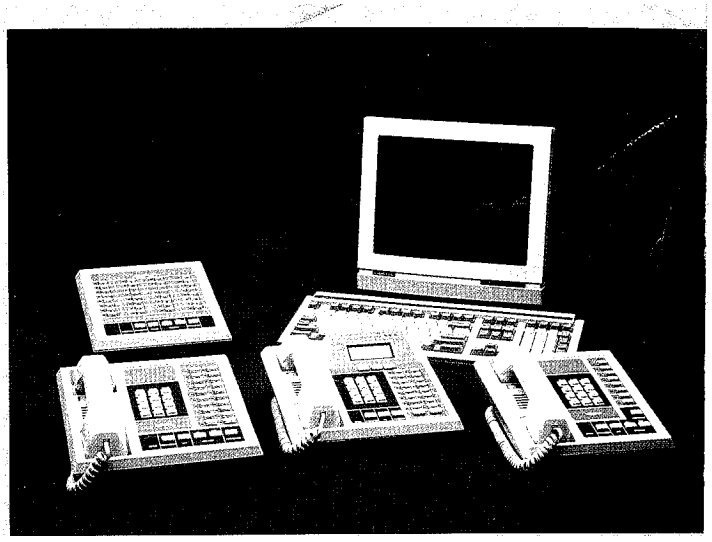
ISOETEC® SYSTEM/96
ISOETEC® SYSTEM/96/66

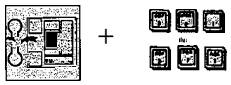
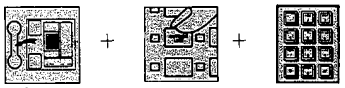
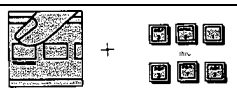
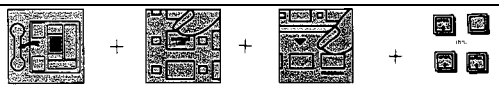
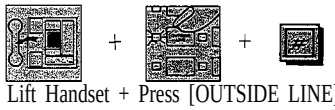


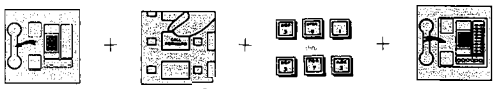
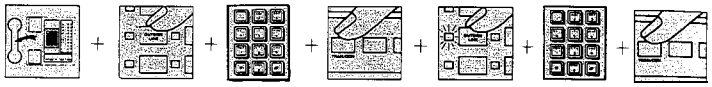
USER GUIDE

Quick Reference Guide

This Quick Reference Guide illustrates **one** possible way to use some of the features on your **ISOETEC** telephone system. Various methods of operation depend on how your particular system is programmed.

For detailed descriptions of system features operations, please refer to the System/96 **User's** Guide.

Making an internal Call = p. 9	 Lift Handset + Dial Extension Number
Making an External Call= **p. 10**	 Lift Handset + Press [OUTSIDE LINE] key + Dial desired number
Call Placed an Hold = p. 28	(With Current Call in Progress), press [HOLD] key
Call Transfer = p. 29	 (With Current Call in Progress), press [TRAN/CON] key + Extension Number + Announce Call
Station Speed Dial = p. 17	 Lift Handset + Press [OUTSIDE LINE] key + Press [PROGRAM] key + Bin Number (01 thru 50)
System Speed Dial = p. 58	Lift Handset t Press [OUTSIDE LINE] key + press [PROGRAM] key + q + Bin Number (01 thru 00)
Last Number **Redial** = p. 26	 Lift Handset + Press [OUTSIDE LINE] key + q
Station Call **Back** = **p.** 47	(When a Called Extension is busy) press [CALL BACK] key + Replace Handset + (When Called Extension becomes idle and your phone rings) lift Handset + Press [CALL BACK] key
Orbit (Park and Page)= p. 55	(With Outside Call in Progress) press [TRANICON] key + Dial Orbit Zone. (5q thru q q) + Dial desired Page Zone (60 thru 69)

Call Forward = **p.** 32	 Lift Handset + Press [CALL FORWARD] + Dial Extension Number + Replace Handset
Activate Do Not Disturb = p. 51	Press [DND] key
Deactivate Do Not Disturb = p. 51	Press blinking [DND] key
Conference/I Internal/ 2 External parties= p. 35	 Lift Handset + Press available [OUTSIDE LINE] key + Dial 1st External Phone Number + Press [TRANKON] key + Press 2nd available [OUTSIDE LINE] key + Dial 2nd External Number + Press [TRAN/CON] key
Conference/2 Internal parties/ 1 External party = p.38	Lift Handset + Press available [OUTSIDE LINE] key + Dial External Phone Number + Press [TRANICON] key + Dial 1 + Internal Extension Number + Press [TRANICON] key
Page = p. 53	Lift Handset + Dial Page Zone (q q thru q q) + Page after Tone
Split = p. 46	(While on a Call), Press blinking [SPLIT] key
Camp-On = p. 44	(Upon reaching busy extension), dial q
Night Answer = p. 15	Press blinking [NIGHT ANSWER] key
Call Pickup = p. 9	Lift Handset + Dial 2 + Ringing Extension Number

ISOETEC®

SYSTEM/96
SYSTEM/96/66
USER GUIDE

All of the features described in this User Guide apply to both the ISOETEC® SYSTEM196 and the ISOETEC® SYSTEM/96/66. Functions, however, may vary according to system size.

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September 1989

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Introduction

The ISOETEC® SYSTEM196 is a fully featured, easy to use telephone system. It is designed with consideration for the smaller business whose insistence on reliability, service, and flexibility are top priorities.

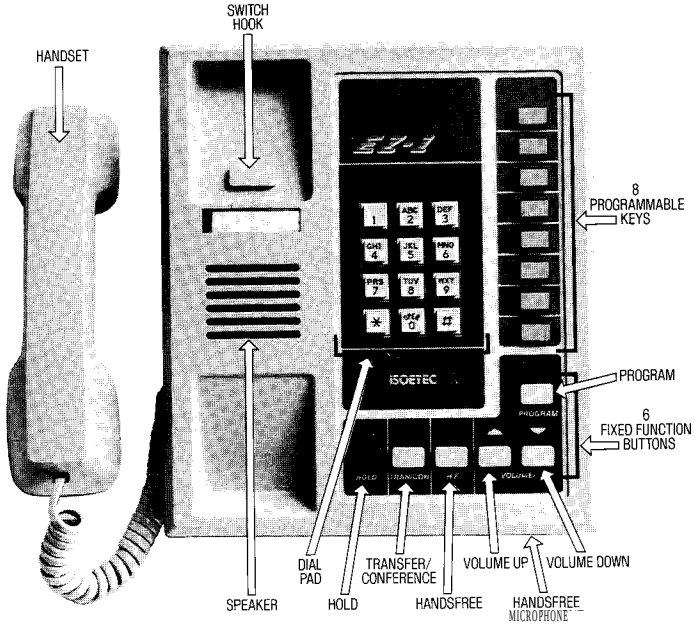
The ISOETEC® SYSTEM196 can expand to as many as 480utside lines, and 72 'office/extensions, (numbered301 to 372), and offers you varied feature options to allow you to customize your telephone to suit your specific business needs. The ISOETEC® SYSTEM/96 is available with either a 14-key, or 26-key phone, a Display Phone or a Single Line Telephone, all of which offer the same reliability, flexibility, and ease of use.

How To Use This Guide

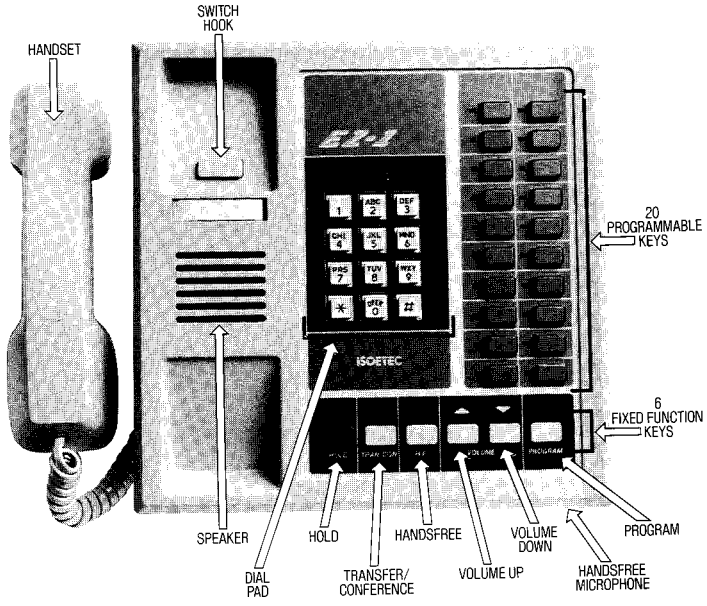
This guide gives you easy to follow instructions on how to get the most from the features and functions of your new telephone. This guide includes operating instructions for the 14-key phone, the 26-key phone, the Single Line Phone, and for the Operator station. Each feature or function description is made up of seven parts:

Title:	The feature or function name. Some features require that a key on your extension be programmed by your System Manager.
Description:	A description of what the feature or function does.
How To:	What the feature or function does.
Graphics:	A simple diagram of the action you must take in order to make the feature or function work.
Action:	What you have to do to make the feature or function work.
Result:	The result of the action you have taken in order to make the feature or function work.
Comment:	More information on the feature or function.

14 - Key Phone



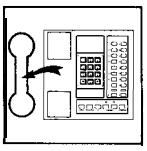
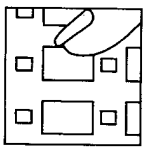
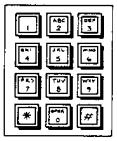
26 - **Key** Phone



Self-Test (Testing Your Telephone)

Description: The Self-Test makes it possible to check the LED's (lights) beside each key on your telephone extension, in order to make certain that each is functioning properly If you have some concern that your extension is not working properly, this function allows you to test your extension.

How To: Test Your Telephone Extension In Order To Determine Any Irregularities In The LED's Function Or Key Function.

	Action	Result	Comment
			Note: The 14-key phone does not allow for self-testing of the complete pad All other keys may be tested
1. 	-Lift handset.	Internal dial tone is heard.	
2.	-Dial [7][#]	Extension is in test mode.	
3. 	-Press each of the programmable keys.	The LED beside each key should light when you press the key	
4. 	-Press each key on the dial pad.	An LED next to one of the programmable keys will light corresponding to the dial pad key pressed.	
5.	-Press each of the "fixed" keys under the dial pad.	The LED above each key should light when the key is pressed.	The [VOLUME A] key will light the LED over over the [HOLD] key The [VOLUME ▼] key will light the LED over the [TRAN/CON] key

The Telephones

Description: The types of calls which may be placed are Internal, (one extension to another) or External, (Outside line calls). Internal calls may be made to the receiving extension either using ring or a Voice Announce call, (the call is received Hands Free).

The ISOETEC® SYSTEM/96 is available with either a 14-key phone, a 26-key phone, or a Display Phone. A Single Line Phone may also be used. The 14-key phone has eight programmable feature keys, and six "fixed' keys (HOLD, TRAN/CON, HANDS FREE, PROGRAM, VOLUME A , and VOLUME ▼). The 26-key phone has 20 programmable keys, and the same six "fixed' keys. The Display Phone has 16 programmable keys and the standard six "fixed" keys as well as three "soft" keys whose use is flexible, dependent upon what feature or function is being used. Programmable keys may be changed to suit the user's feature requirements, while "fixed" keys always remain as their assigned function.

