

Digital Telephone Set Feature Instructions

You can use the following information as a reference for multiple-line telephone sets when a specific user guide is not available.

Automatic Callback

To be called back when a busy extension becomes free or when a party returns to their office

To Activate to a Busy Extension:

1. While listening to a busy signal, depress [Automatic Callback]
2. Hear confirmation tone.
3. Hang up.

Note: If you reach a Recording/Fast Busy, you either have another automatic callback active or someone else has previously activated the feature to the same number and is waiting callback.

To Activate to an Unanswered extension:

1. If you receive ringing with no answer, depress [Automatic Callback]
2. Hear confirmation tone.
3. Hang up.

Note: The next time the called party uses their phone you will be called when they hang up.

When You are Called Back:

1. Listen for three short rings.
2. Lift receiver. *Hear ringing.*
3. Wait for Answer.

Note: If you hear a short busy signal followed by confirmation tone, the extension you called became busy before you answered. Hang up and your automatic callback will be reactivated.

Call Forwarding All Calls

To have all your incoming calls ring at another phone.

To Activate:

1. Listen for dial tone.
2. Dial *2. *Hear dial tone.*
3. Dial the extension you wish to forward your calls to.
4. Hang up. *Your calls will be forwarded.*

Note: You must cancel [Send All Calls], if it is active, for forwarding to operate.

To Cancel:

1. Listen for dial tone.
2. Dial #22. *Hear confirmation tone.*
3. Hang up.

Note: You do not have to cancel existing forwarding in order to change either the forwarding destination or type of forwarding and destination.

Call Forwarding/Busy & Don't Answer

To have your incoming calls ring at another phone when your line is either busy or does not answer after 3 rings.

To Activate:

1. Listen for dial tone.
2. Dial *3. *Hear dial tone.*
3. Dial extension you want your calls forwarded to. *Hear confirmation tone.*
4. Hang up. Your calls will be forwarded.

Note: You must cancel [Send All Calls], if it is active, for forwarding to operate.

To Cancel:

1. Listen for dial tone.
2. Dial pound #22. *Hear confirmation tone.*
3. Hang up.

Note: You do not have to cancel existing forwarding in order to change either the forwarding destination or type of forwarding and destination.

Call Hold

To hold a call.

1. While connected to a call appearance, depress [Hold], the associated button lamp will blink indicating a call is on hold
2. Hang up or depress another button

Call Pick-Up

To answer a ringing phone in your Pick-up Group.

To pick up a call ringing in your Pick Up Group from an idle phone:

1. Listen for dial tone on an idle line appearance
2. Depress [Call Pickup] and begin talking immediately

Note: If you receive a busy signal, either the calling party hung up, someone else picked up the call, or the ringing phone is not in your Pick-Up Group. If your Pick-Up button is not blinking, the ringing phone is not in your Pick-Up Group and cannot be answered using this feature.

To Hold a Call and Pick Up:

1. Depress [Hold]. *Associated button lamp blinks.*
2. Depress [Held Call Appearance]. *Resume conversation*

To Alternate Between Calls:

1. Depress [Hold]. *Associated button lamp blinks*
2. Depress [Held Call Appearance]. *Resume conversation*

Call Coverage

This feature will redirect your calls to coverage (i.e., another pre-designed answer point). If Busy/Don't Answer Coverage is activated by your coordinator, your calls will automatically be redirected to your first available coverage point after rings and/or (depending on coordinator specifications) if your line is busy.

Note: If you receive a busy signal, someone else is parking a call. If you receive a reorder signal, another call is already parked on the extension. You will be rung back in three minutes if the call is not retrieved and your line is available to be called.

Busy/Don't Answer Coverage

1. Request the feature from your NTS Coordinator.

Send All Calls To Coverage:

1. Without picking up the handset, depress the [Send Ext.] button directly below the line appearances of the line you wish to send coverage. *Associated button lamp lights.*
2. All calls on the line associated with the [Send Ext.] button will be redirected to the next coverage point.

