**

Repeat step 3 for each extension you want exempted from your registered DND.
--

4. Hang up.	The <b>DND - selective exemption</b> lamp goes on.
-------------	--

**To cancel the DND - Selective Exemption:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>DND - selective exemption</b> button.	You hear service tone.
3. Hang up.	The <b>DND - selective exemption</b> lamp goes off.

## **Do Not Disturb - Selective Exemption (Cont'd)**

### **FEATURE CODE**

**To register the exempted extension's directory number:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>DND - selective exemption registration</b> code _____.	You hear recall dial tone.
3. Dial the exempted extension's number.	You hear service tone.

### **NOTE**

Repeat step 3 for each extension you want exempted from your registered DND.

**To cancel the selective exemption:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>DND - selective exemption cancellation</b> code _____.	You hear service tone.
3. Hang up.	

## **EIGHT-WAY CONFERENCE**

---

The Eight-Way Conference feature lets up to eight persons speak together in a conference call. The people can be extension and outside callers. The ability to hear outside calls can decrease if several of the calls are from the outside.

### **FEATURE BUTTON**

**To initiate an Eight-Way Conference and add a third member:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the first party to wait.	
2. Press the <b>conference</b> button.	You hear recall dial tone.
3. Dial the third party's extension number.	You hear ringback until the party answers.
4. Announce the call and press the <b>FLASH</b> button. (Press once for an internal call, twice for an external call.)	You are in a three-way conference call.

**To add the fourth through eighth parties to the conference call:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the connected parties to wait.	
2. Press the <b>conference</b> button.	
3. Dial the next party's extension number.	You hear ringback until the party answers.
4. Announce the call and press the <b>FLASH</b> button. (Press once for an internal call, twice for an external call.)	The next party connects to the conference call.

## Eight-Way Conference (Cont'd)

---

### FEATURE CODE

To initiate an Eight-Way Conference call and add a third member:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the first party to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The first party is automatically placed on hold.
3. Dial the <b>eight-way conference</b> code _____.	
4. Dial the third party's extension number.	The party answers.
5. Announce the call and press the <b>FLASH</b> button. (Press once for an internal call, twice for an external call.)	You are in a three-way conference call.

To add the fourth through eighth parties to the conference call:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the connected parties to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone.
3. Dial the next party's extension number.	You hear ringback until the extension answers.
4. Announce the call and press the <b>FLASH</b> button. (Press once for an internal call, twice for an external call.)	The next party connects to the conference call.

## Eight-Way Conference (Cont'd)

---

To transfer the conference control to another extension:

<i>Action</i>	<i>Results</i>
1. Ask the connected parties to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone.
3. Dial the extension number that you want to become the controlling party.	You hear ringback.
4. Hang up after the extension answers.	

### NOTES

1. If you receive no answer, a busy tone, a recorded announcement, or if you dialed a wrong number, press the **FLASH** button to go back to your original call connection and drop the wrong call.
2. Press **FLASH** twice to add the party to the conference if the called party is using an outside line. You may press **FLASH** once to add the party to the conference if the system is programmed to do so. You may also press **FLASH** twice to add the party to the conference if the called party is an extension in the system. The second **FLASH** must be entered within four seconds of the first.
3. An Eight-Way Conference call cannot be placed on hold.
4. You cannot transfer conference control to a station already in the conference.
5. You can enter an account code for each party being added to a conference if the account code is entered after the dialed number as specified by the system programming.

## **EMERGENCY CALL TO ATTENDANT**

---

The Emergency Call to Attendant feature allows the user to make an emergency call, which is treated with a higher priority than most other types of calls.

### **To place an emergency call to the attendant:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>emergency call to attendant</b> code _____.	You hear ringback.
3. Remain on the line until the attendant answers.	

# EXECUTIVE BUSY OVERRIDE

---

The Executive Busy Override feature lets a preprogrammed extension interrupt a busy line in order to speak to both parties.

## FEATURE BUTTON

<i>Action</i>	<i>Results</i>
1. After calling an extension, listen for distinctive busy tone and remain on the line.	
2. Press the <b>override</b> button.	You hear override tone.
3. Make your announcement when the override tone ends.	
4. Hang up.	

## FEATURE CODE

<i>Action</i>	<i>Results</i>
1. After calling an extension, listen for distinctive busy tone and remain on the line.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone.
3. Dial the <b>executive busy override</b> code ____.	You hear override tone.
4. Make your announcement when the override tone ends.	
5. Hang up.	

## NOTE

The interrupted parties hear two seconds of distinctive busy tone. The interrupting party hears two seconds of service tone. After two seconds, a three-way conversation is established with a continuous low volume override tone.

The Executive Camp-On feature gives you increased transfer capability. If you try to transfer a call to a busy extension, you can camp the call onto the busy extension and hang up. When the extension is available, the camped on call rings the extension automatically.

### FEATURE BUTTON

To register the Executive Camp-On:

<i>Action</i>	<i>Results</i>
1. Ask the caller to wait.	
2. Press the <b>executive camp-on</b> button and dial the busy extension number.	You hear service tone.
3. Hang up.	When the busy extension becomes available, your extension rings.

### FEATURE CODE

To register the Executive Camp-On:

<i>Action</i>	<i>Results</i>
1. Ask the caller to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone.
3. Dial the <b>executive camp-on</b> code _____ and the busy extension number.	You hear service tone.
4. Hang up.	When the busy extension becomes available, your extension rings.

## **Executive Camp-On (Cont'd)**

---

### **NOTES**

1. This feature may be used whether or not you know the called extension is busy. If the called extension is not busy, your call will be processed as a normal transfer.
2. The executive camp-on automatically cancels if the call on hold hangs up.
3. The registering extension receives an automatic callback if the busy extension does not answer within a predetermined time.

## EXTERNAL DIALER

---

The External Dialer feature allows you to dial a destination number using a PC-originated database via the external dialer on a Digital Telephone. This feature is designed to be used as an originate-only function. Calls may be switched from the analog modem to a voice application. The Digital Telephone models equipped to use this feature are the FT12D, FT12DS, and the FT24DS.

### To make an outgoing voice call with the external dialer:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift the handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Using a PC database program, dial the extension number or outside number, including the code for an outside line.	You hear the modem dialing.
3. The called party answers the call.	You are in conversation.
4. Hang up when call is completed.	

### NOTE

Step 1 can be completed before or after Step 2. You must go off-hook sometime prior to the called party answering to have a voice conversation.
---

### To disconnect from a voice call with the external dialer:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. While in conversation, place the handset on-hook or press the <b>SPEAKER</b> button.	The call is disconnected.

## External Dialer (Cont'd)

---

To make an outgoing data call with the external dialer:

<i>Action</i>	<i>Results</i>
1. Using a PC database program, dial the extension number or outside number, including the code for an outside line.	You hear the modem dialing.
2. The called destination answers.	Conduct data session.
3. Hang up when call is completed.	The connection is discontinued.

### NOTES

1. If hunt block is encountered on the DTMF receiver or the system is missing the DTMF receiver card at call origination, you cannot hear dial tone and the dialing digits are ignored. The call is abandoned.
2. In the handsfree dialing mode, you can dial the destination number using the external dialer at first, then go off-hook or press the **SPEAKER** button during the ringing to the destination. However, when using the headset, you must first go off-hook or press the **SPEAKER** button before dialing the destination number.

## **GROUP PAGING THROUGH DT SPEAKERS**

---

The Group Paging feature gives you the ability to page other members of a group through the DT speakers.

### **FEATURE BUTTON**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift the handset or press the <b>SPEAKER</b> button.	You hear dial tone.
2. Press the <b>group paging</b> button.	The <b>group paging</b> lamp flashes. The display shows: <b>PAGING</b>
3. Dial the number for the group where you want to page.	You hear service tone. The <b>group paging</b> lamp lights.
4. After the service tone ends, announce your page.	Your call ends.
5. Press the <b>SPEAKER</b> button or gently replace the handset.	

### **FEATURE CODE**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift the handset or press the <b>SPEAKER</b> button.	You hear dial tone.
2. Dial the <b>group paging</b> code.	The <b>group paging</b> lamp flashes if the feature button is programmed onto the DT. The display shows: <b>PAGING</b>
3. Dial the number for the group where you want to page.	You hear service tone. The <b>group paging</b> lamp lights.
4. After the service tone ends, announce your page.	Your call ends.
5. Press the <b>SPEAKER</b> button or gently replace the handset.	

## **Group Paging Through DT Speakers (Cont'd)**

---

### **NOTE**

The station where the Group Paging is being activated will display a flashing **SPEAKER** lamp for the duration of the page.

## HEADSET OPERATION

---

The Headset Operation feature lets you speak to a caller using a headset instead of a handset. You must use the **SPEAKER** button instead of the handset to answer calls or hang up.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the programmable <b>headset</b> button.	The <b>headset</b> lamp goes on.
2. Press the <b>SPEAKER</b> button.	You hear dial tone.
3. Talk to the other party using the headset.	
4. Press the <b>SPEAKER</b> button.	Your call ends.

# HOLD

---

The Hold feature lets you place a call on hold using the red button on your telephone so that you can temporarily hang up or use another line. There are two types of hold:

- Non-Exclusive Hold lets any telephone with the same line appearance (same extension button) pick up the call.
- Exclusive Hold lets only your telephone pick up the call. Other telephones with the same line appearance are prohibited from picking up the call.

Use the “Call Hold” feature to place a call on hold, and then pick it up from any other extension.

## Non-Exclusive Hold:

### *Action*

1. Ask the party to wait.
2. Press the **HOLD** button once.

### *Results*

The lamp flashes in the I-USE pattern (see Table 4). The lamps on telephones with the same line appearance show the HOLD pattern.

## Exclusive Hold:

### *Action*

1. Ask the party to wait.
2. Press the **HOLD** button twice.

### *Results*

The lamp flashes in the I-USE pattern (see Table 4). Other telephones with the same line appearance show the BUSY pattern.

### To pick up a call placed on hold:

<i>Action</i>	<i>Results</i>
<ul style="list-style-type: none"><li>Press the line button at your extension or at an extension with the same line appearance (non-exclusive).</li></ul>	The lamp flashes in the I-USE pattern (See Table 4).

### NOTES

1. To change the status of a held call (i.e., from non-exclusive hold to exclusive hold, or vice versa), you must first pick up the call and then reenter the Hold feature by pressing the **HOLD** button once or twice.
2. A mutual hold can be established if both parties place a call on a non-exclusive hold simultaneously. After a predetermined time, both parties will receive a recall ring at the same time. The ring will continue until the call is answered.

## **HOOKFLASH SIGNAL TO TRUNK**

---

The Hookflash Signal to Trunk feature allows a Digital Telephone user to send a hookflash signal to an outside line assigned as a CO while he/she is talking with someone else on the line.

### **FEATURE BUTTON**

**To register a hookflash signal:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the connected party to wait.	
2. Press the <b>hookflash signal to trunk</b> button.	You hear dial tone from another PBX or central office. The connected party is automatically placed on hold. Follow the instructions given to you by the outside source to activate features or place outgoing calls.