The feature keys will be programmed by you or your System Manager to suit your specific business needs. A description of the "fixed" keys, whose function may not be changed, follows:

HOLD -Places your current call on Hold.

TRAN/CON -Places your current call on Hold while it awaits Transfer, Orbit, or Conferencing functions.

HANDS FREE-Allows you to converse with another party on Internal and External calls without having to lift the handset. Hands Free operation on the 14-key phone is restricted to Internal calls only (provided one of the parties is using the handset), and may also be used for Speed Dialing Outside calls. Voice transmission, however, is not possible with the 14-key phone on External calls, therefore after speed dialing tones are heard, the handset must be lifted in order to converse with the called party

PROGRAM-Used in a specified sequence in order to enable programming of different features and functions. The [PROGRAM] LED will time out after approximately six seconds.

Note: If the [PROGRAM] LED goes out before you have entered the necessary information, you have waited too long, and the programming period has timed out. Programming will have to be initiated again.

The Telephones

VOLUME A/VOLUME ▼—Adjusts the volume to comfortable levels. The volume adjustments apply to the function to which you are currently connected. To increase speaker volume press VOLUME A key. To decrease speaker volume press VOLUME ▼ key The volume can be set, and placed in memory, for the following eight functions:

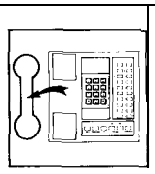
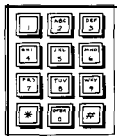
1. Handset on Outside call.
2. Handset on Internal call.
3. Hands Free on Outside call.
4. Hands Free on an Internal call.
5. Page volume.
6. Outside line ringing volume.
7. Internal line ringing volume.
8. Background Music volume.

FEATURE KEYS-Your telephone also has 8,16, or 20 programmable feature keys, (depending on which ISOETEC® SYSTEM/96 telephone you have), which may be programmed by your System Manager to give you the additional features and Outside lines which best suit the way you want to use your telephone. Features such as Direct Station Select (DSS), Station Speed Dial, Call Back, Message Waiting, Save/Repeat, Do Not Disturb, and Mute are just some of the standard features which are available.

A red Light Emitting Diode (LED) next to each key is used to provide extension status information.

Placing Calls

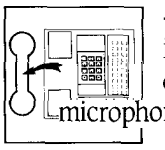
How To: Make Internal Calls.

	Action	Result	Comment
1. 	-Lift handset, or press Hands Free [HF] key.	Internal dial tone is heard in handset, or speaker. If Hands Free Mode is used, [HF] key LED will light.	
2. [ ] + 	-Dial extension number [3] [0] [1] thru q [7] [2] for Voice Announce, OR dial 1 + extension number [3] [0] [1] thru [3] [7] q in order to make called extension ring.	Double tone is heard by you and other extension.	Double tone tells called extension [HF] speakerphone is activated. [HF] key LED will flash at called extension.

Note: Hands Free dialing can be accomplished on a M-key phone, but Hands Free voice transmission is not available on External calls with this phone. You may dial any number using Hands Free, but then you must lift the handset in order to speak with the called party. The [HF] feature does, however, work for Internal calls only on the 14-key phone, providing one party is using the handset.

Receiving An Internal (Intercom) **Call**

How To: Answer A Call Made To Your Extension From Another Extension In Your System.

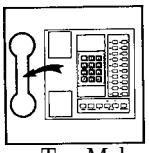
	Action	Result	Comment
When caller has dialed (301-372) to reach your extension, (Voice Announce).			
1. 	-(When double tone is heard), lift handset or speak into [HF] microphone.	[HF] LED blinks, and [HF] speaker is activated.	You *are* connected to the Internal call.

(Continued)

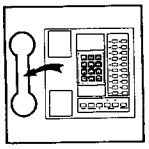
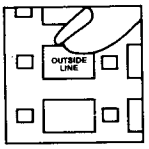
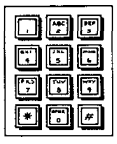
Placing Calls

Answer A Call Made To Your Extension From Another Extension In Your System. Con't.

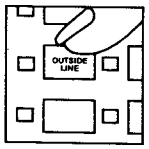
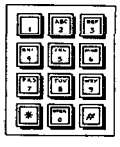
When caller has dialed 1 + (301-372) to reach your extension, (Ring).

2. 	-(When your extension rings), lift handset or press [HF] key	If [HF] key is used, [HF] LED lights steadily	You are connected to the Internal call.

How To: Make External Call With Handset.

	Action	Result	Comment
1. 	-Lift handset.	Internal dial tone is heard.	
2. 	-Press idle [OUTSIDE LINE] key	[OUTSIDE LINE] key LED will light. External dial tone is heard in handset.	Before pressing [OUTSIDE LINE] key be sure Outside line is idle. [OUTSIDE LINE] LED is not lit).
3. 	-Dial desired telephone number.	Dialing pulses/tones are heard in handset.	

How To: Make External Hands Free Call (with 26-key phone only).

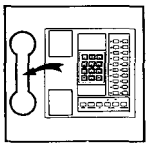
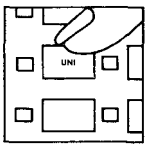
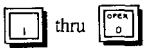
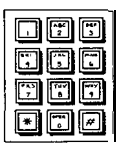
	Action	Result	**Comment**
1. 	-Press idle [OUTSIDE LINE] key	[OUTSIDE LINE] LED will light. [HF] LED will light. External dial tone is heard.	Before pressing [OUTSIDE LINE] key, be certain [OUTSIDE LINE] is idle. ([OUTSIDE LINE] key LED is not lit).
2. 	-Dial desired telephone number.	Dialing pulses/tones are heard in speaker.	

Placing Calls

Note: Han&Free dialing can be accomplished on a 14-key phone, but Hands Free voice transmission is not available on External calls with this phone. You may dial any number using Hands Free, but then you must lift the handset in order to speak with the called party. The [HF] feature does, however, work for Internal calls only on the 14-key phone, providing one party is using the handset.

How To: Make An External Call With [UNI] key

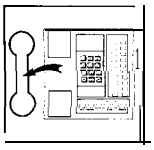
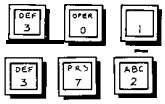
Note: The [UNI] key is a function key which can be programmed on an extension to allow access to Outside lines which do not appear on that extension.

	Action	Result	Comment
1.	 -(26-key Phone) Lift handset or press Hands Free [HF] key	Dial tone is heard in handset or speaker. If HF mode is used, [HF] LED will light.	(14-key phone) Lift handset only [HF] will not function with this feature.
2.	 -Press [UNI] key		
3.	 -Dial the appropriate group number, q thru •i (where 0 = 10) on dial pad.	[UNI] key LED will light. External dial tone is heard.	If Outside line dial tone is not obtained, repeat procedure and increment: e.g., q , 2 , q , etc., on dial pad. (1 thru q , (where 0 = 10)). Your System Manager will inform you if different lines in your System are programmed for specific purposes. Should this be the case, digits q thru q will each be designated for specific trunk groups.
4.	 -Dial desired telephone number.	Dialing pulses/tones are heard in handset or speaker as applicable.	

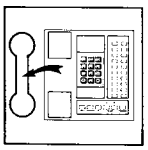
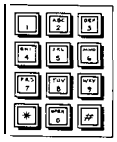
Autopick

Description: If you intend to make mostly External calls, your phone can be programmed to seize an Outside line each time the handset is lifted or the [HF] key is pressed. Conversely if the user intends to make mostly Internal calls, the phone can be programmed to seize the line for Internal dial tone each time the handset is lifted, or the [HF] key is pressed. This feature must be enabled by system programming.

How To: Place An Internal Call While Autopick Is Activated.

	Action	Result	Comment
1.	-(Without lifting handset or pressing [HF]), dial [2] on the dial pad.		
2. 	-Lift handset or press Hands Free [HF] key	Internal dial tone is heard in handset or speaker. [HF] LED will light if [HF] key is pressed.	
3. 	-Dial desired extension number, [3] [0] [1] thru [3] [7] [2]		You may also dial page access code, call pick up, or dial any other code for other features.

How To: Place An External Call While Autopick Is Activated.

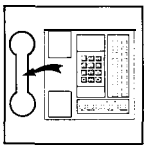
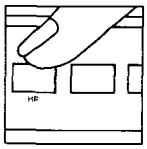
	Action	Result	Comment
1. 	-Lift handset or press Hands Free [HF] key	External dial tone is heard in handset or speaker. [HF] LED will light if [HF] key is pressed.	
2. 	-Dial desired telephone number on dial pad, or press pre-programmed Speed Dial key.		

Auto Answer Option

Auto Answer -"Yes"

Description: When Auto Answer Is Programmed To "Yes", It Eliminates The Need For Pressing The [OUTSIDE LINE] Key On Incoming Ringing Calls.

How To: Answer External Calls If Auto Answer Is Programmed-"Yes".

	Action	Result	Comment
Answer Using Handset:			
1. 	-(When your extension rings), lift handset.	Call is connected. LED corresponding to [OUTSIDE LINE] key blinks slowly	Lift handset when phone rings.
Answer Using Hands Free: **(26-key** phone only)			
1. 	-(When your extension rings), press Hands Free [HF] key.	Call is connected. LED corresponding to [OUTSIDE LINE] blinks slowly	Press when phone phone rings. LED above [HF] key will light.

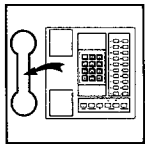
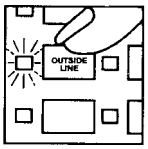
Auto Answer Option

Auto **Answer — "No"**

Description: Each extension can be programmed for Auto Answer by your System Manager to allow different methods of answering External (Outside) calls.

If your System Manager has programmed your System for Auto Answer "No", you will need to press the blinking [OUTSIDE LINE] key in order to receive your call.

How To: Answer An External Call Using Handset.

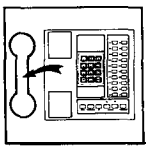
	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With hands free use, ignore step *1,* and begin with step 2. (Hands free use is not possible with the 14-key phone for this feature).
2.	 -Press blinking [OUTSIDE LINE] key	Call is connected.	

Note: If your System Manager has programmed your extension for Direct External Line appearance, the LED next to an Outside line will blink anytime that line is ringing. You may pick up an outside call even if your extension in not programmed to ring by pressing the blinking key.

Night Answer Key

Description: A Night Answer Key is used to answer Incoming calls on Outside lines which may or may not ring at an extension. This feature can only be used when the system has been placed in Night Mode at the Operator Extension.

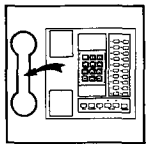
How To: Answer A Night Ring.

	Action	Result	Comment
1. 	-Lift handset or press Hands Free [HF] key.	Internal dial tone is heard.	[NIGHT ANSWER] LED will blink on Incoming Outside call.
2.	-Press blinking [NIGHT ANSWER] key.	Incoming Call is connected. [NIGHT ANSWER] LED goes out, and appropriate [OUTSIDE LINE] key LED blinks slowly	

Mode Changes

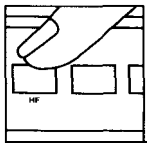
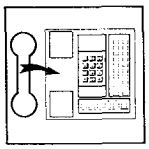
Description: At any time during an Internal or External call, you may wish to change from speaking through the handset, to Hands Free, or vice versa.

