

OPERATING INSTRUCTIONS 8 BUTTON TELEPHONE

Terms

- PRIME LINE - The PRIME LINE refers to your telephone's number. Your PRIME LINE is the upper left hand button on your telephone.
- OFF HOOK - OFF HOOK means you lift the handset and get a dial tone. A green light will appear indicating the line is in use.
- FLASH - FLASH is a programmed button that signals the telephone switch that you are using a feature, such as CALL BACK, MESSAGE, or VOICE.
- * AND # - The * (star) and # (pound) buttons on the keypad are used with certain numbers for accessing features.
- ACCESS CODE - An ACCESS CODE is a two button code that lets you use certain features on the telephone, such as CALL FORWARD (*+7).
- HUNT GROUP - A HUNT GROUP allows a call to be directed to an idle station in a prearranged group when the called station is busy.
- PICK-UP GROUP - This feature allows you to answer calls directed to other telephones in a programmed group by simply dialing an access code or pressing a PICK button.
- TIE LINES - A telephone line which connects you to the V.A. Hospital, University Hospital, or University Health Center - Downtown by dialing a tie line access code and a four- or five-digit extension number (94+XXXX or 98+XXXXX).
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Rings

- SELECTING RING SOUNDS - With a code you can select the sound of the ring. While your telephone is ringing:
 - Press FNC+3.
 - Continue pressing FNC+3 to hear all four tones.
- SELECTING THE TELEPHONE RING VOLUME - The ringer volume is controlled by the UP or DOWN arrow buttons located below the dedicated function buttons and keypad on the telephone.
Note: While your telephone is ringing, press either the UP or DOWN arrow button. The volume will change accordingly.
 - NORMAL RING - The normal ringing sound indicates an incoming call from another telephone within the Health Science Center.
 - FAST RING - The fast ringing sound indicates an incoming call from an off-campus telephone.
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Tones

Each telephone has five different tones. You can hear the tones through the handset or the speaker if you press the SPKR button on.

- DIAL TONE - DIAL TONE is the common, steady tone indicating you may make a call or use a feature.
- BUSY SIGNAL - The BUSY SIGNAL indicates you dialed a number that is being used.
- REORDER TONE - The REORDER TONE sounds like a fast busy signal. It means an unassigned number was dialed, a service feature was denied, or your handset was off hook too long.
- SPECIAL DIAL TONE - The SPECIAL DIAL TONE sounds like a pulsating busy signal. This means you may proceed to use a feature.
- SERVICE SET TONE - The SERVICE SET TONE is a high steady tone that tells you a feature was set or cancelled.
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Dedicated Keys

There are eight dedicated keys located on the bottom and right side of the keypad. They are explained in the following sub-paragraphs.

- HOLD (HOLD) - The red HOLD button allows you to put a call on hold.
 - Press HOLD once and the other person hears music. The light under the line you are using will begin blinking green.

- To return to the call, lift your handset and press the button under the blinking green light on your telephone.
- If you press the HOLD button twice, your telephone is the only one that can retrieve the call, even if that line appears on other telephones. The call on hold will ring back in 2 minutes and 30 seconds.
- TRANSFERS (TRF) - There are three types of TRANSFERS: TRANSFER, CONSULTATION HOLD, and CALL PARK.
 - TRANSFER The TRF button allows you to transfer a call to another telephone.
 - Press TRF. You will hear the special dial tone.
 - Dial the number where you want the call to go. You will hear a ring or busy signal.
 - Announce the call. The caller is still on "hold" and cannot hear your conversation.
 - After you announce the call, press RECALL and hang up. The callers are automatically connected.
 - If the number you call is busy or there is no answer, press TRF to go back to the caller.
- CONSULTATION HOLD Allows you to place a call on hold, call someone else and go back to the first caller.
 - Press TRF. You will hear the special dial tone.
 - Dial the number you need. You may talk with the other person you called.
 - Wait for the other person to hang up, or press TRF again. You are automatically reconnected with the first caller.
- CALL PARK Allows you to "park" a call until you retrieve it from your own or another telephone.

Example: I receive a call and must go to a file room to look up information. I "park" the call, get the information in the file room, and retrieve the "parked" call on the telephone in the file room. I can also retrieve the call on my telephone.