### **FEATURE CODE**

**To register a hookflash signal:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button.	
3. Press the <b>hookflash signal to trunk</b> code _____.	You hear dial tone from another PBX or central office. The connected party is automatically placed on hold. Follow the instructions given to you by the outside source to activate features or place outgoing calls.

## Hookflash Signal to Trunk (Cont'd)

---

### NOTE

Refer to **Hookflash Signal to Trunk** in the Introduction for information on using this feature with other features described in this guide.

# ISDN CALLING NUMBER PRIVACY

---

The ISDN Calling Number Privacy feature allows you to select whether sending your DID number (CLID) to the destination user via PRI CO is allowed or restricted.

## To allow to send your DID number to the destination:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift the handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>calling number presentation</b> code _____.	You hear dial tone.
3. Dial the code _____ for a PRI CO line.	You hear dial tone.
4. Dial the outside line.	

### **NOTE**

Whether or not your DID number is sent to the destination depends on your telephone system programming. Following the procedure above will activate the feature only if the system data base is programmed to accept it.

## ISDN Calling Number Privacy (Cont'd)

---

To restrict your DID number from being sent to the destination:

<i>Action</i>	<i>Results</i>
1. Lift the handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>calling number restriction</b> code _____.	You hear dial tone.
3. Dial the code _____ for a PRI CO line.	You hear dial tone.
4. Dial the outside number.	

### NOTE

Whether or not your DID number is sent to the destination depends on your telephone system programming. Following the procedure above will activate the feature only if the system data base is programmed to accept it.

# JOINT CALL

---

The Joint Call feature lets you join a call established on your line with a call holding on another line.

## To join two calls:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the party on your line to hold while you join in a party holding on another line.	
2. Press the <b>joint call</b> button.	The <b>joint call</b> lamp goes on. The following message displays:  <b>JOINT</b>
3. Press the holding line button.	The <b>joint call</b> lamp goes off. The parties are joined in a three-way conference and the following message displays:  <b>CONF-3</b>
4. Hang up to drop yourself from the three-way conference.	The conference call remains in a two-way conversation.

### **OR**

Disconnect the held party by pressing **FLASH** and remain in a two-way conversation with the original party.

### NOTES

1. A party connected in a two-way conversation with you can be joined in a three-way conference under the following conditions:
  - The connected party cannot not be involved in another three-way conference.
  - The party may not be restricted for override.
  - The party may be an extension user or connected from an outside trunk.
  - The party cannot be extended by an attendant using the supervised loop mode or the Serial Call feature.
2. A party on hold can be conferenced into your established conversation under the following conditions:
  - The party is held on an extension that appears on your telephone instrument.
  - The party is not in a three-party hold.
  - The party is not in a mutual hold.
  - The party may not be restricted for override.
  - The party cannot be extended by an attendant using the supervised loop mode or the Serial Call feature.
  - The held party cannot be monitored using the Silent Monitor feature.
3. The attendant may not participate in the Joint Call feature.
4. After **joint call** is selected, you must press the desired line button to join another party within a predetermined time. (The default is 10 seconds.) If a line button is not selected within the predetermined time, **INVALID** displays on your Digital Telephone and the feature must be reentered.

## LAST NUMBER REDIAL

---

The Last Number Redial feature lets your extension automatically redial the last number you called. For example, you get a busy tone or no answer when you place a call (extension or outside line). This feature allows you to keep trying the call until you get an answer.

### FEATURE BUTTON

#### *Action*

- Press the **last number redial** button.

#### *Results*

The last number called automatically redials. The **last number redial** lamp flashes while redialing takes place, but stops once dialing is complete.

### NOTES

1. Incomplete numbers and numbers dialed using other forms of automatic dialing (such as Speed Calling) and numbers using special dialing are not kept in memory.
2. As you dial each number, it is automatically saved until the next new number is dialed.

## **MEET-ME CONFERENCE**

---

The Meet-Me Conference feature lets you schedule in advance up to eight extensions for a dial-up conference call. The parties must be notified of the intended date, time, and meet-me conference code.

### **To establish the conference at the agreed date and time:**

<b><i>Action</i></b>	<b><i>Results</i></b>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>meet-me conference</b> code _____.	
3. Dial the specific code ( <b>0-9</b> ) for your conference.	The first party to enter the conference hears service tone for a short time. Subsequent parties hear the meet-me conference tone before being connected to the conference.

### **NOTE**

You hear reorder tone if all conference lines are busy.

## MESSAGE WAITING (MW) - OVERVIEW

---

Your extension is capable of sending and receiving messages. Fifteen messages can be left at one time. After your extension reaches the message limit, the next new message will be saved and the oldest message will be deleted.

Telephones without **message waiting** lamps have an audible message waiting tone (see System Tones) as a message waiting indicator. Voice messages are retrieved or saved before canned/semi-free text messages can be retrieved.

The Message Waiting feature can be used on the display. You can dial a message waiting code or press the **message waiting** button to see the available options. Detailed directions for registering, canceling, and viewing waiting messages are described on the following pages.

In addition, there are three types of text messages:

- Time Stamped Callback (TSCB) Message.
- Canned Message.
- Semi-Free Text Message.

Detailed directions for registering and canceling these features are also described in the section following Message Waiting Display.

## MESSAGE WAITING DISPLAY

---

The Message Waiting Display has three capabilities:

- Register message waiting to another extension.
- View the message waiting on your extension.
- Cancel a message waiting that you have registered to another extension.

**To register Message Waiting to another extension:**

### **Action**

### **Results**

1. Press the **message waiting** button.

**OR**

Dial the **message waiting** code \_\_\_\_\_.

The lamp flashes in I-USE pattern (See Table 4). The **program mode** lamp lights steadily. The **message waiting** lamp flashes. The display shows the following example text:

```
MW:SND,CAN,VEW(1-3)#  
TEXT=5, VOICE=1
```

The top line shows the user options:

**SND (1#), send a message**

**CAN (2#), cancel a message**

**VEW (3#), view a message**

The bottom line shows the number of messages currently registered to the extension as well as the type of message.

## Message Waiting Display (Cont'd)

---

<i>Action</i>	<i>Results</i>
2. Dial <b>1#</b> to enter the message sending mode.	The display shows:  <b>SND:ENTER MSG(0-29)#</b>
3. Dial the message number (1 or 2 digits) and <b>#</b> .	The display shows:  <b>SND:NXT,SND(#,1#)</b> <b>WILL CALL AGAIN</b>  The bottom line shows the message corresponding to the number you entered.

You have three options before you dial the extension number.

- Press **#** to move to the second page of the message if the message is longer than 21 characters and you want to read the latter part of the message. The display shows the 21st character to the end of the message.
- Press **#** to move to the next message number if the message is shorter than 20 characters. You can also move to the next message when your display shows the second page of a longer message.
- Press the **NEW CALL** button to move back to the previous message number. If the display shows the second page of a message, it moves back to the first page.

### NOTES

1. For semi-free text messages, use your dialpad to enter 0-9 digits for an \* (represents a blank) to fill in the free text portion of the message.
2. Omit this step if the message is a time stamped callback or a canned message.

- |  |  |
|--|--|
| 4. Dial up to ten digits on your dialpad (optional). | The display shows the message with the free space filled in. |
|--|--|

## Message Waiting Display (Cont'd)

---

<i>Action</i>	<i>Results</i>
5. Dial <b>1#</b> .	The display shows:  <b>SND:ENTER EXT#</b>
6. Dial the extension number where you want to register your message and press <b>#</b> .	The display shows:  <b>SND:NXT EXT# SENT TO NAME/EXN</b>
7. Press <b>#</b> to return to step 6 if you want to send the same message to another extension.	
8. Press the <b>message waiting</b> or <b>program mode</b> button.	You exit the Message Waiting Display mode. All lights go off.

### NOTES

1. EXN is an abbreviation of "extension number."
2. If you register a new message to an extension where you previously left a message, the old message is deleted.
3. You cannot register a message to a FT12 model that is in the Message Waiting Display mode. The display on your telephone (the calling party) shows an error message.

# Message Waiting Display (Cont'd)

---

## To View Message Waiting

When a message waiting has been registered to you, the **MW** lamp will flash, or you will hear an audible message waiting tone when you lift your handset. You can view the waiting messages, confirming the content of message, the extension's number/name, and date/time of registration on your display.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>message waiting</b> button.	The <b>message waiting</b> lamp flashes in the I-USE pattern. The <b>program</b> lamp will light. The display shows:  <b>MW:SND,CAN,VEW(1-3)# TEXT=5, VOICE=1</b>  The numbers show the amount of text and voice messages registered to your extension.
2. Dial <b>3#</b> to view the messages.	You automatically call back the extension that left the voice message and go back to the beginning. The display shows:  <b>EXN RINGING</b>  OR  The text message displays.
3. Lift handset to talk or follow the instructions for returning a text message.	

## Message Waiting Display (Cont'd)

---

### To pick up a Voice Message Waiting and call back:

<i>Action</i>	<i>Results</i>
1. Dial <b>3#</b> .	The display shows:  <b>NEW VMSG ENTER 4# TO RETRIEVE</b>
2. Dial <b>4#</b> .	<b>EXN RINGING</b>  VMS is called back. Follow the voice mail system instructions for receiving your message(s).

### To view Text Messages Waiting:

<i>Action</i>	<i>Results</i>
1. Dial <b>3#</b> .	The message display in first-in/first-out order. The display shows:  <b>NAME/EXN MM-DD HH:MM WILL CALL AGAIN</b>  The last line displays the message.
2. Enter one of the following options:  <b>#</b>	You can move through all messages waiting or see the second page of a longer message.

## Message Waiting Display (Cont'd)

---

<i>Action</i>	<i>Results</i>
	The display shows:  <b>NAME/EXN MM-DD HH:MM URGENT</b>
<b>2#</b>	You can cancel and erase a message; the next message displays. The display shows:  <b>NAME/EXN MM-DD HH:MM URGENT</b>
<b>4#</b>	You automatically call back the extension that left the message and go back to the beginning. The display shows:  <b>NAME/EXN MM-DD HH:MM</b>
<b>5#</b>	You save the message; the next message waiting displays. The display shows:  <b>NAME/EXN MM-DD HH:MM URGENT</b>
<b>NEW CALL</b> button	You read previous message or the first page of a longer message.

## Message Waiting Display (Cont'd)

---

After viewing all the new messages, the display shows the number of saved messages. You can read, retrieve, and cancel the saved messages. The messages appear on the display in the first-in/first-out order of the saved messages.

The display shows:

**SAVED MESSAGE  
TEXT=2**

**After viewing all the saved messages, the display shows:**

**TEXT MESSAGE END**

3. Press **#** to return to step 1.

You can review a message you have not canceled or returned.

4. Press the **message waiting** or **program mode** button.

You exit the Message Waiting Display mode.

If there is no message waiting, return to step 4 to exit the Message Waiting mode.