How To: Change From Hands Free To Handset.

	Action	Result	Comment
1. 	-(While on Hands Free call), lift handset.	Hands Free speaker and microphone is disabled. Call is now connected to handset. Hands Ree [HF] LED is not lit.	

Mode Changes

How To: Change From Handset To Hands Free.

	Action	Result	Comment
1.	 -(While on call using using handset), press Hands Free [HF] key.	Handset is disabled. Call is now connected to speakerphone. [HF] LED is lit.	
2.	 -&place handset.		

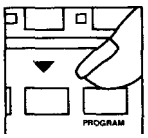
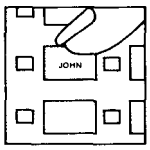
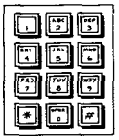
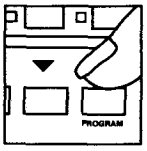
Note: Hands Free dialing can be accomplished on a 14-key phone, but Hands Free voice transmission is not available on External calls with this phone. You may dial any number using Hands Free, but then you must lift the handset in order to speak with the called party. The [HF] feature does, however, work for Internal calls only on the 14-key phone, providing one party is using the handset.

Station Speed Dial

Description: The system is capable of a maximum of 30 Station Speed dial numbers for each extension, and these can be programmed or accessed using either of two methods: a dedicated key (pre-programmed as a Station Speed Dial key), or a bin number for dialing the code in manually The user may use either method separately or a combination of both methods up to a maximum of 30 Station Speed Dial numbers.

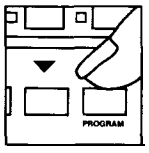
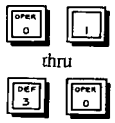
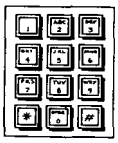
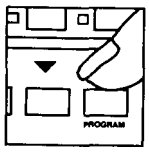
For convenience, you may program frequently used External numbers, (e.g. business contacts, private numbers, etc.), enabling you to dial the External number automatically instead of dialing manually

How To: Program Station Speed Dial, (Dedicated Key Method).

	Action	Result	**Comment**
Dedicated Key Access Method:			
1. 	-(Without lifting handset), press [PROGRAM] key	[PROGRAM] LED is steadily lit.	If [PROGRAM] LED blinks when pressed, the system is busy Wait and try again.
2. 	-Press dedicated [STATION SPEED DIAL] key	[PROGRAM] LED will continue to be lit.	
3. 	(On dial pad), enter telephone number desired for the assigned Station Speed Dial key.		You may enter up to 30 digits.
4. 	-Press [PROGRAM] key.	[PROGRAM] LED goes out.	Programming ends. External telephone number is stored in memory

Station Speed Dial

How To: Program Station Speed Dial, (Bin Access Method).

	Action	Result	Comment
Using Bin Method:			
1.	 -(Without lifting handset), press [PROGRAM] key	[PROGRAM] LED is steadily lit.	If the [PROGRAM] LED blinks after pressing, the system is busy Wait and try again.
2.	 -Press desired bin number. [0] [1] thru [3] [O].	[PROGRAM] LED will continue to be lit.	If, when entering the bin number, the [PROGRAM] LED goes out, the bin number entered is already dedicated to that bin number. You may use that Dedicated key or initiate the procedure again using another bin number.
3.	 -Enter telephone number for assigned bin.		You may enter up to 30 digits.
4.	 -Press [PROGRAM] key.	[PROGRAM] LED goes out.	Programming ends. External telephone number is stored in memory.

Note: Pauses between digits may be required when programming common carrier numbers and codes such as MCI, Sprint, etc.

✱ 1 *enters pauses of pre-programmed duration.*

✱ 2 *chains station to station.*

q q *chains Station Speed dial to System Speed dial or vice versa.*

a 4 *enters automatic pauses which wait for dial tone.*

(Continued)

Station Speed Dial

Program Station Speed Dial, Cont.

Every key entered after the bin number counts as one digit, (Including [*] and [#] towards the maximum of 30).

If the [PROGRAM] LED goes out before you have entered the necessary information, you have waited too long, and the programming period has timed out. Programming will have to be initiated again.

Chaining Station Speed **Dial**

Description: When more than the maximum 30 digits are required, two or more Station Speed Dial bins may be "joined" or chained together.

Note: Pauses between digits may be required when programming common carrier numbers and codes such as MCI, Sprint, etc.

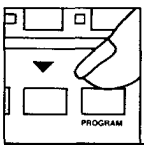
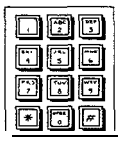
✱ q *enters pauses of pre-programmed duration.*

✱ 2 *chains station to station.*

✱ q *chains Station Speed dial to System Speed dial or vice versa.*

q q *enters automatic pauses which wait for dial tone.*

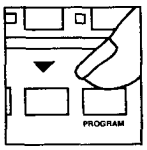
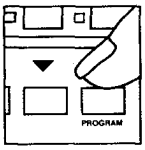
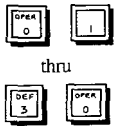
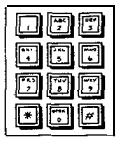
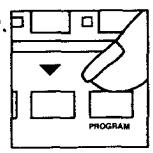
How To: Program Chained Station Speed Dial Numbers.

	Action	Result	**Comment**
1.	 -(Without lifting handset), press [PROGRAM] key.	The LED above the [PROGRAM] key should be steadily lit.	A flashing [PROGRAM] LED indicates the system is temporarily busy
2.	OPER 0 1 DEF 3 OPER 0 -Enter bin number 0 1 thru 3 0 on dial pad.		
3.	 -Enter desired phone number on dial pad.		
4.	✱ + ABC 2 -Press •l plus q .		The chaining command is initiated.
5.	OPER 0 1 thru DEF 3 OPER 0 -Press number of second desired bin 0 1 thru 3 0 .		Make certain the second bin chosen is different than the first one.

(Continued)

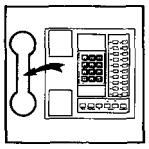
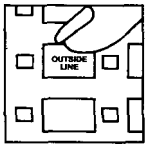
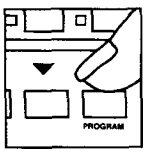
Chaining Station Speed Dial

Program Chained Station Speed Dial Numbers, Cont.

	Action	Result	Comment
6. 	-Press [PROGRAM] key.	The LED above the [PROGRAM] key will go out.	
7. 	-Press [PROGRAM] key.	[PROGRAM] key LED will be steadily lit.	
8.  thru	-Press number of second bin q q thru q q . The second bin number will be the same as in step 5.		Be certain this bin number will be the same as in step 5, above.
9. 	-Dial desired number.		
10. 	-Press [PROGRAM] key.	Chaining is completed.	

Using Station Speed Dial

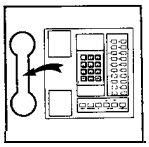
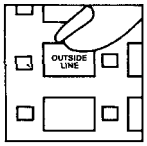
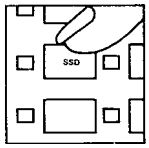
How To: Use Station Speed Dial Using Bin Method.

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	For Hands Free operation, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key	[OUTSIDE LINE] LED blinks slowly External dial tone is heard.	With Hands Free operation, [HF] key LED will light.
3.	 -Press [PROGRAM] key.	[PROGRAM] LED will light.	
4.	Press desired bin number, 0 0 thru 3 0.	Speed dialing digits is heard. [PROGRAM] LED goes out.	

Note: Hands Free dialing can be accomplished on a 14-key phone, but Hands Free voice transmission is not available on External calls with this phone. You may dial any number using Hands Free, but then you must lift the handset in order to speak with the called party. The [HF] feature does, however, work for Internal calls only on the 14-key phone, providing one party is using the handset.

Using Station Speed **Dial**

How To: Use Station Speed Dial Using A Dedicated Key.

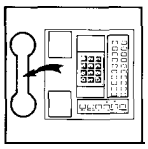
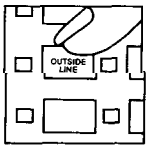
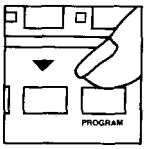
	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	For Hands Free [HF] operation, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key	[OUTSIDE LINE] LED lights. External dial tone is heard.	With Hands Free operation, [HF] key LED will light.
3.	 -Press [STATION SPEED DIAL] key	Speed dialing of digits is heard.	[PROGRAM] key LED will flash momentarily.

Note: Hands Free dialing can be accomplished on a 14-key phone, but Hands Free voice transmission is not available on External calls with this phone. You *may dial any number using Hands Free, but then you must lift the handset in order to speak with the called party. The [HF] feature does, however, work for Internal calls only on the 14-key phone, providing one party is using the handset.*

System Speed Dial

Description: The system is capable of storing 100 System Speed Dial numbers [0] [1] through [0] [0] (where 00 = 100)) with a maximum of 30 digits for each number, which must be programmed from the Operator extension. Any telephone number which is frequently dialed by all extension users in the system, can be programmed by the Operator to provide System Speed Dial as a time saving feature for all extension users.

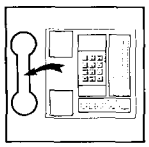
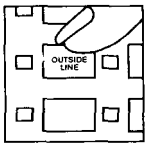
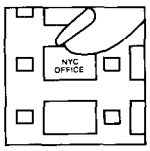
How To: Use System Speed Dial With Bin Number Access Method.

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With [HF] use, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key	[OUTSIDE LINE] LED blinks slowly External dial tone is heard.	With [HF] operation the [HF] LED will light.
3.	 -Press [PROGRAM] key.	[PROGRAM] LED will light.	
4.	[*] -Dial [*] on dial pad.		Command for System Speed Dial.
5.	[OPER 0] [1] thru [OPER 0] [OPER 0] -Dial desired bin number, on dial pad [0] [1] thru [0] [0]	Speed dialing of digits is heard in handset. [PROGRAM] LED goes out.	

Note: Han& Free dialing can be accomplished on a 14-key phone, but Hands Free voice transmission is not available on External calls with this phone. You may dial any number using Hands Free, but then you must lift the handset in or&r to speak with the called party. The [HF] feature does, however, work for Internal calls only on the 14-key phone, providing one party is using the handset.

System Speed Dial

How To: Use System Speed Dial With Dedicated Key Access Method.

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With Hands Free operation, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key.	[OUTSIDE LINE] LED blinks slowly. External dial tone is heard.	With Hands Free operation, the [HF] key LED will light.
3.	 -Press [SYSTEM SPEED DIAL] key.	Speed dialing of digits is heard.	

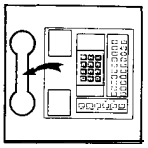
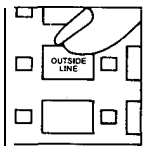
Note: Hands Free dialing can be accompi'ished on a 14-key phone, but Hands Free voice transmission is not available on External calls with this phone. You may dial any number using Han& Free, but then you must lift the handset in order to speak with the called party. The [HF] feature does, however, work for Internal calls only on the 14-key phone, providing one party is using the handset.

last Number Redial

Description: This feature enables the user to redial the last number dialed after the termination of that call.

Note: The Last Number Redial feature will not store a telephone number overnight.

How To: Use Last Number Redial.

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With Hands Free use, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key.	[OUTSIDE LINE] LED blinks slowly. External dial tone is heard.	With Hands Free use, [HF] LED will light.
3.	[#]	Dial [#] on dial pad.	Redialing of digits for the last number dialed are heard in handset.	