 - Press TRF+*+0. You will hear the service set tone. Hang up.
 - To retrieve the call at the original telephone, lift the handset, press *+ 0. You are automatically reconnected with your caller.
 - To retrieve the call from another telephone, lift the handset and press #+0 and the extension number of the telephone where you "parked" the call. You are automatically reconnected with your caller.
 - A "parked" call must be retrieved. If the call is not retrieved, it will ring back to the original extension in 2 minutes and 20 seconds.
- ANSWER (ANS) - If someone calls the main Health Science Center telephone number (567-7000) for you, the operator can "camp" the call on your line, (like call waiting on your home telephone). A short tone will tell you the call is "camped" on your busy line. The ANS button light will flash. You must use the ANS button to retrieve this call.
 - When you have a call in progress and you hear the "camped" on tone, press ANS.
 - Your first caller is put on "hold." You may now talk to your second caller. You may also put the second caller on "hold" and return to the first caller by pressing ANS.
 - After completing the second call, press ANS and you are reconnected with your first caller.
- SPEAKER (SPKR) - Allows you to dial or monitor a call without lifting your handset. The SPKR light will be lit red. This telephone is a speakerphone. To use your telephone as a speakerphone:
 - Press FNC+5.
 - Press FNC+1, your MIC light must be lit red.
 - To make a call, press SPKR (the red light shows the speaker is on). You may dial a number, talk, or monitor a call without lifting your handset.
 - To hang up, press SPKR button off. This shuts off the speaker capability and the red speaker light goes out.
 - If you leave your SPKR button on and don't do anything, you will soon hear a reorder tone to alert you. If enough time passes, a loud sound will alert you.
- LAST NUMBER REDIAL/SPEED DIAL (LNR/SPD) - Allows your telephone to "remember" the last number you dialed.
- LAST NUMBER REDIAL/SPEED DIAL (LNR/SPD) - Allows your telephone to "remember" the last number you dialed.
 - Leave your handset in its cradle and SPKR button off.
 - To call the last number dialed, press LNR/SPD. You will hear the dial tone.
 - Press * and the number is automatically redialed.
 - Use your speakerphone or lift your handset to talk.
- CONFERENCE (CNF) - The CNF button allows you to set up a three-party conversation. The three people may be on or off campus.
 - First, make or receive a call.
 - Press TRF. You will hear the special dial tone.
 - Then call the third party.
 - When the third party answers, press CNF. All three parties are automatically connected. The red CNF light will stay on until one person hangs up.

- NOTE: If the conference call includes a long distance number, you must dial it first.
- **FUNCTION (FNC)** - The FNC button allows you to activate telephone setup functions and to program one-touch speed dial buttons.
 - FNC+1 - Turns the built-in microphone on or off. The MIC light is red when it is on.
 - FNC+2 - Adjusts the handset receiver volume. Continue to press FNC+2 until the volume meets your needs.
 - FNC+3 - Selects the tone of the ring. This telephone has four ring tones. While the telephone is ringing, press FNC+3 to change the ring tone. Continue to press FNC+3 to hear all four tones. Stop at the tone of your choice.
 - FNC+4 - Adjusts both the transmission and the receiver volume of the handset. Continue to press FNC+4 until the volume meets your or your caller's needs.
 - FNC+5 - Activates the speakerphone. The MIC light must be lit red. Press FNC+5 and FNC+1 to use your telephone as a speakerphone.
 - FNC+6 - Deactivates the speakerphone. Press FNC+6 to deactivate the speakerphone.
 - FNC+7 - Toggles on and off the red light located on the upper right corner of the telephone. This light indicates your telephone is ringing or a voice mail message is waiting.
- **RECALL (RECALL)** - The RECALL button is used to end a call and get a new dial tone.
 - Press RECALL while your handset is out of its cradle or your SPKR is on.
 - RECALL does not mean that you "re-call" another number. It is simply a quick way of getting a new dial tone.
Example: I want to call ext. 7-2061 and realize I dialed ext. 7-2161. By pressing RECALL, I automatically get a quick, new dial tone.
- **SPEAKER/RECEIVER VOLUME** - Allows you to control the speaker and receiver volume while using your telephone.
 - To activate: While using the speakerphone or the handset to converse, press either the UP or DOWN arrow button to adjust the speaker and the receiver volume.