The display shows:

**NO MESSAGE**

### NOTES

1. You can go back to the beginning from the Message Waiting Display mode by pressing the **MW** or **program** button.
2. If you want to view a text message before voice messages, dial **6#** instead of **3#** at step 2.
3. If you do not cancel or return a registered message for a long period (normally seven days) the system automatically cancels the message waiting.
4. If any errors are encountered during the programming, **ERROR - PRESS NEW CALL** is displayed and the **message waiting** lamp flashes rapidly.

# Message Waiting Display (Cont'd)

---

## To Cancel Message Waiting

You can cancel a message waiting you have registered to other parties.

## To cancel a message you have registered to another extension:

<i>Action</i>	<i>Results</i>
1. Press the <b>message waiting</b> button.	The lamp flashes in the I-USE pattern. The <b>program mode</b> lamp goes on. The display shows:  <b>MW:SND,CAN,VEW(1-3)# TEXT=5, VOICE=1</b>
2. Dial <b>2#</b> .	The display shows:  <b>CAN:ENTER EXT# &gt;&gt; _____</b>
3. Dial the registered extension number.	The display shows:  <b>CAN:NAME/EXN WILL CALL AGAIN</b>  The last line shows the message you registered.
4. Press <b>#</b> .	You move to the second page of a long message. The display shows the 21st character to the end of the the message.

## Message Waiting Display (Cont'd)

---

<i>Action</i>	<i>Results</i>
5. Dial <b>2#</b> .	The display shows:  <b>CAN:NXT EXT(#)</b> <b>CANCELED NAME/EXN</b>
6. Press <b>#</b> to return to step 3 if you want to cancel another message.	
7. Press the <b>message waiting</b> or <b>program mode</b> button.	You exit the Message Waiting Display mode.

### NOTE

You cannot cancel a message to a FT12 model that is in the Message Waiting Display mode. The display on your telephone (the calling party) shows an error message if you try to cancel the message at this time.

## **MESSAGE WAITING - MULTIPLE INDICATORS**

---

The Message Waiting - Multiple Indicators feature provides additional message waiting lamps on your DT so that a message waiting from another group can be accessed from your telephone.

To pick up a voice message:

When a voice message is sent to your message group, the Common Message Waiting lamp will flash.

### **FEATURE BUTTON**

#### ***Action***

1. Press the **common message waiting** button.

#### ***Results***

You hear ringback tone. The Voice Mail system is called back and the message is played. If a message is not played, follow the instructions from the voice mail system for receiving group messages.

## **MESSAGE WAITING - TIME STAMPED CALLBACK**

---

The Time Stamped Callback Message Waiting feature registers the time, date, and extension number of the caller. This information displays on those telephone models with display capability. Telephones without a display hear audible message waiting tone. All Digital Telephones can register and receive this type of message waiting.

### **FEATURE BUTTON**

**To register a Message Waiting - Time Stamped Callback at an extension that is busy, does not answer, or is in DND:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>message waiting</b> button.	You hear service tone. The <b>message waiting</b> lamp flashes.
2. Hang up.	

**To leave a message while in conversation with another extension:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>HOLD</b> button.	Your caller is placed on hold.
2. Wait for the time and date display to return. Press the <b>message waiting</b> button.	The message waiting menu displays.
3. Dial <b>1#</b> .	The display shows: <b>SND: ENTER MSG (0-29)#</b>
4. Dial the message number ( <b>0-29</b> ) and <b>#</b> .	The display shows: <b>SND: NXT, SND (#, 1#)</b>
5. Dial <b>1#</b> .	The display shows: <b>SND: ENTER EXT #</b>

## Message Waiting - Time Stamped Callback (Cont'd)

<i>Action</i>	<i>Results</i>
6. Dial the extension and #.	The display shows:  <b>SND: NEXT EXT (#) SENT TO ...</b>
7. Press the <b>message waiting</b> button.	The <b>message waiting</b> lamp goes dark.
8. Press the flashing <b>line</b> button.	You return to your caller.

### **NOTE**

A feature code may not be used to leave a message while in conversation with another party.

### **To answer a waiting message:**

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone and see the flashing <b>message waiting</b> lamp.
2. Press the flashing <b>message waiting</b> lamp button.	The extension that left the message is called back.
3. Wait for the party to answer.	

### **NOTE**

If the extension leaving the message is busy when you return the call, wait on the line. Your display shows:

#### **CAMP-ON BUSY?**

You have the option of pressing the **CAMP-ON** button and hanging up or pressing your **MSG** button and hanging up to leave a text message.

## Message Waiting - Time Stamped Callback (Cont'd)

To cancel a TSCB waiting message from the calling extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>message waiting cancellation</b> code _____.	
3. Dial the registered extension number and <b>#</b> .	You hear service tone.
4. Hang up.	

To cancel a TSCB waiting message from the called extension:

<i>Action</i>	<i>Results</i>
1. Press the <b>message waiting</b> button.	The <b>program mode</b> lamp goes on.
2. Press <b>3#</b> and then <b>2#</b> .	The display shows: <b>TEXT MESSAGE END</b>  OR  The display shows the next message.
3. Press the <b>message waiting</b> or <b>program mode</b> button.	The corresponding lamps go off.

## Message Waiting - Time Stamped Callback (Cont'd)

### FEATURE CODE

To register a Message Waiting - Time Stamped Callback at an extension that is busy, does not answer, or is in DND:

<i>Action</i>	<i>Results</i>
1. Press the <b>FLASH</b> button.	You hear recall dial tone.
2. Dial the <b>message waiting registration</b> code _____.	You hear service tone.
3. Hang up.	

To answer a waiting message:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone if your extension has a <b>message waiting</b> lamp. You hear audible message waiting tone if you do not have a <b>message waiting</b> lamp.
2. Dial the <b>message waiting answer (retrieval)</b> code _____.	You hear ringback.
3. Wait for the party to answer.	

## Message Waiting - Time Stamped Callback (Cont'd)

---

To cancel a TSCB waiting message from the calling extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>message waiting cancellation</b> code _____.	
3. Dial the registered extension number.	You hear service tone.
4. Hang up.	

### NOTES

- |  |
|--|
| <ol style="list-style-type: none"><li>1. If your registration/cancellation is denied, you hear reorder tone. This tone is not heard when you register message waiting while in conversation with another extension.</li><li>2. Follow the screen instructions to register, view, and cancel message waiting on display telephones.</li><li>3. Messages registered via the VMS will be retrieved first.</li></ol> |
|--|

## MESSAGE WAITING - CANNED MESSAGE/SEMI-FREE TEXT

---

The Message Waiting - Canned Message/Semi-Free Text feature is used to send this type of message to FT12DS or FT24DS model. An extension without a display is unable to receive canned and semi-free text messages.

Canned messages are preprogrammed into the system. Your extension cannot modify this type of message.

Semi-free text is a canned message with areas within the text for inserting specific information, e.g., time.

### FEATURE CODE

**To register Canned/Semi-Free Text Message Waiting to a display telephone:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>canned message</b> or <b>semi-free text message waiting registration</b> code _____.	
3. Dial the extension number where you want the message left and a two-digit message number.	You hear service tone.
4. Enter digits <b>(1-10)</b> in the areas for inserting information, if you are registering a semi-free text message.	
5. Hang up.	

## Message Waiting - Canned Message/Semi-Free Text (Cont'd)

---

To cancel a waiting message from a calling extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>message waiting cancellation</b> code _____.	You hear service tone.
3. Dial the registered extension number.	
4. Hang up.	

### NOTES

1. For semi-free text messages, use your dialpad to enter 0-9 digits or an \* (represents a blank) to fill in the free text portion of the message.
2. You can also register a time stamped callback message using the process by entering **00** for the message number.
3. Message content is defined by your company's requirements.
4. If your registration/cancellation is denied, you hear reorder tone.
5. Messages registered via the VMS will be canceled first.

## PAGING

---

The Paging feature lets you page a party within the paging system range and wait on the line for the person to answer the (meet-me paging) page.

Your class of service determines your extension's paging zone capabilities. You can have the following:

- All system zones.
- All tenant zones.
- Individual zones.

### FEATURE BUTTON

**To page using all system and all tenant zones:**

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Press the <b>system page</b> or the <b>tenant page</b> button.	You hear service tone.

### NOTE

If you have more than one paging button, use the paging button that corresponds to the zone you want to access.

3. Announce your page after service tone ends.
4. Hang up gently.

**To page using individual zones and paging meet-me:**

<i>Action</i>	<i>Results</i>
1. Lift handset.	You hear dial tone.
2. Press the <b>individual zone</b> button and a zone number.	You hear service tone.
3. Page the party after service tone ends.	

<i><b>Action</b></i>	<i><b>Results</b></i>
4. Ask the party to dial the paging answer code.	
5. Remain on the line until the paged party answers.	

### **NOTE**

If you do not want the paged party to meet you, hang up gently after you announce the page in step 3.

### **FEATURE CODE**

#### **To page over all system zones:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>paging system - all zones</b> code _____.	You hear service tone.
3. Announce your page after service tone ends.	
4. Hang up gently.	

#### **To page over all tenant zones:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>paging - tenant all zones</b> code _____.	You hear service tone.
3. Announce your page when service tone ends.	
4. Hang up gently.	

## Paging (Cont'd)

---

### To page using individual zones and paging meet-me:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset.	You hear dial tone.
2. Dial the <b>individual zone</b> code _____ and a zone number.	You hear service tone.
3. Page the party after service tone ends.	
4. Ask the party to dial the paging answer code.	
5. Remain on the line until the paged party answers.	

#### **NOTE**

If you do not want the paged party to meet you, hang up gently after you announce the page in step 3.

### To answer a page:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset at any extension.	You hear dial tone.
2. Dial the <b>paging - answer back</b> code _____ and the zone number.	You are connected with the paging party.

#### **NOTE**

If you prefer to have the attendant announce your call, press **0** or the appropriate number and tell the operator you wish to page.

## **PERSONAL CO LINE**

---

The Personal Central Office (CO) Line feature lets you access a preprogrammed personal CO line. You can make outgoing calls without dialing a code for an outside line if you have a personal CO line. You can also receive incoming calls directly without attendant assistance.

### **To make an outgoing call:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>personal CO</b> button.	The <b>personal CO</b> lamp flashes.
2. Dial the outside number.	

### **To answer an incoming call:**

<i><b>Action</b></i>	<i><b>Results</b></i>
<ul style="list-style-type: none"><li>• Press the <b>personal CO</b> button.</li></ul>	
<b>OR</b>	
Lift handset or press <b>SPEAKER</b> if your extension has ringing line preference.	The corresponding lamp goes on.

## PLACING A CALL

---

The Placing a Call feature lets you place a call to an attendant console, an inside extension, or an outside number.

### To place a call to an attendant console:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press <b>0</b> or the specific attendant access code and the attendant number.	You hear ringback.
3. Remain on the line until the attendant answers.	

### NOTE

The attendant must release the call before your extension can be used again.
--

### To place an inside call:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the extension number.	You hear ringback.
3. Remain on the line until the called party answers.	