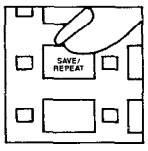
Note: Hands Free dialing can be accomplished on a 14-key phone, but Hands Free voice transmission is not available on External calls with this phone. You may dial any number using Hands Free, but then you must lift the handset in order to speak with the called party. The [HF] feature does, however, work for Internal calls only on the 14-key phone, providing one party is using the handset.

Save Repeat

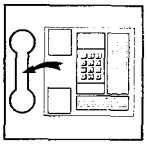
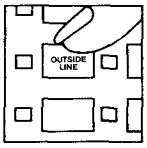
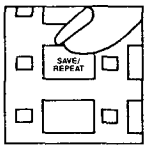
Description: This feature allows a user to dial an External number and save it, (store in memory), and redial the number with a single key access. The number can be saved any time after the number is dialed, and before disconnecting. The number can be redialed repeatedly until another number is saved.

Note: A number cannot be saved in the system overnight.

How To: Save A Dialed Telephone Number.

	Action	Result	Comment
1.	 -(While on a call which you have dialed), press [SAVE/REPEAT] key.	Dialed number is saved in memory.	

How To: Repeat Dialing A Saved Telephone Number.

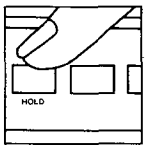
	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	With Hands Free operation, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key	External dial tone is heard.	With [HF] operation [HF] LED will light.
3.	 -Press [SAVE/REPEAT] key.	Saved number is redialed.	

Hold/Exclusive Hold

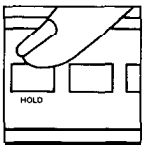
Description: Any External call may be placed on Hold. If an External call is placed on Hold, anyone with access to that Outside line can answer the call.

If an External call is placed on Exclusive Hold, the call can only be answered at the extension which placed the call on Hold.

How To: Place An Outside Line Call On Hold.

	Action	Result	Comment
1. 	-(While on current call), press [HOLD] key	[OUTSIDE LINE] LED blinks rapidly	Press [HOLD] only once. LEDs corresponding to Outside lines on other phones in the system will blink slowly Other users with blinking LEDs are able to answer the call on HOLD.

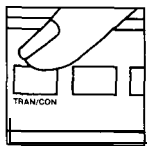
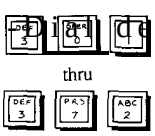
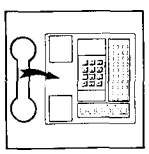
How To: Place An Outside Line Call on Exclusive Hold.

	Action	Result	Comment
1. 	-(While on current call), press [HOLD] key twice.	LED above [HOLD] key blinks slowly	[OUTSIDE LINE] key LEDs corresponding to Outside line on other phones in the system is lighted. No other users in the system are able to retrieve the call from Hold.

Call Transfer

Description: This feature allows an Outside call to be answered at one extension, and then transferred to another extension. If the called extension user is busy, does not wish to accept the Outside call, or does not answer, the transferring extension can reconnect to the External caller by pressing the flashing Outside line key If me call transferred is not answered within the Transfer Recall Time, the call will be returned automatically to the transferring extension. The Transfer Recall time is stored in system programming.

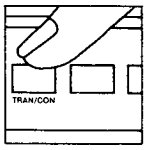
How To: Transfer A Call From One Extension To Another.

	Action	Result	Comment
1. 	-(While on current call), press [TRAN/CON] key	[OUTSIDE LINE] or [UNI] key LED blinks.	External call is put on hold automatically
2. 	Dial desired extension number, [3] q q thru [3][7][2]	Both the transferring, and receiving extension will hear a double tone, and are connected to each other.	Second extension will receive transferred call if so desired. If busy, or no answer, you may reconnect to External call by pressing [OUTSIDE LINE] key If it is not desired to inform called extension of call, (screen the call), replace handset after dialing the receiving extension number.
3. 	-Replace handset.		Call Transfer is completed. If transferred call is not answered in set Transfer Recall Time, Outside call returns to transferring extension.

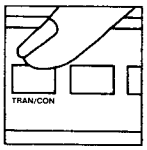
Auto Transfer

Description: If an extension has a DSS (Direct Station Select) key programmed for the extension to which a call is to be transferred, and the extension is also programmed for Auto Transfer, an Incoming call can be transferred by pressing just the assigned [DSS] key

How To: Activate Auto Transfer.

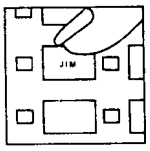
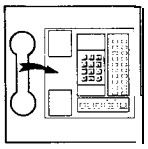
	Action	Result	Comment
1. 	-(Without lifting handset), press [TRAN/CON] key.	The [TRANKON] LED will be steadily lit.	Extension must be idle when activating Auto Transfer. Auto Transfer is activated.

How To: Deactivate Auto Transfer.

	Action	Result	Comment
1. 	(While Auto Transfer is activated, and without lifting handset), press [TRAN/CON] key	The [TRAN/CON] LED will go out.	Auto Transfer is deactivated.

Auto Transfer

How To: Use Auto Transfer.

	Action	Result	Comment
1.	 -When Auto Transfer has been activated and and while on current call, press desired [DSS] key.	Double tone is heard by you and called exten- siion. [DSS] LED blinks.	Outside party is placed on hold automatically You are connected to other party, if desired. nform other party of ransfer. If other party does not wish to accept he call, press [OUT-SIDE LINE] key to eturn to outside party
2.	 -Replace handset.		Call is transferred if other party is NOT busy If called extension is busy, you may replace handset, and call will automatically be camped on to the busy extension. If the camped on call remains unanswered for the pre-programmed amount of time, it will recall your extension.

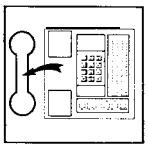
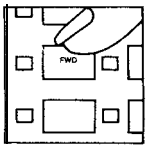
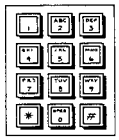
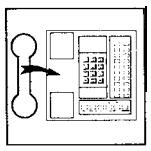
Call Forwarding

Description: The Call Forwarding feature allows a user to forward (re-route) all Incoming calls to another extension.

If a user is to spend time at another desk or office, all calls may be forwarded to another telephone extension.

Note: The [CALL FORWARD] key must be programmed for your extension by your System Manager.

How To: Forward (re-route) your calls to another extension.

	Action	Result	Comment
1.	 -Lift handset, or press Hands Free [HF] key	Internal dial tone is heard in handset or speaker. If HF is used, [HF] LED lights.	
2.	 -Press [CALL FORWARD] key		
3.	 -Dial extension number to which you wish to forward your calls.	LED next to [CALL FORWARD] key blinks.	Notify party to which you have forwarded your calls that you have done so.
4.	 -Replace handset or press Hands Free [HF].	Call Forwarding completed.	When your extension is forwarded, the only extension in your System which may call your phone is the one to which you have forwarded.

When a call is forwarded, the [FWD] key LED remains steadily lit. To cancel a call forwarding request, press Call forwarding key without lifting the handset. The LED will go out.

Call Forwarding Alternate Options

An alternate option for flexible call forwarding is tc lift the handset, press [CALL FORWARDED] key, enter one of the Call Forwarding codes listed below, and dial the extension to which you wish your calls forwarded. The first three options are for ringing calls only Total Forward forwards everything, including messages, ringing calls, Hands Free, etc.

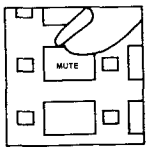
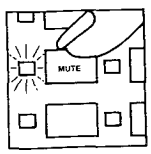
For ring, No answer:	[FWD] + 1 + Extension Number
For busy:	[FWD] + 2 + Extension Number
For both of the above:	[FWD] + 4 + Extension Number
Total Forward:	[FWD] + Extension ([HF] and ringing)

When a call is forwarded, the [FWD] key LED remains steadily lit. To cancel a call forwarding request, press Call forwarding key without lifting the handset. The LED will go out.

Mute On/Off

Description: The [MUTE] key when pressed, attenuates the microphone for the handset as well as Hands Free [HF], so that for purposes of privacy you can hear the External caller, but your voice is not heard by the other party until you press [MUTE] key again. The microphone is attenuated for normal levels of speech, although very loud speech may be heard by the Outside party

How To: Use [MUTE] Key.

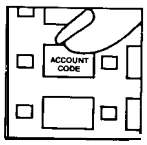
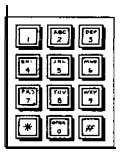
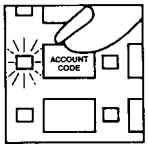
	Action	Result	Comment
1.	 -(While on current call;), press [MUTE] key.	Transmitter in handset and microphone in speakerphone is attenuated. [MUTE] key LED blinks.	[MUTE] is turned ON.
2.	 -Press blinking [MUTE] key.	Transmitter in handset and microphone in speakerphone is active. [MUTE] key LED goes out,	[MUTE] is turned OFF (normal operation).

Account Code Key

Description: An [ACCOUNT CODE] key is used to enter an account number into your system's call record. This helps your System Manager keep track of individual call history in order to minimize costs.

Up to 10 digits may be entered as an account code, and it may be entered at any time during a telephone conversation.

How To: Enter An Account Code.

Action	Result	Comment
		The Account Code may be entered at any time during a call or immediately before or after dialing. However, it must be entered before disconnecting from the current call.
1.  (While on current call) press [ACCOUNT CODE] key	[ACCOUNT CODE] key LED will light.	
2.  -Enter Account Code (1 to 10 digits).		
3.  -Press lighted [ACCOUNT CODE] key	[ACCOUNT CODE] key LED will go out.	If the Account Code is the maximum 10 digits, the LED will automatically go out, and code will be entered.

PBX Feature Key

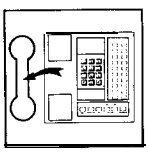
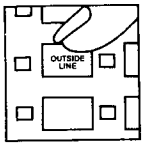
Description: The PBX Feature Key (Private Branch Exchange) is used on lines which are connected to a PBX instead of an Outside line. Your System Manager will assist you in using this function if your telephone system is programmed for this feature.

Conferences

Description: TheThree-Way conference feature enables an extension user to hold a conference with two other persons simultaneously The conference may be made up of one Internal and two External parties, or two Internal and one External party Conference can be established whether the External calls are Incoming or Outgoing. When the party who established the conference hangs up, the other two parties will be terminated.

Note: By default, the Operator cannot make a conference call. If you would like the Operator to be able to make conference calls, the designated Operator extension must be programmed to enable conferencing

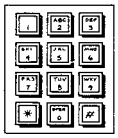
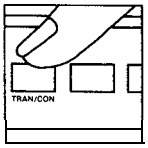
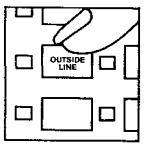
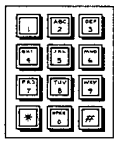
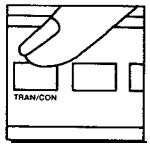
How To: Establish A Three-way Conference With Two External And One Internal Party Simultaneously

	Action	Result	Comment
Note: Conferencing may be accomplished using Hands Free (HF) with a 26-key Phone only. To conference Hands Free, begin with Step 2.			
1. 	-Lift handset.	Internal dial tone is heard.	If you are already on a current call, and wish to initiate conferencing, ignore steps 1 thru 3 and begin with step 4.
2. 	-Press available [OUTSIDE LINE] key	[OUTSIDE LINE] LED lights. External dial tone is heard.	