To Cancel:

1. Without lifting the handset, depress the [Send Ext.] button. *Associated button lamp goes out*

Transfer/Conference

This feature will transfer a call or conference a third party.

Notes:

- If the third party or number you dialed cannot be reached for any reason (dialing error, busy, ring-no-answer, wrong person, recording, etc.) depress button appearance of the original extension being transferred/conferenced.

- When/if you hang up, one of the remaining parties must be either an extension within the system or an incoming call.

To Transfer a call:

1. Depress the [Transfer]. *Hear a recall dial tone.*
2. Dial the third party. *Announce to the third party that you are transferring a call.*
3. Depress the [Transfer] button. *Introduce the parties.*
4. Hang up.

To Conference a Third Party:

1. Depress [Transfer]. *Hear dial tone.*
2. Dial third party. *Announce call.*
3. Depress [Conference]. *Introduce parties and begin conference.*

To Drop a Third Party From a Conference:

1. Depress [Drop]. *Third party is released.*

To Drop a Busy Signal, a Ring No Answer, or Recording, etc.:

1. Depress button appearance of original extension being transferred/conferenced

Transfer to CallXpress Voicemail

1. Depress [Transfer]. *Hear dial tone.*
2. Dial 5-7110.
3. Wait for CallXpress to answer.
4. Dial the extension number of the desired party's mail box and immediately depress [Transfer].
5. Hang up.

To Program Autodial Buttons:

1. Pick up phone, get dial tone.
2. Press #80.
3. Press the autodial button you want to program.
4. Dial the number you want to save. Be sure to add 9 for off-campus calls and 9+1 for long distance calls.
5. Press # to save.
6. Hang up the phone.
7. Make a test call by pressing the programmed button.

To Place a Call using Autodial Buttons:

1. Lift handset, hear dial tone
2. Depress [AUTODIAL] button
3. Wait for system to place call

Note: The maximum digit capacity for an Autodial button is 16 digits (including 9+1, etc). Therefore, an authorization code cannot be programmed as the last part of the number and some international numbers will exceed the 16-digit capacity (including 9+011, etc).

Please Note: Autodial button access needs to be programmed by a system administrator. If your programming doesn't work, or you hear a 'siren' (warning) tone, contact your NTS Coordinator to submit a service request.

Display Control Buttons and Formats

- **Menu:** Displays the first set of soft key selections (8400/8500 sets).
- **Exit/Normal:** Exits the Menu (8400 sets), returns the instruments to the Normal mode and allows connection to calls.
- **<Prev:** Displays the previous set of soft keys selections (8400 sets).
- **Next>:** Displays the next set of soft keys selections (8400 sets).
- **Inspect:** Allows depression of a line button without connecting to it. Used to display name/number of

party on a line either before answering or after placing on hold. Be sure to re-depress Exit after using this button.

- **Date/Time:** Provides a momentary display of the current date and time.
- **Timer:** Provides a stopwatch function. Calls can continue to be answered while the Timer is on.
- **Directory:** Allows extensions of personnel and departments to be displayed by entering a name using the dial pad (last name, [use * for comma] First). Be sure to re-depress Exit/Normal after using this button.
- **View:** depressed, allows Abbreviated Dialing buttons to be depressed to display the number (if any) stored on the button.
- **Directory Next:** Provides a scrolling function when using the Directory feature and displays the next available name (if any).

Display Feature

- **f** = The call you are answering is being forwarded
- **p** = The call you are answering if being forwarded using Call Pickup
- **d** = The called party did not answer and Coverage directed the call to you
- **s** = The called party has Send All Calls active and Coverage location or through Call Pickup
- **c** = The called party has permanent Send All Calls coverage
- **B** = The called extension is busy and Hunting directed the call to you
- **forward** = The extension you called is forwarded to another extension
- **cover** = The extension you called is being answered at a Coverage location or through Call Pickup
- **ARS** = The call is begin processed through ARS
- **callback** = Auto Call Backup active for the ringing line
- **park** = The call has been parked
- **wait** = The called party is busy and has received call waiting tones