## Placing a Call (Cont'd)

---

### To place an outside call:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the code _____ for an outside line.	You hear dial tone.
3. Dial the outside number.	

### NOTES

- |  |
|--|
| <ol style="list-style-type: none"><li>1. See the AAR and ARS features for further information in placing an outside call.</li><li>2. You hear distinctive busy tone if the outside line is busy. You may be given the option to camp-on.</li></ol> |
|--|

## **PRIVACY/PRIVACY RELEASE**

---

The Privacy feature prevents another Digital Telephone with the same line appearance from entering your conversation.

The Privacy Release feature lets an extension override the Privacy feature so that another party with the same line appearance can enter the call.

Automatic privacy release lets an extension with the same line appearance override your extension's privacy automatically.

### **To override the privacy feature:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>privacy release</b> button.	The <b>privacy release</b> lamp goes on.
2. Tell the person sharing the same line to enter the conversation.	

### **To reestablish privacy:**

<i><b>Action</b></i>	<i><b>Results</b></i>
• Press the <b>privacy release</b> button.	The <b>privacy release</b> lamp goes off.

### **NOTE**

When the Privacy Release feature is activated, all Digital Telephones sharing the line appearance have access. However, only one extension is allowed to enter in the conversation.
---

## Privacy/Privacy Release (Cont'd)

**To enter a two-way conversation on the non-privacy line from a Digital Telephone:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Verify that the <b>line</b> button lamp for the line you want to access is flashing in the HOLD pattern.	
2. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
3. Press the <b>line</b> button.	You can enter the conversation.

**To enter a two-way conversation on the non-privacy line from a single line telephone:**

<i><b>Action</b></i>	<i><b>Results</b></i>
• Lift handset.	You can enter the conversation.

**To set privacy for a non-privacy line:**

<i><b>Action</b></i>	<i><b>Results</b></i>
• Press the <b>privacy release</b> button for <b>privacy release</b> lamp that is on.	The <b>privacy release</b> lamp goes off.

## REMOTE SYSTEM ACCESS (RSA)

---

The Remote System Access feature provides direct access to certain F9600/F9600c features from a remote location. This lets you make a call from outside of the system using cost-saving, long distance calling and other conveniences provided by the F9600/F9600c. The features you can access are determined by your security code call privileges or authorization code.

This feature is also known as Direct Inward System Access (DISA).

### To use RSA from an outside telephone:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial your office's RSA directory number.	You hear dial tone.
3. Dial the security code if necessary.	You hear dial tone.
4. Call using your normal extension privileges.	

### NOTES

- |  |
|--|
| <ol style="list-style-type: none"><li>1. A touch tone telephone must be used to perform an outside telephone RSA call.</li><li>2. You hear reorder tone if the RSA directory number or the security code you enter is denied.</li><li>3. Your System Administrator can tell you whether you need to enter a security code.</li></ol> |
|--|

## **RING OVER BUSY**

---

The Ring Over Busy feature alerts you to an incoming outside call to another extension that appears on your telephone by providing muted ringing through the extension's speaker while you are talking.

### **FEATURE BUTTON**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>HOLD</b> button.	This places the existing call on hold.
<b>OR</b>	
Hang up.	This ends the existing call. You can answer the new call.
2. Press the flashing <b>line</b> button of the incoming call.	You are connected with the call.

### **NOTE**

If you have ringing line preference, lifting the handset or pressing <b>SPEAKER</b> automatically connects you with the incoming call.
--

## SAVED NUMBER REDIAL

---

The Saved Number Redial feature lets you save an extension or outside number on your telephone to redial at a later time. This feature can be activated during a busy tone, no answer, or during a conversation before you hang up the telephone. The system saves this number even though you place other calls in between.

### To save the dialed number:

#### *Action*

- Press the **saved number redial** button.

#### *Results*

The **saved number redial** lamp flashes red twice, and then goes out.

### To redial the saved number:

#### *Action*

- Press the **saved number redial** button.

#### *Results*

Your number automatically redials. The **saved number redial** lamp flashes until the redial is complete.

### NOTES

- |  |
|--|
| <ol style="list-style-type: none"><li>1. The system cannot save incomplete numbers; for example, feature codes, account codes, and authorization codes.</li><li>2. The system can only store one number per extension at a time.</li></ol> |
|--|

## **SELF NUMBER DISPLAY**

---

The Self Number Display feature lets you see your extension's assigned prime line number. The feature can only be used by telephones with a display panel.

### **FEATURE CODE**

#### ***Action***

1. From the Programmable buttons on the upper half of the telephone, press the lowest left-hand button. This is the telephone's prime line extension.

#### ***Results***

The prime line extension number displays with the message "IDLE".

# SPEAKERPHONE

---

The Speakerphone feature lets you have a conversation without using your handset. The FT12DS and FT24DS models have speakerphone capability.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. While the caller is on the line, press the <b>SPEAKER</b> button.	The <b>SPEAKER</b> light goes on.
2. Replace the handset.	
3. Press the <b>MIC-OFF</b> button to prevent any conversation in your area from being overheard by the other party.	The <b>MIC-OFF</b> lamp goes on.
4. Listen for the other party to resume speaking.	
5. Pick up the handset and continue with the conversation.	

**OR**

Press the **MIC-OFF** button and continue with the conversation.

The **MIC-OFF** lamp goes off.

**NOTE**

When the **MIC-OFF** button is in use (the lamp goes on beside the corresponding button), the mouthpiece on the handset will not work.

## SILENT MONITOR

---

The Silent Monitor feature allows you to monitor other extensions during conversations and override the ongoing conversation, if desired. This feature, however, is restricted to all users except those stations that are permitted in Class of Service.

### FEATURE BUTTON

#### To monitor other calls:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>silent monitor</b> button.	You hear dial tone. The <b>silent monitor</b> lamp lights.
3. Dial the extension number that you want to monitor.	You hear service tone. The following message is displayed:  <b>MONITOR</b>  Monitoring begins.

#### To override a monitored call:

<i>Action</i>	<i>Results</i>
• While monitoring a call, press the <b>silent monitor</b> button.	You hear service tone. The <b>silent monitor</b> lamp flashes. The following message displays:  <b>OVERRIDE</b>  You may now enter the conversation.

## Silent Monitor (Cont'd)

---

### To cancel a monitored call override:

<i>Action</i>	<i>Results</i>
<ul style="list-style-type: none"><li>After overriding a monitored call, press the <b>silent monitor</b> button.</li></ul>	You return to call monitor status.

### NOTE

If the station being monitored/overridden disconnects from the call, the monitoring function will remain in a waiting status until another call is made, then Silent Monitoring will resume.

### To cancel monitoring and return to normal status:

<i>Action</i>	<i>Results</i>
<ul style="list-style-type: none"><li>Hang up.</li></ul>	

## FEATURE CODE

### To monitor other calls:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>silent monitor registration</b> code _____.	You hear dial tone. The <b>silent monitor</b> lamp lights.
3. Dial the extension number that you want to monitor.	You hear service tone. The following message is displayed:  <b>MONITOR</b>  Monitoring begins.

## Silent Monitor (Cont'd)

---

To cancel monitoring and return to normal status:

***Action***

***Results***

- Hang up.

**NOTE**

If the extension being monitored disconnects from the call, the monitoring function will remain in a waiting status until another call is made, then Silent Monitoring will resume.

## SILENT MONITOR BY ACD GROUP

---

The Silent Monitor by ACD Group feature allows you to monitor other agents in an ACD group during conversations and override the ongoing conversation, if desired.

### FEATURE BUTTON

To monitor other calls in an ACD group:

<i>Action</i>	<i>Results</i>
1. Lift the handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>silent monitor by ACD group</b> button.	You hear dial tone. The <b>silent monitor by ACD group</b> lamp lights.
3. Dial the ACD group number (fixed 3 digits) that you want to monitor.	You hear service tone. The following message is displayed:  <b>MONITOR</b>  Monitoring begins.

To override a monitored call:

<i>Action</i>	<i>Results</i>
• While monitoring a call, press the <b>silent monitor by ACD group</b> button.	You hear service tone. The <b>silent monitor by ACD group</b> lamp flashes. The following message displays:  <b>OVERRIDE</b>  You may now enter the conversation.

## Silent Monitor by ACD Group (Cont'd)

---

To cancel a monitored call override:

<i>Action</i>	<i>Results</i>
<ul style="list-style-type: none"><li>After overriding a monitored call, press the <b>silent monitor by ACD group</b> button.</li></ul>	You return to call monitor status.

### NOTE

If the agent being monitored/overridden disconnects from the call, the monitoring function will begin for the next call in the group that has the shortest waiting duration in the group. If the group does not receive a call, the monitoring function will remain in a waiting status until another call is made, then Silent Monitoring will resume.

### FEATURE CODE

To monitor other calls in an ACD group:

<i>Action</i>	<i>Results</i>
1. Lift the handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>silent monitor by ACD group</b> registration code _____.	You hear dial tone. The <b>silent monitor by ACD group</b> lamp lights.
3. Dial the <b>ACD group number</b> (fixed 3 digits) that you want to monitor.	You hear service tone. The following message is displayed:

### **MONITOR**

Monitoring begins.

## Silent Monitor by ACD Group (Cont'd)

---

To cancel monitoring and return to normal status:

***Action***

***Results***

- Hang up.

**NOTE**

If the agent being monitored disconnects from the call, the monitoring function will begin for the next call in the group that has the shortest waiting duration. If the group does not receive a call, the monitoring function will remain in a waiting status until another call is made, then Silent Monitoring will resume.

## **SPEED CALLING**

---

The Speed Calling feature lets you call a person without entering the whole number. There are three types of speed calling:

- **System:** Pre-programmed into the system's data base; cannot be registered from an individual extension.
- **Group:** Registered by members of a preprogrammed speed calling group.
- **Extension:** Registered by the user at the individual extension; can set up as many as 100 identification numbers (**00-99**).

An extension can have all three types of speed calling.

### **To place a speed call:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the appropriate <b>speed calling</b> code _____ and an entry code.	You hear ringback tone.

### **To register or change an extension level number for Speed Calling:**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>program mode</b> button.	The <b>program</b> lamp lights.
2. Press the <b>speed calling</b> button you wish to program.	
3. Dial the number that you want to register and remain on the line.	The information associated with that button displays.
4. Press the <b>program mode</b> button again.	

## Speed Calling (Cont'd)

---

To register a group level (#A or #B) number for Speed Calling:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the group level (#A or #B) <b>speed calling</b> code _____ and an entry code <b>(00-99)</b> .	
3. Dial the number that you want to register and remain on the line.	You hear service tone.
4. Hang up.	

### NOTES

1. System speed calling codes must be entered by a qualified maintenance technician.
2. An entry code is the 2-5 digit number that is used to identify the individual number that was programmed.
3. Your extension's class of service determines your access to system speed calling and/or group and extension speed calling.
4. When programming an outside number, first dial the code for an outside line.
5. You can be a member of up to two speed calling groups.