(Continued)

Conferences

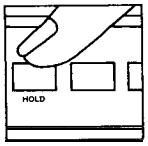
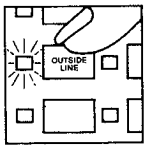
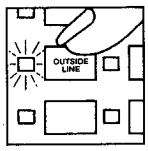
Establish A Three-way Conference With Two External And One Internal Party Simultaneously, Con't.

3.		-Dial 1st External number.	Dialing pulses/tones are heard in handset.	Wait until call is answered before proceeding.
4.		-Press [TRANKON] key.	[OUTSIDE LINE] LED blinks and call is automatically placed on hold.	
5.		-Press another available [OUTSIDE LINE] key	[OUTSIDE LINE] LED blinks slowly External dial tone is heard.	Before pressing Outside line, make certain the LED next to that line is not lit.
6.		-Dial 2nd External number.	Dialing pulses/tones are heard.	Wait until call is answered before pressing [TRANKON] key.
7.		-Press [TRANKON] key.	[TRANKON] key LED blinks. Both Outside line lights are lit.	Conference is established.

Note: A Conference can be made with either Incoming or Outgoing calls, or in combinations of both.

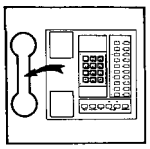
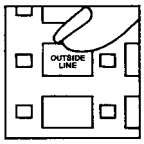
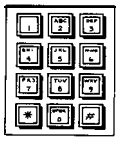
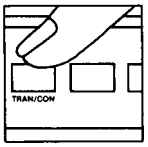
Conferences

How To: Drop One External Call From A Two External And One Internal Party Conference.

	Action	Result	Comment
1.	 -(While on conference call), press [HOLD] key	[OUTSIDE LINE]LEDs will blink.	Both External calls are placed on hold. Both [OUTSIDE LIN E] LED's will blink rapidly.
2.	 -Press blinking [OUTSIDE LINE] key for line you wish to drop.	LED will blink slowly	Line has been seized.
3.	 -Press blinking [OUTSIDE LINE] for remaining call.	Connection made to remaining party. First call is dropped.	LED for remaining call blinks slowly. LED for dropped call goes out.

Conferences

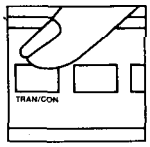
How To: Establish A Conference With One External And Two Internal Parties.

	Action	Result	Comment
	Note: Conferencing may be accomplished using Hands Free [HF] with a 26-key phone only. To conference using Hands Free, start with Step 2.		
	If you are on a current Outside call, and wish to initiate conferencing, ignore steps 1 through 3 and begin with step 4.		
1.	 -Lift handset.	nternal dial tone is ıeard.	With Hands Free operation, ignore step 1, and begin with step 2.
2.	 -Press available [OUTSIDE LINE] key	[OUTSIDE LINE] LED blinks slowly Dial tone is heard.	With Hands Free operation, [HF] LED will light.
3.	 -Dial External number	Dialing pulses/tones are heard in handset or speaker.	Wait until call is answered before press ing [IRAN/CON] key
4.	 -Press [TRAN/CON] key.	[OUTSIDE LINE] LED begins blinking. External call is automatically put on hold.	

(Continued)

Conferences

Establish A Conference With One External And Two Internal Parties, Cont.

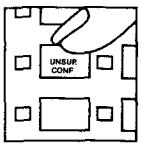
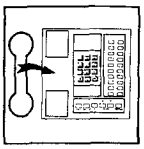
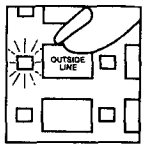
	Action	Result	Comment
5. [1] + [DEF 3] [OPER 0] [1] thru [DEF 3] [PRS 7] [ABC 2]	-Dial [1] + extension number [3] [0] [1] thru [3] [7] [2], in order to make called extension ring.	Called extension rings..	Wait until call is answered before pressing [TRANKON] key Called Internal extension must use the handset.
6. 	-Press [TRANKON] key.	[TRAN/CON] key LED blinks. [OUTSIDE LINE] LED light.	Conference is established.

Note: Either Internal extension can drop out of the conference by disconnecting, and the remaining Internal party will stay connected to the External call.

Unsupervised Conference Key

Description: An Unsupervised Conference is established when an extension user who originated a One Internal, Two External Party Conference Call leaves the conference. This allows the two Outside parties to continue their conversation after the Internal extension user has left the conference.

How To: Leave A Conference And Allow The Two Outside Parties To Continue.

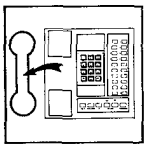
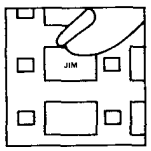
	Action	Result	Comment
1.	 -(While one Internal and two External conference is in progress), press [UNSUPERVISED CONFERENCE] key.		
2.	 -Replace handset.	Internal party has left the conference.	The LEDs associated with the two External calls will remain steadily lit until their conversation is terminated. [TRAN/CON] LED goes out.
3.	 -Should you desire to re-enter the conference, you may press either of the lighted Outside lines on which the External parties are still speaking. To exit the conference again, repeat steps 1 and 2.		

Direct Station Select/Busy Lamp Field **(DSS/BLF)**

Description: The DSS (Direct Station Select) feature allows a user to call a specific Internal extension by pressing one key dedicated to that extension number. Beside each [DSS] key is a light (LED) which serves as a Busy Lamp Field for monitoring the busy/idle status of another extension.

How To: Allow A User At Any Extension To Call Another Internal Extension By Pressing One Key Assigned To That Extension.

Associated with each [DSS] key is an LED which serves as a Busy Lamp Field (BLF) for monitoring the busy/idle status of another extension.

	Action	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	
2.	 -Press unlit [DSS] key	DSS/BLF LED lights.	Double tone at called extension indicated [HF] mode is activated. LED Status: If the LED next to the [DSS] key is: Solid = busy Flashing = ringing Unlit = idle

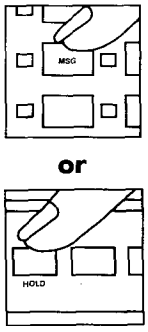
Message Waiting

Description: If you call an Internal extension and receive a busy signal, or there is no answer, you may use the [MESSAGE WAITING] key, The called extension is informed visually by means of a blinking LED that a message has been left.

If a [MESSAGE WAITING] key has been dedicated by the system programmer, the LED next to that key will blink at the called extension.

If no [MESSAGE WAITING] key has been dedicated to the called extension, the LED above the [HOLD] key will blink after a message has been left.

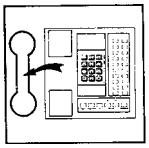
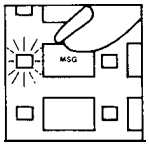
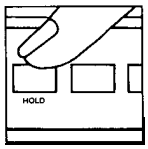
How To: Send A Message To Another Extension.

	Action	Result	Comment
1. 	-(When calling a busy extension and receiving a busy tone or when calling an extension where there is no answer), press [MESSAGE] key	A tone is heard which confirms a message has been left.	Message is now left. LED corresponding to called extensions [MESSAGE WAITING], or [HOLD] key will blink.

Note: To cancel a Message Indicator, press blinking [MESSAGEWAITING] or [HOLD] key without lifting handset.

Answer Message Waiting

How To: Answer Messages.

	Action	Result	Comment
1.	 -Lift handset, or press Hands Free [HF] key.	Internal dial tone is heard. If the [HF] mode is used, the [HF] LED is lighted.	
2.	 -Press blinking [MESSAGE WAITING] or [HOLD] key.	Called party rings. LED continues to blink until called party answers.	[MESSAGE WAITING] LED should be blinking before pressing key If the party that left the message is not available at that extension, the message is cancelled.
	or		
			

Note: When answering a message to an extension which does not answer or is bug you must leave a messagefor them, or the message will be canceled.

Camp-On

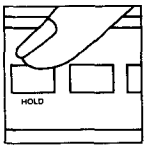
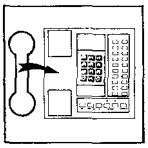
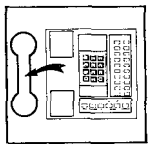
Description: When a busy tone is encountered on an Internal call, a camp-on tone (an indication that a call is waiting) can be given to the called party by dialing the digit [2]. A double tone will be heard by both parties and the calling party will remain camped on the other extension as long as the extension remains in use. When the camped extension becomes free or uses the [SPLIT] key the call will automatically be connected. When transferring an Outside call to a busy extension, the Outside call can be automatically camped-on to the busy line by transferring the call and replacing the handset.

How To: Indicate To Another Busy Internal Extension That A Call Is Waiting.

	Action	Result	Comment
1.	-(After dialing an extension which is busy), dial [2].	Double tone is heard by you and other party You are now camped-on. Busy party has been notified of waiting call by double tone.	Dial q while busy tone is heard. If busy tone ends before q is dialed, call party again.
2.	-Remain on call.		You may remain on the line and wait for busy party to become available, or replace the hand set, and try again later.

Answer Camp-On *Calls* While On Outside Call (Without Split Key)

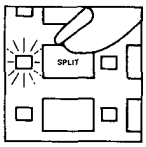
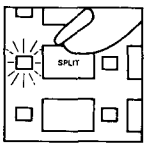
How To: Answer Camped-On Calls.

	Action	Result	Comment
1.	 -(Upon hearing a Camp On tone, and while on current External call, (or Internal call if your extension is equipped with an [ICM] key)), press [HOLD] key.	Outside call on corresponding [OUTSIDE LINE] LED blinks rapidly,	Camped-on calls can also be answered by using the [SPLIT] key. (See [SPLIT] key page 46).
2.	 -Replace handset or depress and hold the hookswitch.	Camped-on call will ring.	
3.	 -Lift handset, or release the hookswitch.	Camped-on call is connected in normal manner.	To return to other call, press blinking [OUTSIDE LINE] key.

Split Key

Description: The [SPLIT] key'allows a user to place a call on Hold and answer an Incoming or a camped-on call by pressing one key The user can split back and forth between the two calls at any time.

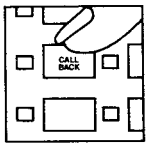
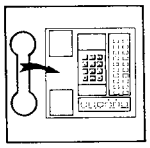
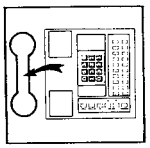
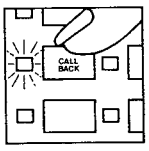
How To: Put One Call On Hold In Order To Answer Another Incoming Call By Using Just One Key You Can Split Back And Forth Repeatedly

	Action	Result	Comment
			While on a first call, a double tone is heard indicating that an Incoming call is waiting to be answered. Go to Step (1).
			[SPLIT] key LED will blink.
1.	 -Press blinking [SPLIT] key.	First call is put on Hold automatically, and 2nd call is connected.	To return to first call see (2).
2.	 -Press blinking [SPLIT] key.	Second call is put on Hold, and first call is reconnected.	Repeat steps 1 and 2 if desired.
			To drop one call, and go back to the desired call, press the Outside line key which is on Hold. After ending one call, do not use the [SPLIT] key to go back to remaining call.
			The [SPLIT] key is used for going back and forth between calls.

Station Call Back

Description: When a user places a call to an extension (station) which is busy, the Call Back feature can be used to provide an audio (ringing) and visual (blinking LED) indication when the called extension is idle.

How To: Provide An Audio (ringing) And Visual (Blinking LED) Indication That A Busy Extension Is Available By Use Of The Call Back Feature.