Programmed keys and features

On the 8 button telephone there are two rows of four buttons. The upper left hand button is the "prime line" of your telephone. The other buttons are a combination of telephone numbers and/or programmed features.

- **CALL FORWARD (FWD)** - CALL FORWARD allows you to forward all calls to another telephone number.
 - With programmed button (FWD)
 - Lift your handset or press SPKR and press the FWD button. You will hear the special dial tone.
 - Dial the extension number where you want your calls sent. You will hear the service set tone. Hang up or press SPKR button off. The FWD button light reminds you that your calls are being forwarded. All calls will continue to be forwarded until you cancel this feature.
 - To cancel, lift your handset or press SPKR and press the FWD button. You will hear the service set tone. Hang up or press SPKR button off.
 - With access code (*+7 and #+7)
 - Lift your handset or press SPKR and press *+7. You will hear the special dial tone.
 - Dial the extension number where you want your calls sent. You will hear the service set tone. Hang up or press SPKR button off. All calls will continue to be forwarded until you cancel this feature.
 - To cancel, lift your handset or press SPKR and press #+7. You will hear the service set tone. Hang up or press SPKR button off.
- **CALL FORWARD/BUSY/NO ANSWER (FWBNA)** - CALL FORWARD/BUSY/NO ANSWER allows you to forward your calls to another telephone number when you are not there or your line is busy.
 - With programmed button (FWBNA)
 - Lift your handset or press SPKR and press the FWBNA button. You will hear the special dial tone.
 - Dial the extension number where you want your calls sent. You will hear the service set tone. Hang up or press SPKR button off. The FWBNA button light reminds you that your calls are being forwarded. Your calls will continue to be forwarded until you cancel this feature.
 - To cancel, lift your handset or press SPKR and press the FWBNA button. You will hear the service set tone. Hang up or press SPKR button off.
 - With access code (*+8 and #+8)
 - Lift your handset or press SPKR and press *+8. You will hear the special dial tone.
 - Dial the extension number where you want your calls sent. You will hear the service set tone. Hang up or press SPKR button off. Your calls will continue to be forwarded until you cancel this feature.

- To cancel, lift your handset or press SPKR and press #+8. You will hear the service set tone. Hang up or press SPKR button off.
- CALL PICK-UP (PICK) - PICK allows you to answer up to twenty numbers that are physically close together. You can answer a telephone that is in your Pick-Up Group and does not show as a line on your telephone. You must be able to hear the telephone ring.
 - With programmed button (PICK)
 - Lift your handset or press SPKR and press the PICK button to answer another ringing telephone within your Pick-Up Group. You are automatically connected to the caller.
 - With access code (*+6)
 - Lift your handset or press SPKR and press *+6 to answer another ringing telephone within your Pick-Up Group. You are automatically connected with the caller.
- DIRECTED CALL PICK-UP - This feature allows you to answer another ringing telephone that is not in your Pick-Up Group.

Example: You are in the office next door and you hear your telephone ring. To answer your call using DIRECTED CALL PICK-UP:

 - Lift your handset or press SPKR and press #+6. You will hear the regular dial tone.
 - Then dial the extension number of the ringing telephone. You are automatically connected with the caller.
- VOICE CALL (VOICE) - This feature allows you to speak directly through the handset of your 8 button telephone to another 8 or 16 button telephone. It is a one-way intercom.
 - With programmed button (VOICE)
 - Lift your handset and dial the extension.
 - Then press the VOICE button. Four to five "pings" will be heard on the telephone being called.
 - The person you are calling must have the MIC button on to speak to you without lifting the handset. The handset may be used at anytime.
 - With access code (FLASH+*+3)
 - Lift your handset and dial the extension.
 - Then press FLASH+*+3. Four to five "pings" will be heard on the telephone being called.
 - The person you are calling must have the MIC button on to speak to you without lifting the handset. The handset may be used at anytime.
- BOSS/SECRETARY - This feature allows a secretary to screen calls.
 - Press the boss's ringing line and answer the incoming call. This is the boss's prime line which is programmed to ring on your phone.
 - Press the boss's line again to put the caller on hold and to send a voice call to your boss's prime line number. Four to five "ping" sounds will alert your boss of the voice call. Announce the call through your handset. Your boss may respond by speakerphone if the MIC button is on, or by lifting the handset to tell you what to do with the call.
 - If your boss wants to take the call, you hang up. The boss then presses his or her own prime line button, lifts the handset, and speaks with the caller. You may return to the caller by pressing the boss's line again to take a message.
- SAVE AND REPEAT (S&R) - This feature allows you to save a number and redial it even if intervening calls have taken place on your telephone.
 - Press S&R while you are listening to a telephone ring, get a busy signal, or you are talking to someone you need to call back. The light serves as a reminder that you have a number stored in S&R.
 - When you are ready to call them again, lift your handset or press SPKR and press S&R. The call is automatically dialed.
 - SPEED DIAL (SPD) - This feature allows you to call a number you have preprogrammed in a SPD button. This SPD button may be programmed as one of the eight programmable buttons on the top of the telephone. Each SPD button will hold up to eight digits.
 - To program a SPD button
 - Leave the handset in its cradle and the SPKR button off.
 - Press the FNC button, then press the desired SPD button.
 - Enter the desired telephone number.
 - Press the FNC button again to store the number in the desired SPD button.
 - To use a SPD button*
 - Leave the handset in its cradle and the SPKR button off.
 - Press the desired SPD button you programmed. The telephone number is automatically dialed. You will hear ringing or a busy signal.
 - Use your speakerphone or lift the handset to talk.
 - CALL BACK (CB) - The CALL BACK feature allows you to have a busy extension call you back when both extensions are idle. If you call and receive a busy signal, you can set a CALL BACK. When the busy extension hangs up, your telephone will ring. When you lift your handset, their telephone will ring. If you

are not in when the busy extension hangs up, the ringing will stop after three to five rings and the other extension will not ring at all. You can place only one extension number in CALL BACK at a time.

- With programmed button (CB)
 - When calling an extension number and you hear a busy signal, press CB. You will hear the service set tone and the CB light is on. Hang up.
 - When the "busy" extension hangs up, the CALL BACK process begins. Your telephone will begin to ring.
 - To cancel, lift your handset or press SPKR and press the CB button. The red indicator light will go off and you will hear the service set tone. The CALL BACK is cancelled.
- With access code (FLASH+*+9 and #+9)
 - When calling an extension number and you hear a busy signal, press FLASH+*+9. You will hear the service set tone. Hang up.
 - When the "busy" extension hangs up, the CALL BACK process begins. Your telephone will begin to ring.
 - To cancel, lift your handset or press SPKR and press #+9. You will hear the service set tone. The CALL BACK is cancelled.
- MESSAGE (MSG) - The MESSAGE feature allows you to receive or leave a message on an 8 button telephone or on the display of a 16 button telephone.

NOTE: Up to four messages may be left on one 8 or 16 button telephone. If a fifth message is attempted or the telephone cannot receive messages, the telephone will continue to ring.

 - With programmed button (MSG)
 - Lift the handset or press SPKR button on.
 - Dial the extension number. If you receive a busy signal or no answer, press the MSG button. You will hear the service set tone.
 - Hang up or press the SPKR button off. A message was left on the telephone that you called.
 - If you continue to hear ringing, it means that you can't leave a message on the telephone you are calling.
 - With access code (FLASH+*+4)
 - Lift the handset or press SPKR button on.
 - Dial the extension number. If you receive a busy signal or no answer, press FLASH+*+4. You will hear the service set tone. Hang up or press the SPKR button off. A message was left on the telephone that you called.
 - If you continue to hear ringing, it means that you can't leave a message on the telephone you are calling.
 - To return the call.
 - To return a call when your message light is on, lift your handset or press SPKR button on. Then press the MSG button and the number is automatically dialed.
- DO NOT DISTURB (DND) - The DO NOT DISTURB feature allows you to turn your telephone off. Your callers will hear a reorder tone which indicates that your telephone is set in DND.
 - Leave the handset in its cradle and the SPKR button off.
 - Press the DND button. The light will be lit red.
 - To deactivate, leave your handset in its cradle and the SPKR button off. Press the DND button off. The light will go out.