## **THREE-WAY CONFERENCE - EXTENSION**

---

The Three-Way Conference - Extension feature lets you add a third extension to an existing two-way conversation.

<b>Action</b>	<b>Results</b>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the extension number.	The called party answers.
4. Tell the called party that you are forming a three-way conference call.	
5. Press the <b>FLASH</b> button to establish the conference.	All three parties are connected.

### **NOTES**

1. Press the **FLASH** button to return to the first person if the third party's line is busy or unanswered, or to drop an unwanted third party, for example, an answering machine.
2. If your F9600/F9600c system has been registered to activate the "Third Party Release" in conference mode, you can establish the conference by pressing **FLASH** once. You can release the third party by pressing the **FLASH** once again.
3. A Three-Way Conference call can be placed on a non-exclusive hold by one or all parties. The recall ringback will activate simultaneously to all parties after a predetermined time. If the hold function does not operate correctly, contact the System Administrator to change system programming.
4. If the party that placed a conference call on hold then uses a second line to place or receive a call, a call waiting tone will be heard instead of a ringback when the held conference call recalls.

## **THREE-WAY CONFERENCE - OUTSIDE PARTY**

---

The Three-Way Conference - Outside Party feature is used to add an outside party to an existing two-way conversation.

### **FEATURE CODE**

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Ask the connected party to wait.	
2. Press the <b>FLASH</b> button.	You hear recall dial tone. The connected party is automatically placed on hold.
3. Dial the code _____ for an outside line.	
4. Dial the outside number.	The called party answers.
5. Tell the called party that you are forming a three-way conference call.	
6. Press the <b>FLASH</b> button.	The conference is established.

### **NOTES**

1. Press the **FLASH** button a second time if you dialed incorrectly, receive no answer, receive a recorded announcement, or any other undesired result. This will return you to your first call.
2. If your F9600/F9600c system has been registered to activate the "Third Party Release" in conference mode, you can establish the conference by pressing **FLASH** once. You can release the third party by pressing the **FLASH** once again.
3. A Three-Way Conference call can be placed on hold by one or all parties. The recall ringback will activate simultaneously to all parties after a predetermined time.
4. If the party that placed a conference call on hold then uses a second line to place or receive a call, a call waiting tone will be heard instead of a ringback when the held conference call recalls.

## UNIVERSAL NIGHT ANSWER

---

The Universal Night Answer feature is used to answer calls when the system is without an attendant and is in the night mode. A night bell or some other type of audible device sounds when a call comes in on an outside line.

### FEATURE BUTTON

To answer a call when the night answer alarm sounds:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>universal night answer</b> button.	
3. Dial the zone number.	You are connected with the incoming call.

### FEATURE CODE

To answer a call when the night answer alarm sounds:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the <b>universal night answer</b> code _____ and the zone number.	You are connected with the incoming call.

### NOTE

Once you answer the call, your extension can access the same system features that are available in the day operating mode.
--

# UNIVERSAL REGISTRATION/CANCELLATION

---

The Universal Registration/Cancellation feature lets an extension register and cancel certain features for other extensions in its pre-programmed group. The following chart lists the affected features and their service identification codes:

FEATURE	SERVICE IDENTIFICATION CODE
Do Not Disturb (DND)	1
Call Forward - All Calls	2
Call Forward - Busy/No Answer	3
Call Forward - No Answer	4
Message Waiting	5

## To assign Universal Registration to a specific extension:

### *Action*

1. Lift handset or press **SPEAKER**.
2. Dial the **universal registration** code \_\_\_\_\_.
3. Dial an appropriate service identification code from the chart above.
4. Dial the extension number where you want to register DND.

**OR**

### *Results*

You hear dial tone.

The following message displays:

**UNIVERSAL REGISTER**

The selected feature name displays.

You hear service tone.  
The following message displays:

**ACCEPTED**

## Universal Registration/Cancellation (Cont'd)

### **Action**

Dial the extension that is forwarding the calls or dial the extension number that will receive the message.

### **Results**

### **NOTE**

DND requires no further action.

5. Dial the extension number of the location where calls will be forwarded.

### **OR**

Dial the extension number of the party leaving the message.

You hear service tone. The following message displays:

### **ACCEPTED**

### **To cancel Universal Registration from a specific extension:**

### **Action**

1. Lift handset or press **SPEAKER**.
2. Dial the **universal cancellation** code \_\_\_\_\_.
3. Dial the appropriate service identification code from the chart.
4. Dial the extension number where you want to cancel DND.

### **Results**

You hear dial tone.

The following message displays.

### **UNIVERSAL CANCEL**

The selected feature name displays.

## **Universal Registration/Cancellation (Cont'd)**

---

### ***Action***

### ***Results***

**OR**

Dial the extension number where call forwarding was registered.

**OR**

Dial the extension number where you left a message followed by the extension number of the party that left the message.

You hear service tone.

The following message displays:

**CANCELED**

### **To assign Universal Registration to a group:**

### ***Action***

### ***Results***

1. Lift handset or press **SPEAKER**.
2. Dial the **universal registration group** code \_\_\_\_\_.
3. Dial an appropriate service identification code from the chart.
4. Dial the group number where you want to register DND.

You hear dial tone.

The following message displays:

**UNIVERSAL REGISTER**

The selected feature name displays.

You hear service tone.  
The following message displays:

**OR**

**ACCEPTED**

## Universal Registration/Cancellation (Cont'd)

### **Action**

Dial the group whose members will have call forwarding registered or dial the group number whose members will receive the message.

### **Results**

### **NOTE**

DND requires no further action.

5. Dial the extension number of the location where the group's calls will be forwarded.

### **OR**

Dial the extension number of the party leaving the message to the group.

You hear service tone. The following message displays:

**ACCEPTED**

### **To cancel Universal Registration from a group:**

### **Action**

1. Lift handset or press **SPEAKER**.
2. Dial the **universal cancellation** group code \_\_\_\_\_.
3. Dial the appropriate service identification code from the chart.
4. Dial the group number where you want to cancel DND.

### **Results**

You hear dial tone.

The following message displays:

**UNIVERSAL CANCEL**

The selected feature name displays.

## Universal Registration/Cancellation (Cont'd)

---

### *Action*

### *Results*

**OR**

Dial the number of the group where call forwarding was registered.

**OR**

Dial the group number where you left a message followed by the extension number of the party that left the message.

You hear service tone. The following message displays:

**CANCELED**

### **NOTES**

1. The **INVALID** message indicates that the extension programming the universal registration is unable to activate the feature. This can be caused by an invalid service ID, an invalid extension number, an unregistered group number, etc.
2. If an extension number within the group is denied access to a feature, the extension number and the **INVALID** message displays. Press the **#** button to scroll through the list of numbers to cancel the feature at other telephones.

The Voice Calling feature lets you send a brief, voice message to be heard over another extension's speaker. A two burst tone and your voice replaces the normal ringing. The receiving extension can respond to the message by pressing the extension's **SPEAKER** button or by using the handset. The Voice Call button can also be used to provide handsfree auto answer on intercom or transferred calls.

### FEATURE BUTTON

#### To place a voice call instead of ringing:

<i>Action</i>	<i>Results</i>
1. Dial the extension number.	You hear ringback.
2. Press the <b>voice call</b> button.	The <b>voice call</b> lamp flashes. You hear one second of service tone.
3. Leave your message after service tone ends using the handset or the <b>SPEAKER</b> .	

### NOTES

1. You can alternate between the voice calling status and the ringing status by pressing the **voice call** button.
2. Only the prime line on a multi-line telephone can be called using this feature.

#### To place a voice call allowing handsfree auto answer:

<i>Action</i>	<i>Result</i>
<ul style="list-style-type: none"><li>• Dial the desired extension within your intercom group or when you are transferring a call. Press the <b>voice call</b> button.</li></ul>	You hear four seconds of service tone and the receiving party may respond handsfree.

# VOICE MESSAGE

---

The Voice Message feature works with voice mail systems. This feature lets you leave a message or listen to a recorded voice message. Your telephone is equipped with a **message waiting (MW)** button and a corresponding lamp. The flashing lamp indicates a waiting voice message. You can also check for messages using a feature code.

## FEATURE BUTTON

### To listen to a voice message registered to your extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear message waiting tone.
2. Press the <b>message waiting</b> button.	You are guided through the voice messaging process by the voice mail system. You hear the voice message.

### To leave a voice message:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Press the <b>message waiting</b> button.	You hear ringback tone.  You are guided through the voice messaging process by the voice mail system.

### FEATURE CODE

#### To listen to a voice message registered to your extension:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear message waiting tone.
2. Dial the <b>message waiting return</b> code _____.	You are guided through the voice messaging process by the voice mail system. You hear the voice message.

#### To leave a voice message:

<i>Action</i>	<i>Results</i>
1. Lift handset or press <b>SPEAKER</b> .	You hear dial tone.
2. Dial the voice mail system extension.	You hear ringback tone.  You are guided through the voice messaging process by the voice mail system.

### NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. The <b>message waiting</b> lamp automatically stops flashing after you listen to all of your voice messages.</li><li>2. You can access the voice mail system to leave a message even if you do not have any voice messages waiting. The voice mail system provides specific instructions that describe leaving a voice mail message.</li></ol> |
|---|

## WHISPER CALL ANNOUNCE

---

The Whisper Call Announce feature allows an ACD agent to hear the announcement when an ACD call is terminated to the agent.

### To receive a whisper call announce:

#### *Action*

- Answer the call by lifting the handset or pressing **SPEAKER**.

#### *Results*

You hear the announcement. Then, you connect to the calling party.

# PROGRAM MODE

## DESCRIPTION

Program mode lets you assign, change, or display features to programmable buttons on your telephone. Table 2 lists the service codes that can be changed or displayed with the Program mode.

**Table 2. Programmable Features**

<b>SERVICE CODE/FAB</b>	<b>FUNCTION/FEATURE</b>
00	Security Code
01	Key Touch Tone
02	Auto Handsfree
03	Ring Over Busy
04	Post-Selection
05	Ringing Line Preference
10	Feature Button Program
30	Data Attribute Change
60-79	TCSI Application
FAB	Alarm
FAB	Autodial
FAB	Last Number Redial
FAB	Saved Number Redial

Table 3 shows the features and functions that are assigned to the buttons by your system's System Administrator. These can be changed or displayed with the Feature Button Program mode (Service Code **10**).