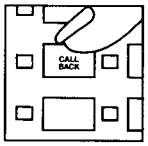
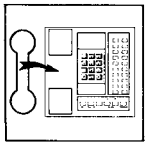
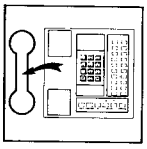
	Action	Result	Comment
1. 	-(Upon reaching a busy extension) press [CALL BACK] key.	[CALL BACK] LED flickers momentarily.	Press while busy. Tone is heard.
2. 	-Replace handset or press Hands Free [HF] key.		Press [HF] to deactivate speakerphone (if applicable).
3.	-Wait for Call Back.	When busy party is idle, [CALL BACK] LED will blink and phone will ring.	
Upon Hearing Call Back Ring:			
4. 	Lift handset or press Hands Free [HF] key.	Internal dial tone is heard.	
5. 	-Press blinking [CALL BACK] key.	Extension on which the Call Back was left rings.	Before pressing, LED should be flashing. Call Back is completed.

Note: To cancel a Call Back, press [CALL BACK] key without lifting Handset or pressing Hands Free while phone is ringing. A Call Back will automatically be cancelled if the extension does not respond to the ring back, flashing [CALL BACK] key in 30 seconds.

Outside Lines Call Back On Outside Line Key (Trunk Queueing)

Description: If all Outside lines are busy, this feature will notify the user when a line is idle (free) by means of audio (ringing) and visual (blinking LED) indications.

How To: Notify A User By Means Of An Audio (Ringing) And Visual (Blinking LED), That A Line Is Idle And Available.

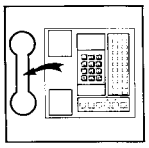
	Action	Result	Comment
Call Back an Outside Line:			
1. 	-(When a busy tone is heard when attempting to dial out), press [CALL BACK] key.	LED flickers momentarily.	This feature will work for the [UNI] key and on the Least Cost Routing (LCR) option.
2. 	-Replace handset or press Hands Free [HF].		Press [HF] to deactivate speakerphone (if applicable).
3.	-Wait for idle line.	When a line is idle, phone will ring. [OUTSIDE LINE] and [CALL BACK] LED blinks.	
4. 	-Lift handset or press Hands Free [HF] key.	[CALL BACK] LED will go out, and ringing will stop if Auto Answer is programmed for "Yes". Dial tone is heard. Line is seized. [OUTSIDE LINE] LED blinks slowly.	If Auto Answer is programmed for "No" you must press blinking [CALL BACK] key to seize line.

Note: With the Least Cost Routing (LCR) Option installed in your System, Outside telephone numbers wil automatically be dialed.

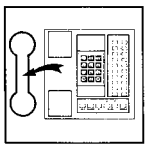
Call Pickup

Description: The Call Pick Up feature allows an extension user to answer a call that is ringing at another extension.

How To: Answer A Call Which Is Ringing At Another Extension.

	Action	Result	Comment
Picking up an Internal or External call from another extension:			
1. 	-Lift handset or press Hands Free [HF] key.	Internal dial tone is heard. If in [HF] mode, [HF] LED is lit.	
2. [2]	-Dial [2] + ringing extension number.	Call is now connected to answering extension.	

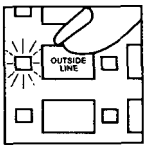
Call Pickup Alternatives

	Action	Result	Comment
Picking up an Outside line on Hold:			
1. 	-Lift handset or press Hands Free [HF] key.	Internal dial tone is heard. If in [HF] mode, [HF] LED is lit.	
2. [8] [0] [1] thru [4] [8]	-Dial [8] + Outside line number which is on Hold, [0] [1] thru [4] [8]	Call is connected to answering extension.	Dial [8] + Outside line number on which call is holding. (e.g.) [8] + [0] [1].

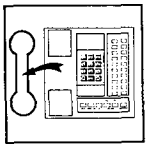
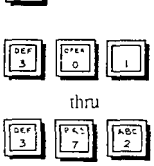
(Continued)

Call Pickup Alternatives

Answering a call on Hold:

1.	 -Press blinking [OUTSIDE] line key.	[OUTSIDE] line LED stops blinking rapidly and shows a slower blinking.

To retrieve a call on Hold at another extension:

1.	 -Lift handset.	Internal dial tone is heard.
2.	 -Dial [4] plus extension number where call is on Hold. ([3] [0] [1] thru [3] [7] [2])	The call is taken off Hold, and has been answered at your extension.

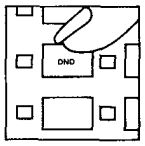
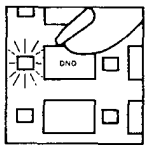
Group Pickup

If your phone system is programmed for Group Pickup, the need for dialing [2] in order to pick up a ringing extension other than your own, is eliminated. An extension can have multiple group pickup keys to access phones in any particular pickup group from a user's extension. An extension need not be in that pickup group in order to answer, as long as it has a group pickup key The Group pickup key will light for a call in another pickup group, but will not ring. By pressing the Group Pickup key you will automatically be connected to the Incoming call in a specific group.

Do Not Disturb

Description: When activated, the DND feature will block all Incoming calls and receiving pages. This does not prevent the user from making calls, paging and using all other features. Any caller making calls to an extension in the DND mode will hear a fast, repetitive, busy tone.

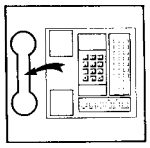
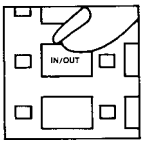
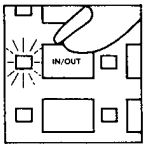
How To: Place Your Extension In A Privacy Mode, So That You Will Not Be Disturbed By Incoming Calls, Paging Or Background Music.

	Action	Result	Comment
1.	 -Press [DND] key	[DND] LED blinks rapidly	DND is activated.
2.	 -Press blinking [DND] key.	[DND] LED goes out.	DND is deactivated.

In -Out Key

Description: By pressing the [IN-OUT] key on your phone, you completely disable all functions, and automatically leave a message on the Operator Terminal screen that you are OUT

How To: Indicate To The Operator, Or To Someone Calling From Another Extension, That You Are Away From Your Desk.

	Aetion	Result	Comment
1.	 -Lift handset.	Internal dial tone is heard.	
2.	 -Press [IN-OUT] key	LED next to [IN-OUT] key blinks. [IN-OUT] is activated.	Message on Operator screen indicates you are out. Your extension is disabled. Any extension which calls another extension which has activated the IN-OUT key will hear a fast busy tone.
3.	 -Press blinking [IN-OUT] key.	[IN-OUT] is deactivated.	

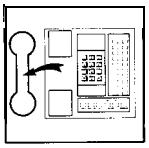
Paging

Description: The paging feature enables an extension user to broadcast a message to any one of nine page zones (61 to 69) or to all nine zones simultanoeusly. Two types of paging are available:

Internal Paging. With Internal paging, messages are transmitted to zones where telephones are installed. Messages are heard through the Hands Free speaker in the telephones.

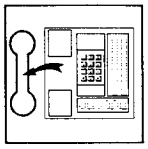
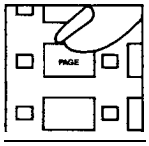
External Paging. With External paging, messages are broadcast through external loud-speakers independent of the telephone extensions, in locations where telephone extensions are not installed, or in zones beyond the audible range of paged messages from telephone extensions.

How To: Broadcast A Message To Any One Of Nine Page Zones In Your System, Or To All Page Zones At Once.

Action	Result	Comment
Access Code Method To Send Page:		
1.  -Lift handset.	Internal dial tone is heard in handset.	
2. 6 + 0 -Dial Page Zone. 6 + 1 6 + 2 6 + 3 6 + 4 6 + 5 6 + 6 6 + 7 6 + 8 6 + 9	Tone is heard in handset. Wait to begin announcement until after tone is is heard. [ALL PAGE] key allows you to page in all nine zones simultaneously	Dial q •j for All Page Dial q [1] for zone 1. Dial q [2] for zone 2. Dial [6] q for zone 3. Dial q [4] for zone 4. Dial [6] [5] for zone 5. Dial q q for zone 6. Dial q q for zone 7. Dial [6] [8] for zone 8. Dial q q for zone 9.

Paging

How To: Broadcast A Message To Any One Of Nine Page Zones In Your System, Or To All Page Zones At Once.

	Action	Result	Comment
Dedicated Key method to send page:			
1.	 -Lift handset.	Internal dial tone is heard in handset.	
2.	 -Press [PAGE] key	Tone is heard in handset. Wait to begin announcement until after tone is heard.	[PAGE] key must be pre- programmed for your extension by your System Manager.

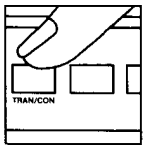
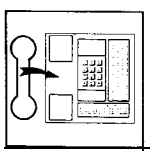
Note: You may have multiple page keys programmed at your extension. A [PAGE] key may be programmed to automatically access any one of the nine paging zones, or it may be a [PAGE ALL] key, which will allow paging in all nine page zones simultaneously.

Orbit Park And Page

Description: Ten Orbit lines, numbered [5] [0]-[5] [9], are available for parking a call awaiting pick-up by paged individuals.

These Orbit lines are waiting zones, where an Incoming call can be placed and held for a preprogrammed amount of time. During this time period, the person for whom the call is directed may be paged, and asked to dial the assigned Orbit number (50-59) from any nearby extension. The waiting call will be accessed immediately upon dialing the assigned Orbit number.

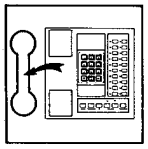
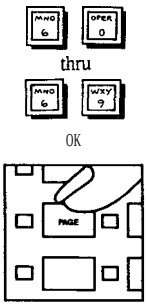
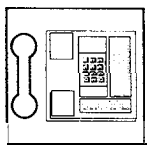
How To: Park A Call In Orbit.

	Action	Result	Comment
1.	 -While on current External call), press [TRAN/CON].	[OUTSIDE LINE] LED will blink slowly	
2.	Dial desired Orbit number [5] [0]-[5] [9].	3 beeps are heard, followed by Internal dial tone.	Call is placed in Orbit. If busy tone is heard, press [OUTSIDE LINE] key where call is waiting, then press [TRAN/CON] plus another Orbit Zone number.
3.	-Dial desired PAGE Zone [0] thru [6] [9].		Announce the call, the name of the individual for whom the call is parked, and the assigned Orbit Zone.
4.	 -Replace handset.		If a call placed in Orbit remains unanswered, it will recall the extension from which it originated after preprogrammed amount of time.

Meet Me Page

Description: This feature enables an extension user to page someone and stay on the page until the paged party dials q q and automatically connects to the person who placed the page.

How To: Page Someone And Stay On The Page Until The Paged Party Connects To You By Dialing [7] [5].

	Action	Result	Comment
1. 	-Lift handset.	Internal dial tone is heard in handset.	
2. 	-Dial desired page zone, (60 thru 69), or press [PAGE] key	Tone is heard in handset. [PAGE ALL] key LED blinks if applicable.	Announce page and ask party to dial [7] [5] to connect to page.
3. 	-Wait for answer.	When paged party dials q 13], double tone is heard by both parties. Both parties are connected.	Both parties can talk, and page system returns to idle status.

Background Music

Description: Any extension user can listen to music through the Hands Free speaker. The music is turned off temporarily when the extension rings, a paged message is broadcast, the user lifts the handset, or activates the Hands Free [HF] mode. The music resumes automatically when the extension becomes idle. Dialing the digit q turns music on or off.

Note that your system must be programmed by your System Manager for Background music for this function to work. Should your System Manager decide to activate Backround Music in your system, a radio, tuner, or tape player must be connected to the main control unit.

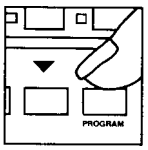
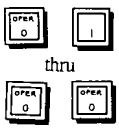
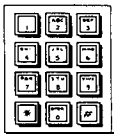
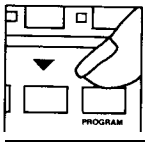
How To: Activate Background Music.

		Action	Result	Comment
1.		-(Without lifting handset), press [1] on dial pad.	Music is heard from [HF] speaker. Background music is activated.	Adjust volume to a comfortable level by pressing Volume control key up or down. Music will be interrupted if the user lifts the handset, or if a paged message is broadcast.
2.		-(Without lifting handset), press [1] on dial pad.	Background music is deactivated.	

System Speed Dial

Description: The System Speed Dial feature allows any user to select a preprogrammed, system stored number, by pressing one key or dialing a bin number. The system is capable of storing 100 System Speed Dial numbers of up to 30 digits each which must be programmed by the user at the extension assigned as the Operator extension. There are two methods (bin access method, and dedicated key access method) to dial these numbers. Depending on which may be more convenient for the user, either one or both methods may be used.

How To: Program System Speed Dial Numbers, From Operator Station Only

	Action	Result	Comment
1. 	-(Without lifting handset), press [PROGRAM] key.	[PROGRAM] LED lights.	System Speed Dial numbers can be programmed from the Operator extension only
2.	Press [✶] on dial pad.	[PROGRAM] LED blinks rapidly	
3. 	-Dial bin number, [0] [1] thru [0] [0] where 00 = 100).	[PROGRAM] LED will continue to blink.	
4. 	-Dial telephone number		Number to be stored can have a maximum of 30 digits.
5. 	-Press [PROGRAM] key.	[PROGRAM] LED goes out.	Programming ends. Repeat for as many bins as desired.

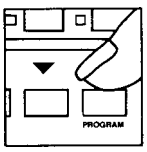
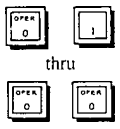
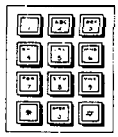
Note: If [PROGRAM] LED times out (the time alloted for entering digits was extended), before the desired telephone number is completely entered the number is then not entered and stored in memory You must repeat the sequence for programming System Speed Dial numbers from step 1.

Chaining System Speed Dial Numbers

Description: System Speed Dial allows for entry of up to 100 numbers of up to 30 digits each. Should you need to enter more than 30 digits into the System Speed Dial, (for common carrier access codes such as MCI and Sprint), two or more bins may be "joined" together.

To enter a pause between digits, press [*] [1]. Automatic pauses which wait for dial tone are set by pressing [*] [4].

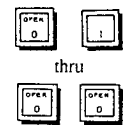
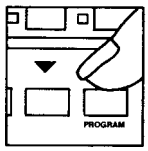
How To: Chain Two System Speed Dial Bin Numbers Together, Prom Operator Station Only

	Action	Result	Comment
1.	 -Press [PROGRAM] key.	The LED above [PROGRAM] key is steadily lit.	Chaining System Speed Dial numbers must be done from the assigned Operator extension.
2.	-Dial [*].	The LED above [PROGRAM] key will blink rapidly	
3.	 -Enter the desired bin number [0] [1] thru [0] [0], (Where 00 = 100)		
4.	 -Enter desired phone number (up to 30 digits).		Each character entered, ([*], [#], bin numbers, etc.), count as one digit.
5.	-Dial [*] [3] on dial pad.		Command for chaining.

(Continued)

Chaining System Speed Dial Numbers

Chain Two System Speed Dial Bin Numbers Together, Con't.

6. 	-Enter second bin number [0] [1] thru [0] [0].		This bin number must be different than the first one.
7. 	-Press [PROGRAM] key.	The LED above the [PROGRAM] key goes out.	Repeat steps 1 thru 4 for entering number in second bin.

Night Mode

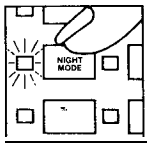
Description: The Operator activates Night Ringing, which allows Incoming calls to ring at all assigned extensions throughout the office instead of just the Operator station. The Operator activates Night Ringing by pressing the pre-programmed Night Mode Key on the Operator extension. When the Operator extension is in Night Mode, all calls (recalls, etc.) appear as new calls.

How To: Activate Night Mode.

	Action	Result	Comment
1.	-Press [NIGHT MODE] key on Operator extension.	[NIGHT MODE] LED blinks.	System is in Night Ringing status.

Night Mode

How To: Deactivate Night Mode.

	Action	Result	Comment
1.	 -Press blinking [NIGHT MODE] key	[NIGHT MODE] LED goes out.	System is out of Night Ringing status.

Direct Inward System Access (DISA)

Description: There are two types of DISA available: Supervised and Unsupervised. There can be a maximum of three DISA calls at one time.

Supervised **DISA** has three lines. The Operator is responsible for activating the DISA function and assigning the appropriate access code.The DISA function is activated by the Operator by pressing [*] [8] while the handset is lifted. DISA is deactivated by pressing [*] [7] while the handset is lifted.

The DISA authorization code is any four digit number (0000 through 9999), and is entered by the Operator. To enter the confidential DISA code, lift the handset at the Operator extension, and dial [#] plus the four digit code chosen.

Unsupervised **DISA** is a one time call. When a user calls in, there is no authorization code to make internal or external calls. When the call is completed, the user must hang up and dial in again. The system has a maximum of 24 unsupervised DISA lines.

Modem

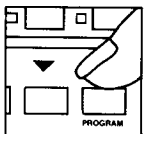
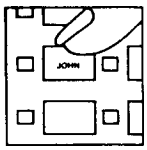
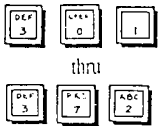
Description: Prom time to time it may be necessary for Service purposes, to enter the modem to obtain information for testing. In order to access the modem you must, while on a modem request call, press [TRAN/CON], and dial q and q on the Operator extension dial pad, and then replace the handset.

Using The DSS Console

Description: The DSS (Direct Station Select) Console is used in conjuntion with the Operator's extension to provide direct station selection of all equipped extensions. The DSS console is equipped with 32 keys and 32 corresponding LEDs to monitor extension status. (See Diagram, Page 64)

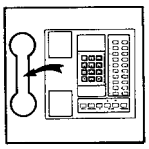
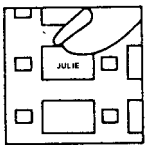
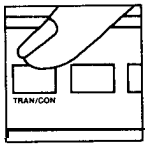
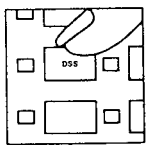
Note: Reference to the [TRAN/CON] key is to the Operator3System/ 96telephone extension -not the [TRAN/CON] key on the DSS Console.

How To: Program the DSS Console.

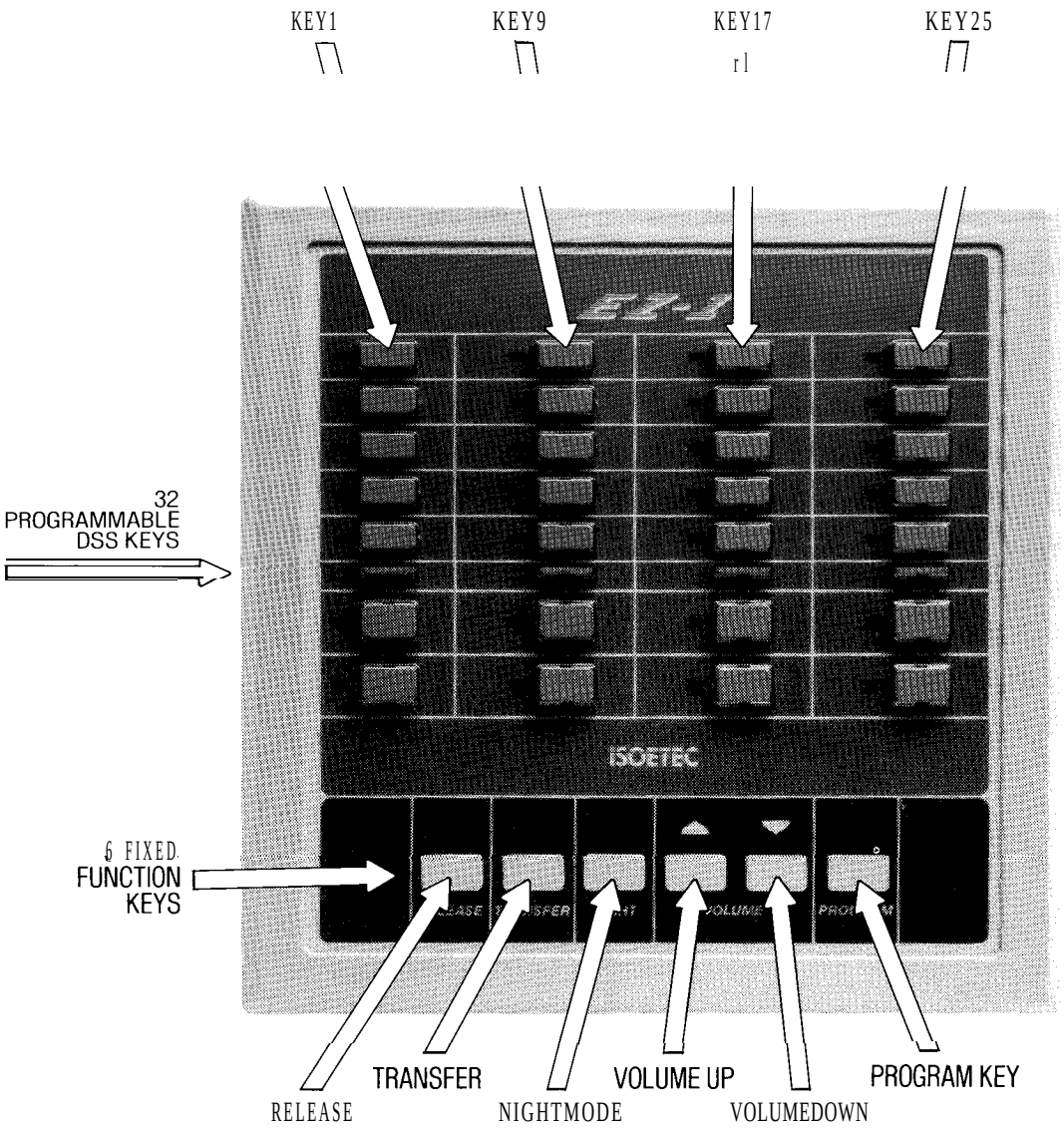
	Action	Result	Comment
1.	 -(Using Operator Station), press [PROGRAM] key	[PROGRAM] LED is lit steadily	The [PROGRAM] LED on the DSS Console will not light.
2.	 -Press [DSS] key to be programmed.		
3.	 -Enter desired extension number [3] [0] [1] thru [3] [7] [2].	[PROGRAM] LED goes out.	[PROGRAM] LED will time out if no digits are entered within a six second time period, or when the maximum amount of digits has been entered.

Using DSS Console, Cont.

How To: Call Another Extension Using A Direct Station Selection Console Key In Lieu Of The Extension Number.