**Table 3. Function Codes**

<b>Code</b>	<b>Feature Name</b>	<b>Code</b>	<b>Feature Name</b>
01	Autodial	27	Bad Line
02	Alarm	28	Display Mode Change
03	DND Override	29	Malicious Call
04	DND-Exemption	30	Hookflash Signal
05	Call Wait/Return	32	Re-Display (Refresh)
06	Forced Call Forward	33	Joint Call
07	Last Number Redial	34	Call Forward - Flexible
08	Saved Number Redial	36	Group Paging through DT speakers
09	Account Code	37	Return to Talk (RETK)
10	Call Hold	38	Return to Dial (REDL)
11	Call Forward	56	New Call
12	Pick-Up	57	Park
13	Multi-Group Pick-Up	58	Camp-On
14	Override	59	Mic-Off
15	Paging - Zone	80	Silent Monitor
16	Paging - Tenant	81	ACD Wrap-Up
17	Paging - System	82	ACD Sign-On/Off
18	Auto Answer	83	ACD Ready
19	Universal Night Answer	84	ACD Supervisor Alert
20	Privacy Release	85	ACD Emergency Alert
21	Headset	86	ACD Bad Line
22	Message Waiting	87	ACD Idle
23	Voice Call	88	ACD CW Indicator
24	Conference	89	ACD Group Monitor
25	Executive Camp-On	90-93	TCSI Application
26	Direct Pick-Up		

## DESCRIPTION (Cont'd)

Program mode is independent from the Voice and Data modes on your telephone. Therefore, you can answer any incoming call while your set is in this mode without losing any programmed information. To accomplish this feature, your telephone must be assigned with a **mode change** button.

Your incoming calls are shown by a flashing lamp and a ringing tone. You can answer the incoming call and then return to this mode when you hang up. If you choose to change back to Voice mode, press the **mode change** button.

## NOTES

1. The **NEW CALL** button can be used to cancel any entered parameter information.  
A special help mode is available to the FT12D, FT12DS, and FT24DS models that can be accessed by pressing the **HOLD** button.
2. The **#** button can be used to divide two parameters.
3. Your extension automatically exits the Program mode if more than 30 seconds go by before programming.

This page is intentionally left blank.

# PROGRAM MODE - OPERATING PROCEDURES

## FEATURE BUTTON ASSIGNMENT VIA PROGRAM MODE

When you want to assign a specific feature to one of your programmable feature buttons, see Table 3 for a list of features and corresponding feature codes that can be assigned.

**To enter the Program mode and assign feature functions to a button:**

<i>Action</i>	<i>Results</i>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The <b>program mode</b> lamp goes on. The <b>mode change</b> lamp lights steadily. The <b>program mode</b> lamp: <ul style="list-style-type: none"><li>• Flashes slowly if valid security code is entered.</li><li>• Flashes quickly if invalid security code is entered.</li></ul>
2. Dial <b>10#</b> .	The <b>program mode</b> lamp stays on.
3. Select a feature button to be programmed (the * will move through all button assignments after a button has been selected).	The selected feature access lamp flashes slowly.
4. Dial the two-digit ID code for the feature you are assigning.	The <b>program mode</b> lamp flashes quickly if you make an invalid entry. The feature name is displayed on the telephone.

### NOTE

If you want to program another feature button, press the programmable button you want to use and repeat this procedure.

## Feature Button Assignment Via Program Mode (Cont'd)

---

<i>Action</i>	<i>Results</i>
5. Press the <b>program mode</b> button.	You save your feature assignments and exit Program mode. The <b>program mode</b> and <b>mode change</b> lamps go off.

### NOTES

1. A two-digit function code or feature button is required to enter the Program mode.
2. If the extension is left available in the Program mode for more than 30 seconds, the mode automatically cancels and you return to normal operation.
3. A time-out affects the entire Program mode, not just feature programming. The only codes the system saves if a time-out occurs are those which have been entered and accepted. This means that the **ACCEPTED** message should display before the programmed button's lamp goes off.
4. Extension numbers cannot be programmed or changed by the extension user.
5. A feature button cannot be changed while the assigned feature is in use; for example, Call Forwarding.
6. Features cannot be assigned more than once on Digital Telephone buttons with the exception of **autodial** buttons.
7. Programming of the programmable buttons may only be finished when your telephone is not in use. A feature is available to use 10-20 seconds after programming is finished.
8. Pressing the **HOLD** button while in the Program mode displays function codes.
9. To erase a feature from a button without assigning a new one, press the **NEW CALL** button instead of dialing a new feature code.

## ALARM/REMINDER SETTING

---

The Alarm/Reminder setting lets you change or set the alarm feature of your FT12D, FT12DS, or FT24DS telephone. You can program the alarm to sound one time only, daily, weekly, or monthly.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The <b>program mode</b> lamp flashes. The <b>mode change</b> lamp lights steadily.
2. Press the <b>alarm reminder</b> button.	The <b>alarm reminder</b> lamp goes on.
3. Verify the last registered alarm interval.	The display shows the first time setting step for this particular interval.
4. Dial the appropriate number from the dialpad followed by # as shown below.	
<ul style="list-style-type: none"><li>• <b>1#</b> one time only</li><li>• <b>2#</b> daily</li><li>• <b>3#</b> weekly</li><li>• <b>4#</b> monthly</li></ul>	

<b>ONCE</b>	Alarm sounds one time only at a specific time.
<b>DAILY</b>	Alarm sounds every day at the chosen time. Pressing the <b>alarm reminder</b> button silences the alarm for that day only. It can be canceled in the Program mode.
<b>WEEKLY</b>	Alarm sounds at the designated time on the selected day of the week.
<b>MONTHLY</b>	Alarm sounds at the designated time on the selected day of the month.

## Alarm/Reminder Setting (Cont'd)

---

### NOTES

1. Hour, minute, and date settings can only be two digits long. Any successive entries after the first two digits move the ones digit to the tens digit location; this overrides the tens digit.
2. Only certain numbers are accepted for alarm time registration. If an invalid number is entered from the dialpad, an error message displays. Allowable numbers for time registration are as follows:
  - **00-12** = hour
  - **00-59** = minute
  - **01-31** = day (depending on the month)

### To set the hour:

#### *Action*

#### *Results*

- Dial the numbers from the dialpad followed by #.

### To set the minute:

#### *Action*

#### *Results*

1. Dial the numbers from the dialpad followed by #.
2. Press one of the following to register a.m. or p.m.:
  - **1#** a.m.
  - **2#** p.m.

## Alarm/Reminder Setting (Cont'd)

---

To set the day of the week (for monthly alarm):

<i>Action</i>	<i>Results</i>
<ul style="list-style-type: none"><li>Dial the numbers from the dialpad:<ul style="list-style-type: none"><li><b>1#</b> = Sunday</li><li><b>2#</b> = Monday</li><li><b>3#</b> = Tuesday</li><li><b>4#</b> = Wednesday</li><li><b>5#</b> = Thursday</li><li><b>6#</b> = Friday</li><li><b>7#</b> = Saturday</li></ul></li></ul>	

To save the Alarm Settings and exit Program mode:

<i>Action</i>	<i>Results</i>
<ul style="list-style-type: none"><li>Press the <b>program mode</b> button.</li></ul>	The <b>program mode</b> lamp goes out. The <b>alarm reminder</b> lamp stays on. The <b>mode change</b> lamp goes out.

### NOTES

1. You can press the **program mode** button to save and exit the Program mode at any time.
2. You can press the **NEW CALL** button to cancel any registered data.

## Alarm/Reminder Setting (Cont'd)

---

To cancel the Alarm Settings and exit Program mode:

<i>Action</i>	<i>Results</i>
1. Press the <b>program mode</b> button.	The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Press the <b>alarm reminder</b> button.	
3. Press the <b>NEW CALL</b> button.	The <b>alarm reminder</b> lamp goes out.
4. Press the <b>program mode</b> button.	The <b>program mode</b> and <b>mode change</b> lamp goes out.

To silence the alarm after it sounds:

<i>Action</i>	<i>Results</i>
• Press the <b>alarm reminder</b> button.	The <b>alarm reminder</b> lamp goes out.

## **AUTOMATIC HANDSFREE OPERATION**

---

You want to cancel or activate the Automatic Handsfree feature at your extension.

<b>Action</b>	<b>Results</b>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Dial <b>02#</b> .	The <b>program mode</b> lamp lights steadily. The <b>mode change</b> lamp flashes.
3. Dial one of the following: <ul style="list-style-type: none"><li>• <b>1</b> to cancel</li><li>• <b>2</b> to activate</li></ul>	
4. Press the <b>program mode</b> button to save the information.	The <b>program mode</b> and <b>mode change</b> lamps go out.

# FEATURE BUTTON PROGRAMMING

---

Feature Button Programming lets you assign, change, or delete a desired function on a programmable feature button. Your telephone must be available.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	You enter the Program mode. The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Dial <b>10#</b> .	
3. Press the button you want to program and enter the function code (Table 2).	
4. Dial one of the following to program another button: <ul style="list-style-type: none"><li>• <b>#</b></li><li>• <b>*</b></li></ul>	
5. Press the <b>program mode</b> button.	You exit Program mode. The <b>program mode</b> and the <b>mode change</b> lamps go out.

## NOTES

- |   |
|---|
| <ol style="list-style-type: none"><li>1. Press the <b>HOLD</b> button while in Program mode to view function codes.</li><li>2. To delete the pre-assigned function from the feature button, press the <b>NEW CALL</b> button instead of entering the function code.</li><li>3. Your extension is out of service for 10-20 seconds after exiting from this mode.</li></ol> |
|---|

## LAST NUMBER DISPLAY

---

Last Number Display lets you verify the last dialed number that has been stored.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Press the <b>last number redial</b> button.	The <b>program mode</b> lamp lights steadily. The <b>mode change</b> and <b>last number redial</b> lamps flash.
3. Verify that the last number dialed is shown on the display.	
4. Press the <b>#</b> key to alternate last number display between voice and data calls.	
5. Press the <b>program mode</b> button.	All associated lamps go out.

### NOTE

For information regarding the complete use of the Last Number Redial feature, refer to the Feature Operation section of this guide.

## POST-SELECTION OPTION

---

Your telephone has the capability to automatically place an existing call on hold whenever you select another line. Post-Selection Option allows you to cancel or activate this capability.

<b>Action</b>	<b>Results</b>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Dial <b>04#</b> .	The <b>program mode</b> lamp lights steadily. The <b>mode change</b> lamp flashes.
3. Dial one of the following: <ul style="list-style-type: none"><li>• <b>1</b> to activate automatic hold</li><li>• <b>2</b> to deactivate automatic hold</li></ul>	

### NOTE

Canceling this feature causes an existing call to be cut off when a new line is selected.

5. Press the <b>program mode</b> button to save the information.	The <b>program mode</b> and the <b>mode change</b> lamps go out.
--	--

## RING OVER BUSY

---

The Ring Over Busy feature lets you know that you have another call while you are engaged in another telephone conversation. You hear a muted ringing through your extension's speaker.

<b>Action</b>	<b>Results</b>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Dial <b>03#</b> .	The <b>program mode</b> lamp lights steadily. The <b>mode change</b> lamp flashes.
3. Dial one of the following: <ul style="list-style-type: none"><li>• <b>1</b> to cancel ring over busy</li><li>• <b>2</b> to activate ring over busy</li></ul>	
4. Press the <b>program mode</b> button to save the information.	The <b>program mode</b> and the <b>mode change</b> lamps go out.