	Action	Result	Comment
Internal Call:			
1. 	-Lift handset, or press Hands Free [HF] key.	Internal dial tone is heard. If [HF] is used, [HF] LED will light.	
2. 	-Press desired [DSS] key.	[DSS] LED lights. Double tone is heard.	Double tone is heard by both extensions.
External Call Transfer:			
1. 	-(While External call is in progress), press [TRAN/CON] key on your extension.		If Auto Transfer is activated, ignore step 1, and begin with step 2.
2. 	-Press assigned [DSS] key on DSS console.	Double tone is heard on called extension, and called extension	You may Voice Announce (screen) the call, or you may replace handset, and the called extension will ring. If the called extension does not answer, the call will recall your extension. If you do not answer the recall in the programmed time-out period, the call will recall the Operator station.

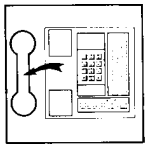
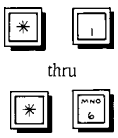
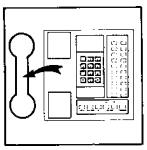
The DSS Console



Background Music Over External Page

Description: Should your System Manager choose to have Background Music continually heard throughout your office, a radio, tuner, or tape player may be connected to the main control unit. Music will be heard through External speakers, and interrupted briefly for pages or Incoming phone calls.

How To: Activate/Deactivate Music Over An External Page.

	Action	Result	Comment
1.	 -(At Operator Station), lift handset.	Internal dial tone is heard.	
2.	 -Dial [*] [1] thru [*] [6] on dial pad.	Music is activated over External page.	[*] [1] thru [*] [6] for appropriate zone(s).
3.	 -Lift handset. Dial [*] [1] thru [*] [6] a second time.	Music over External page is deactivated.	

Access Codes

BGM on External page (Operator on/off) ..... •FJ q through q q.
BGM on/off. ..... [1] (Without lifting handset).
Call Pickup ..... [2] plus ringing extension or line.
Camp On ..... Extension plus q.
Outside Line Access (UNI key) ..... [1] through q (0 = 10).
Outside Line Access. ..... q [0] [1] through [9] [4] [8].
Deactivate Auto Pick. ..... (Without lifting handset), press [2], then lift handset and dial extension number.
DISA Authorization Code (Main Operator) ..... [#] + 4 digits (0000-9999) DISA
Line Pickup ..... [9] [1] through q [0] (Group l-10)
DISA New Dial Tone ..... q
DISA Off (Main Operator Only). ..... q [7].
DISA On (Main Operator Only) ..... [*] [8].
DISA (Supv) Disconnect ..... [*] [*].
DISA (Supv) Sequential calling. ..... [#] [#].
Extensions (HF) ..... 301 through 372
LED/Dial Pad Test For Extension. ..... [7] [#].
Last Number Redial. ..... q.
Lme Hold Pickup ..... q + Ext or [8] + Outside line number.
Meet Me Page ..... q q.
Modem Access (Main Operator Only). ..... q [#].
Night Answer ..... [7] [0] For call pick up if you do not have a [NIGHT ANSWER] key).
Page All Zones ..... q q.
Page Zones ..... [6] [1] through q q.
Ring Internal Extension ..... q + [3] [0] [1] - [3] [7] q.
Station Speed Dial ..... [PROGRAM] [0] q through [3] [0].
System Speed Dials ..... [PROGRAM], [*] [0] [1] through [*] [0]. q

Additional Features

Description: Your ISOETEC® SYSTEM/96 may be equipped with optional features which your company has acquired in order to accomplish more efficiency and ultimately lower operating costs. Should these features be installed in your system, your System Manager will instruct you as to their usage. A brief description of some of these features follows:

Least Cost Routing **(LCR):** Enables you to automatically choose the least expensive method of dialing each call. When Least Cost Routing is installed, a LCR Dial Tone is heard after pressing an Outside line key LCR will pick the long distance carrier line which will be the most cost effective at that time. The LCR dial tone is a sound like a broken dial tone.

On Outgoing LCR calls, (if program is set to LCR Out Only), and you have a group key, you can only dial out with an LCR key Group keys are for Incoming calls, and visual appearance only

Should a seized LCR line be busy, you may have the option to use a more expensive method of dialing by pressing the [*] key on your dial pad.

Toll Restriction: Your phones may be Toll Restricted, meaning that certain area codes and exchanges are not accessable from your extension. Also, if LCR is installed in your System, Outside call cost limits can be set to restrict a call, or supply a tone after 30 seconds which will disconnect a call.

Account Codes: An Account Code key is used to enter an account number into an SMDR (Station Message Detail Recorder) call record. A 1 to 10 digit account code can be entered. An account code can be entered on an External call at anytime during the course of the conversation.

An Account Code is entered by pressing the [ACCOUNT CODE] key while on an Outside line, followed by the Account Code number. The LED next to the key will light. To deactivate the [ACCOUNT CODE] key press a second time. The LED will go out.

Forced Account Code: When Forced Account code is programmed, you must enter your Account Code before dialing a telephone number. A 1 to 8 digit account code may be entered.

Additional Features, Cont.

Release Key: A Release Key is used in conjunction with a headset. It is used to act the same as lifting or replacing the handset, and to answer External calls. The [Rls] key must be pressed to answer or disconnect from calls, or to make calls.

Speaker Key: Cuts audio path to the speaker on the phone. It is used with External devices such as speaker phones.

ICM Key: Used to put Internal calls on hold, and transfer Internal calls. In order to transfer External calls, you must lift the handset, and then dial the desired extension number. The ICM key may also be used for 3 party Internal conferences.

Bad Line Key: Used with Least Cost Routing to indicate bad service.The LCR statistics report should be checked in order to find a total of bad calls.

Mail Key: The [MAIL] key is used in conjunction with the IVIE option to indicate when you have a IVIE mail message on your extension.

Serial Key: When a caller on an Outside line wishes to speak to more than one individual in the System, the [SERIAL] key is used. When used, this feature allows an Outside caller to speak with one party, and when that conversation is completed, automatically be sent back to the extension where the [SERIAL] key was activated. The call may then be transferred to another party

Audible Tones listing

Ring Back Tone: Indicates to a calling party that the called party is being rung.

Splash Tone: Double beep heard when an extension is called Hands Free.

Reorder Tone: Fast busy signal indicating an incorrect operation.

Busy Tone: An interrupted tone indicating an extension on line is in use.

Internal Dial: A continuous frequency tone. This is an indication that Tone dialing may be started.

Self Test: The System is equipped with a self-test. A tone may be heard when the System tests itself and re- sets.

Ring Tone Audible: Tone heard to indicate an extension has been dialed. An single ring indicates an Outside line call. A double ring indicates an extension call.

Camp-On Tone: A double splash tone heard during an in-progress call which indicates another call is waiting to ring through.

LCR Dial Tone: An interrupted Internal dial tone which indicates Least Cost Routing is in use. Should LCR malfunction for some reason, a' fast busy tone will be heard.

Cost Limit Tone: If your System is equipped with LCR, a cost limit may be set. Should a call reach this ultimate cost, a tone will be heard, 30 seconds after which the call will automatically be disconnected.

Single Line Telephone Operation

Outside Line Access.

1. Lift handset.
2. Dial q and Outside line group number (01 thru 10)
3. A breif dial tone will be heard, after which you may dial External telephone number.

Put Outside Line on Hold (Inclusive)

1. (While on current call) ,press hookswitch. (Rings back after Hold Recall Time).
2. Will ring back to Operator after Transfer Recall Time.

Return To Holding Outside Line.

1. Lift handset.
2. Dial q .

Hold Pickup.

1. Lift handset.
2. Dial q and Outside line number 0 q thru 4 8 or dial •I and extension number of the extension which placed the call on Hold.

To Pick Up A Call From A Ringing Extension.

1. Lift handset.
2. Dial q and extension number 3 q q thru q 7 q

Transfer Outside Call.

1. Press hookswitch. (Places Outside Call on Hold).
2. Dial q and extension number q q q thru q q q . (Announce the call and replace handset).

Note: If transferred extension doesn't pick up within the Transfer/Recall Time, the call will ring back to the single line telephone.

Single line Telephone Operation, Cont.

Receiving A Screened Transfer Call.

If a screened transfer call is received, you must replace the handset in order to allow the call to ring you back.

Call Back To A Busy Extension:

1. Lift handset.
2. Dial extension [3] [0] [1] thru [3] [7] [2].
3. When busy signal is received, press hookswitch to obtain Internal dial tone.
4. Dial [7] [1] and replace handset.
5. When busy extension becomes idle it will ring single line extension.
6. Lift handset.
7. Called back extension will ring.

Call Back To A Busy Outside Line. (Line Queueing).

1. Lift handset.
2. Dial Outside line group. [9] [0] [1] thru q [1] [0].
3. After hearing busy tone, press hookswitch to obtain Internal dial tone.
4. Dial q [1] and replace handset.
5. When busy extension becomes idle it will ring single line extension.
6. Lift handset.
7. Called back extension will ring.

Note: When called extension becomes idle, or an idle Outside line becomes available, the Single Line Phone will ring Lift handset on Single Line Phone, and the called extension or Outside line will automatically ring.

Place And Remove Calls From ORBIT Zones (50-59).

Place:

1. While on current call, press hookswitch.
2. Dial q plus [5] [0] thru [5] [9]. Call is placed in Orbit Zone.
3. Page called party is desired.
4. Replace handset.

Remove:

1. Lift handset.
2. Dial Park (Orbit) zone ([5] [0] thru [5] [9]), to obtain parked call.
3. Upon completion of call, replace handset.

Single Line Telephone Operation, Cont.

Night Answer:

1. Lift handset.
2. Dial q [0] to pick up a ringing call if the System is in Night Mode.

Last Number **Redial:**

1. Lift handset.
2. Dial [9] q .

LCR Access:

1. Lift handset.
2. Dial q q
3. Dial desired number.

Split:

1. When a call is in progress and a camp-on tone is heard, press hookswitch.
2. You will be connected to the camped-on call.
3. To re-connect to the previous call, press hookswitch.This procedure can be repeated indefinitely

Account Code:

Single Line Phones have the capability of entering Verified Forced Account Codes (VFAC) and Forced Account Codes (FAC).

To enter Account Codes:

1. Lift handset.
2. Dial 901 thru 910 or 9 * if LCR is installed.
3. Press [#] key
4. Enter Account Code (VFAC or FAC).
5. Press [#] key
6. Dial desired phone number.

Single Line Access Codes

Account Codes . . . . . [9] [0] [1] thru [9] [1] [0] (or [9]q for LCR), then [#], account number, q , dial number.
Call Back . . . . . [3] [0] [1] thru [3] [7] [2], Flash, then [7]q
Call Pickup . . . . . q + extension number (off- hook).
Extensions(handsfree). . . . . [3] [0] [1] through [3] [7] [2].
Extensions (ringing) . . . . . [1] + [3] [0] [1] through [3] [7] [2].
Hold Pickup . . . . . q + CO [0] [1] thru q q or [4] + number of holding extension,
Last Number Redial . . . . . q q
Least Cost Routing (LCR). . . . . q q
Night Answer . . . . . q q
Outside (CO) Line Access . . . . . q + 01 through 10.
Park Zones . . . . . Flash, q 50-q 59, q q q q to remove
Return to Holding Call . . . . . q
Split . . . . . Flash
Transfer Outside Call. . . . . Flash, [#] + extension number.

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