## RINGING LINE PREFERENCE

---

Ringling Line Preference can be canceled or activated at your extension. Ringling Line Preference allows you to automatically select the ringling line whenever you lift the handset or press **SPEAKER**.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Dial <b>05#</b> .	The <b>program mode</b> lamp lights steadily.
3. Dial one of the following: <ul style="list-style-type: none"><li>• <b>1</b> to cancel ringling line preference.</li><li>• <b>2</b> to activate ringling line preference.</li></ul>	
4. Press the <b>program mode</b> button to save the information.	The <b>program mode</b> and the <b>mode change</b> lamps go out.

## SAVED NUMBER DISPLAY

---

Saved Number Display lets you verify the last number you saved by the **saved number display** button operation.

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Press the <b>saved number</b> button.	The <b>program mode</b> lamp lights steadily. The <b>saved number</b> and <b>mode change</b> lamps flash.
3. Verify the last number you saved.	
4. Press the <b>#</b> button to alternate the saved number display between voice and data calls.	
5. Press the <b>program mode</b> button.	All associated lamps go out.

# SECURITY CODE ASSIGNMENT

---

Security Code Assignment allows you to assign or change your security code in order to prevent unauthorized entry into the Program mode.

## To assign or change the security code:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>program mode</b> button. Dial your security code (if applicable).	The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Dial <b>00#</b> .	The current security code displays. The <b>program mode</b> lamp lights steadily. The <b>mode change</b> lamp flashes.
3. Dial the new security code and press <b>#</b> .	The new security code displays.
4. Press the <b>program mode</b> button to save the information.	The <b>program mode</b> and the <b>mode change</b> lamps go out.

## To cancel the security code:

<i><b>Action</b></i>	<i><b>Results</b></i>
1. Press the <b>program mode</b> button. Dial the security code (if applicable).	The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily.
2. Dial <b>00#</b> .	The current security code displays. The <b>program mode</b> lamp lights steadily. The <b>mode change</b> lamp flashes.

## Security Code Assignment (Cont'd)

<i><b>Action</b></i>	<i><b>Results</b></i>
3. Press the <b>NEW CALL</b> button.	
4. Press <b>#</b> .	The following message displays:  <b>NO SECURITY DEFENSE</b>
5. Press the <b>program mode</b> button to save information.	The <b>program mode</b> and the <b>mode change</b> lamps go out.

### **NOTES**

1. Once a security code has been programmed, this code cannot be changed or deleted without reentering the current security code.
2. Up to 4 digits can be programmed as a security code.

## TOUCH TONE OPTION

---

Touch Tone Option lets you activate or deactivate the confirmation tone (touch tone) of the dialpad.

### **Action**

### **Results**

- |   |   |
|---|---|
| 1. Press the <b>program mode</b> button. Dial the security code (if applicable).  | You enter Program mode. The <b>program mode</b> lamp flashes and the <b>mode change</b> lamp lights steadily. |
| 2. Dial <b>01#</b> .  | The <b>program mode</b> lamp lights steadily. The <b>mode change</b> lamp flashes.                            |
| 3. Dial one of the following: <ul style="list-style-type: none"><li>• <b>1</b> to cancel the tone.</li><li>• <b>2</b> to activate the tone.</li></ul> |   |
| 4. Press the <b>program mode</b> button to save the information.  | The <b>program mode</b> and the <b>mode change</b> lamps go out.  |

## DISPLAY FEATURES

### **Call Duration Display**

Call Duration displays in the lower right-hand corner of the FT12D, FT12DS, and FT24DS LCD screens. It times any call that comes to your extension.

The display begins timing when:

- Incoming DID calls are answered.
- Outgoing calls are connected.

A running-time readout of hours, minutes, and seconds is shown. The readout continues until the connection is ended or transferred.

At the time of disconnection, the accumulated time remains on the LCD screen for up to ten seconds. Timing continues but is not displayed while a call is on hold or parked. The display returns when the call is continued.

### **Calling/Called Name Display**

The Calling/Called Name Display identifies an extension's calling/called party's name on the screen in addition to the extension number. This display identifies the line you select when answering an incoming call on your extension that rings on a non-prime line. Otherwise, the display automatically shows the status of the prime or ringing line.

### **Calling/Called Number Display**

The Calling/Called Number Display shows each call made from your extension. The calling and called extension numbers display on the top row of your LCD screen.

**Display readouts appear in the following variations:**

2000 FOR 2001

Extension 2000 called for your extension. You are extension 2001.

2000 FOR 2002 NANS

Extension 2000 called for extension 2002. Extension 2002 was Call Forwarded - No Answer to your extension.

2000 FOR 2002 BUSY

Extension 2000 called for extension 2002. Extension 2002 was Call Forwarded - Busy/No Answer to your extension.

2000 FOR 2002 FWD

Extension 2000 called for extension 2002. Extension 2002 was Call Forwarded - All Calls to your extension.

2000 FOR 2002 PKUP

Extension 2000 called for extension 2002. You answered the ringing call using the Call Pick-Up feature.

2000 FOR 2002 HUNT

Extension 2000 called for extension 2002 which was busy. The call hunted to your extension.

2002

BUSY    CAMP-ON?

You dialed extension 2002 which was busy. You are given the option to use the Camp-On feature.

A call originating from outside the F9600/ F9600c system is identified by its outside line (trunk) type (CO, tie, WATS, QDID, etc.) in place of the extension number. Calls from the attendant are shown on the display as **ATT** in the place of the calling extension number.

Only one calling/called number readout can display at a time. The display remains until one of the calling parties hangs up.

If two or more FT12D, FT12DS, or FT24DS sets have the same line appearance, the display of a call to that line shows on each set until the call is answered. Only the extension that answers the call keeps this information. The display disappears completely if the call is picked up by another extension sharing that line.

In a situation where there are several incoming calls ringing at once, the display always shows information regarding the prime line.

When a call is answered, no competing information from other calls displays. When a call is placed on hold using the **HOLD** button, the display disappears but the number of the call on hold redisplay once you go back to the call.

### **Calling Number Display Masking**

Calling Number Display Masking prevents the extension number of the calling party from displaying at the called extension or attendant console. This feature is controlled by the COS of the calling extension, and when it is used, the called extension displays five asterisks (\*\*\*\*\*) instead of the calling extension.

### **Call Status/Dialed Number Display**

The Call Status/Dialed Number Display lists the numbers dialed from your FT12D, FT12DS, or FT24DS. It also shows the status of the called line, for example, **RINGING**, **BUSY**, **DENIED**, **OUT OF SERVICE**, etc.

This information lets you check for proper dialing and provides you with information affecting your outgoing calls. The display lists up to 20 digits on the screen as they are dialed. If more numbers are required to complete a call, the display shifts the entered digits to the left one by one. Information remains on the display screen until the status changes. The dialed digits are kept in the display until the connection is broken.

### **Ringling Call Information Display**

The Ringling Call Information displays the calling number / name of the incoming call on the lines that have been registered in the system data base to receive ringing call information. In this case, the current information such as calendar, calling number / name, called number / name, or call duration time is overridden by the new ringing call information on the LCD screen.

**Basic display patterns are as follows:**

2000

You called extension 2000 and it is ringing.

2000 ANSWERED

Extension 2000 was answered.

2000 FWD TO 2220

You called extension 2000 and it was Call Forwarded to extension 2220.

2002 ANSWERED

You called extension 2000. Extension 2000 was Call Forwarded to extension 2002 and the call was answered.

9-555-5555  
CO

You called an outside number.

DENIED

Your extension is denied access to the number or feature you dialed.

9-976-55555  
NUMBER RESTRICTED

The number you dialed is restricted in the system.

9-555-5555  
CONNECT FAILURE

You dialed an outside number but there are no available outside lines to place your call. Hang up and try again later.

This page is intentionally left blank.

## DEFINITIONS

**Call Tones** A number of call tones are provided through the handset and/or speaker of each telephone. They indicate the following:

- Feature availability.
- Call waiting.
- Feature registration or cancellation acceptance.

These call tones are described in the System Tones section at the end of this guide.

**Class of Service/  
Restriction Mode  
(COS/RSM)** These two terms define a particular extension's ability or inability to access features.

Class of service specifically pertains to which outside areas can be dialed and which features can be used. Restriction mode is in effect once an extension accesses an outside line and involves access/denial to specific area and office dialing codes. Both class of service and restriction mode are typically used to customize an extension's capabilities to its calling requirements.

**Dial Intercom and  
Extension Buttons** When using a dial intercom or extension button, you have the option of pressing the button before or after lifting the handset or activating the speakerphone.

**Display** The 20x2 character display panel is standard on each FT12D, FT12DS, and FT24DS and is located at the top of the telephone. The panel shows information about the length of each call and messages, and provides the identity of incoming callers by name, number and type of call, such as WATS, and Quasi-Direct Inward Dial (QDID).

**Display (Cont'd)**

When accessing the Program mode, the display offers visual instructions about how to properly program features. All of this display information appears across the upper and lower sections of the display panel.

When information regarding call status and identification is not required, the lower panel area indicates the current time, day, month, and date.

Specific information regarding each display capability is explained in the section of this guide entitled Display Features.

**Extension**

This is a term that refers to your telephone or your telephone's number assignment.

**Facility Restriction Level (FRL)**

This information is programmed into the system for each extension and provides data regarding allowable calling routes and priority for ARS camp-on.

**Feature Codes**

Feature codes, also referred to in this guide as code(s), are numbers programmed into the F9600/F9600c that allow a user to register or cancel a feature. The majority of features that are available to your extension can be accessed in one of two ways:

- Using a programmed button.
- Entering a specific feature code.

A few features, however, can be accessed in one way only. For example, a dial intercom line can be reached only through a button programmed on your extension.

If a button is not programmed for a desired feature, access can be obtained by using a feature code. Each feature is allowed or disallowed to each extension through system programming called Class of Service.

<b>Idle Line Preference</b>	Each Digital Telephone can be programmed to give you idle line preference. In this case, an available line (non-prime line) is automatically selected whenever a new call is placed while the prime line is in use.
<b>Line Status Indicators</b>	Each Digital Telephone button assigned has an associated line status indicator lamp. This indicator lights or flashes in various patterns according to the status of the line. These patterns are described in Table 4 at the end of this guide.
<b>Manual Selection</b>	Manual selection of an idle or ringing line is always available whether the handset is up or down and overrides the automatic line preference selection options. To manually select a line, press the corresponding line button. This procedure applies to both standard extension and dial intercom lines.
<b>Mask</b>	This is a function used to blank out the display for the dialed number. It is useful for "hiding" authorization codes, account codes, etc., from casual observers.
<b>Message Waiting Indicator</b>	The <b>message waiting</b> lamp on a Digital Telephone flashes rapidly when a code is entered from a message center. This lamp also flashes whenever another extension has left a message directly at the telephone.
	This message waiting display indicates the extension number that left you a message. It gives you the option of either saving or canceling the message, or automatically calling back the party.
	A constantly or steadily lit <b>message waiting</b> lamp on a Digital Telephone indicates that there are saved messages within the telephone memory.

## **Mode Change Button**

One of the programmable buttons can be assigned as a **mode change** button. It is used to access the desired mode of your telephone.

Your extension has three different handling modes: Voice, Data, and Program. Each of these modes is accessed and operated independently by pressing the **mode change** button. Your extension defaults to Voice mode when Data or Program modes are not in use at your extension.

You can verify the Program mode's status on FT12D, FT12DS, and FT24DS sets by pressing the designated **program mode** button. Press the **data call** button to view the status of the Data mode.

The accompanying **mode change** lamp shows the current handling mode of your extension. The lamp is off (dark) when your Digital Telephone is in the Voice mode, steadily on in Data mode, and flashes in the Program mode.

## **Multi-Line Capability**

This feature allows several different lines to be assigned to any or all buttons on your Digital Telephone. These lines can be shared among two or more extensions, or belong only to your extension. A line can be accessed by manual, ringing, prime, or idle line preference.

## **Non-Prime Line**

This term refers to other extension numbers that may be assigned to your telephone, for example, a co-worker's.

## **Parking Position**

This is an arbitrary system number assigned by you when parking a call. It can be any number defined in the system numbering plan. See your System Administrator for further information.

<b>Prime Line Preference</b>	Your assigned extension is your prime line. One programmable button is always assigned to access this line. Your set can be programmed to give you prime line preference. This means that your extension's prime line is selected automatically when you lift the handset or press the <b>SPEAKER</b> button. The lamp indicator for your prime line flashes to show that you are using the line.
<b>Private Intercom</b>	A two-extension intercom group.
<b>Ringling Line Preference</b>	Each Digital Telephone can be programmed to allow ringing line preference. A ringing line is automatically selected whenever you lift the handset or press the <b>SPEAKER</b> button. (If you have both prime line and ringing line preference and a non-prime line is ringing, the ringing line is selected when you lift the handset or press the <b>SPEAKER</b> button.) Ringing line preference applies to both standard and dial intercom lines.
<b>Ringling Patterns</b>	<p>Four different ringing patterns are produced by each Digital Telephone. These patterns indicate the following:</p> <ul style="list-style-type: none"> <li>• Extension calls.</li> <li>• Incoming calls.</li> <li>• Camp-On callback and forwarded calls.</li> <li>• Data calls.</li> </ul> <p>Data call ringing pattern is produced in Digital Telephones that are equipped with a Data Terminal Adapter to indicate an incoming data call. Each of these ringing patterns is described in Table 5 at the end of this guide.</p>
<b>Voice Message Indicator</b>	The lamp indicator above a preprogrammed <b>message waiting (MW)</b> button flashes to let you know that there is a voice message waiting. The indicator stops flashing after you listen to all waiting voice messages.







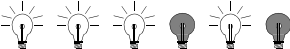



This page is intentionally left blank.

## SYSTEM TONES

- Internal Dial Tone** You get this tone when you lift the handset. This tone indicates that you are free to dial.
- External Dial Tone** This tone is heard when you lift the handset and dial a code for an outside line. This tone indicates that you can place an outside call.
- Recall Dial Tone** You get this tone when you press flash during a conversation. It is three short beeps followed by internal dial tone that indicates you have properly accessed the system and can proceed to dial a feature code.
- Busy Tone** There are two types of busy tones in the F9600/F9600c system:
- A **standard busy tone** (a repetitive 0.5 second tone followed by a 0.5 second pause) indicating that the number dialed is busy.
  - A **distinctive busy tone** (a repetitive 0.2 second tone followed by a 0.1 second pause) indicating that the number dialed is busy but that you can camp-on or override the busy number, depending on the extension's class of service.
- Service Tone** You get a series of three short beeps after you request a feature. This tone indicates that you have successfully accessed the feature.
- Reorder Tone** This is a fast busy tone that indicates one of the following three conditions:
- Your extension's class of service does not include the requested feature.
  - You have dialed an incorrect feature code or number.
  - Your extension was left off-hook after the other party disconnected.


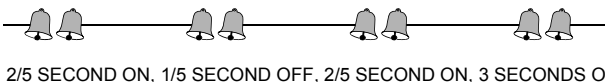
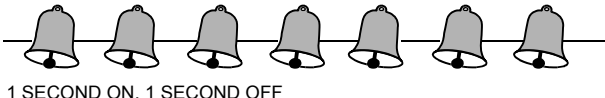

<b>Call Waiting Tone</b>	This is two short beeps heard during a conversation to indicate that an incoming outside call is waiting. A call waiting tone from extension to extension is one short beep.
<b>Call Warning Tone</b>	This is two brief bursts of tone indicating that the most expensive route has been chosen for your outgoing call.
<b>Override Tone</b>	This is two seconds of the override tone followed by a continuous lower volume tone. The override tone is heard by all parties prior to an override. The lower volume tone is heard by all parties during an override.
<b>Meet-Me Conference Tone</b>	This is a three second tone heard during conference calls indicating that additional parties are entering the conference.
<b>Confirmation Tone</b>	Confirmation tone is heard each time you press a dialpad button on your telephone (this feature can be turned off).
<b>Ringling</b>	A repetitive ringing cycle indicates an incoming call has been received.
<b>Distinctive Ringing</b>	<ul style="list-style-type: none"> <li>• <b>Internal Call:</b> A repetitive one-second ringing cycle with a three-second pause.</li> <li>• <b>External Call:</b> A repetitive ringing cycle of two short rings followed by a two-second pause.</li> </ul>

**Table 4. Line Status LED Indicators**

<b>LINE ACCESS</b>		
Idle	The line is not in use.	
Ringing (Red lamp)	The call is from an outside line or from another extension.	
Recall (Red lamp)	Callback from either a Camp-On registration or a Forwarded call.	
Busy (Red lamp)	Another line appearance on your telephone is in use.	
I-Use (Green lamp)	You are using the line.	
<b>HOLD</b> (Red lamp)	Another line appearance on your telephone is in a non-exclusive hold.	
<b>HOLD - EXCLUSIVE</b> I-Hold (Green lamp)	You have placed a call on hold so that only you can pick up the call.	
<b>HOLD - NON EXCLUSIVE</b> I-Hold (Green lamp)	You have placed a call on hold so that anyone with the same extension appearance can pick up the call.	
<b>PRIVACY RELEASE</b> Privacy Release	Privacy is in effect when the lamp is off; released when the lamp is on.	 

**NOTE:**  The lamp is on.  The lamp is off.

**Table 5. Ringing Patterns**

TONE TYPE	ON/OFF INTERVAL (IN SECONDS)													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
STATION TO STATION CALL	 <p>1 SECOND ON, 3 SECONDS OFF</p>													
INCOMING CALL	 <p>2/5 SECOND ON, 1/5 SECOND OFF, 2/5 SECOND ON, 3 SECONDS OFF</p>													
CAMP ON CALLBACK AND FORWARDED CALL	 <p>1 SECOND ON, 1 SECOND OFF</p>													
DATA CALL	 <p>1/4 SECOND ON, 1/4 SECOND OFF</p>													

**NOTE:** Intercom Call ringing patterns are determined by software command.

**Table 6. Feature Codes**

FEATURE	FEATURE CODE
<i>Record your system's customized feature codes in the spaces provided below.</i>	
Account Code Registration	FLASH +
Attendant Access	FLASH +
Attendant Recall	
Automatic Alternate Routing (AAR)	
Automatic Route Selection (ARS)	FLASH +
Automatic Route Selection - Manual Advance	
Bad Line Reporting	+ EXT
Call Forward - All Calls (registration)	
Call Forward - All Calls (cancellation)	+ EXT
Call Forward - Busy/No Answer (registration)	+ EXT
Call Forward - No Answer (registration)	
Call Forward - Busy/No Answer or No Answer (cancellation)	+ EXT
Call Forward - Follow Me (registration)	
Call Forward - Follow Me (cancellation)	FLASH +                      + PN
Call Hold	
Call Hold - Local Retrieve	
Call Hold - Remote Retrieve	FLASH +                      + PN
Call Park	+ PN
Call Park - Retrieve	
Call Pick-Up	+ EXT
Call Pick-Up - Directed	+ EXT
Call Pick-Up - Multi-Groups	FLASH +
Call Waiting - Return	FLASH +
Camp-On (registration)	
Camp-On (cancellation)	

**PN:** Position Number**EXT:** Extension Number

**Table 6. Feature Codes (Cont'd)**

<b>FEATURE</b>	<b>FEATURE CODE</b>
Code Call	+ ZN + IDC
Code Call - Meet-Me	+ ZN
Data Secure - Selective	
Day Mode	
Dictation Machine Access	
Do Not Disturb (registration)	
Do Not Disturb (cancellation)	
Do Not Disturb Override	FLASH +
Do Not Disturb - Selective Exemption (registration)	+ EXT
Do Not Disturb - Selective Exemption (cancellation)	
Do Not Disturb - from Other Extension (registration)	
Do Not Disturb - from Other Extension (cancellation)	
Eight-Way Conference	FLASH +
Emergency Call to Attendant	
Executive Busy Override	FLASH +
Executive Camp-On	FLASH + + EXT
Group Paging through DT Speakers	+ SGN
Individual Modem Access	+ MID
ISDN Calling Number Privacy (presentation)	
ISDN Calling Number Privacy (restriction)	
Last Number Redial	
Meet-Me Conference	
Message Waiting Canned	
Message Waiting (TSCB)	FLASH +
Message Waiting Semi-Free	
Message Waiting (cancellation)	

**IDC:** ID Code**MID:** Modem ID**ZN:** Zone Number**EXT:** Extension Number

**Table 6. Feature Codes (Cont'd)**

<b>FEATURE</b>	<b>FEATURE CODE</b>
Message Waiting Retrieval	
Night Answer	
Night Mode	
Paging (System - All Zones)	
Paging (Tenant - All Zones)	
Paging (Individual Zone)	
Paging (Meet-Me - Individual Zone)	
Silent Monitor by ACD Group (registration)	
Speed Calling (System Level)	+ EC
Speed Calling (Group #A access)	+ EC
Speed Calling (Group #A registration)	+ EC + EXT
Speed Calling (Group #B access)	+ EC
Speed Calling (Group #B registration)	+ EC+ EXT
Three-Way Conference	FLASH +
Transfer	FLASH +
Universal Registration/Cancellation	+ SC
Universal Registration/Cancellation Group	+ SGN + SC
Voice to Data Switch Access (Type 1)	
Voice to Data Switch Access (Type 2)	
Voice to Data Switch Access (Type 3)	FLASH +
Voice Message	

**EC:** Entry Code**SC:** Service Code**SGN:** Subgroup Number**EXT:** Extension Number

# CUSTOMIZED LISTINGS

## Paging Zone List

ZONE	PAGING AREA

## Group Paging List

GROUP	PAGING MEMBERS

## Code Call Zone List

ZONE	CODE CALL AREA







---

SECTION 119-034-015  
P/N D119-034-015

January 2001  
Printed in U.S.A.