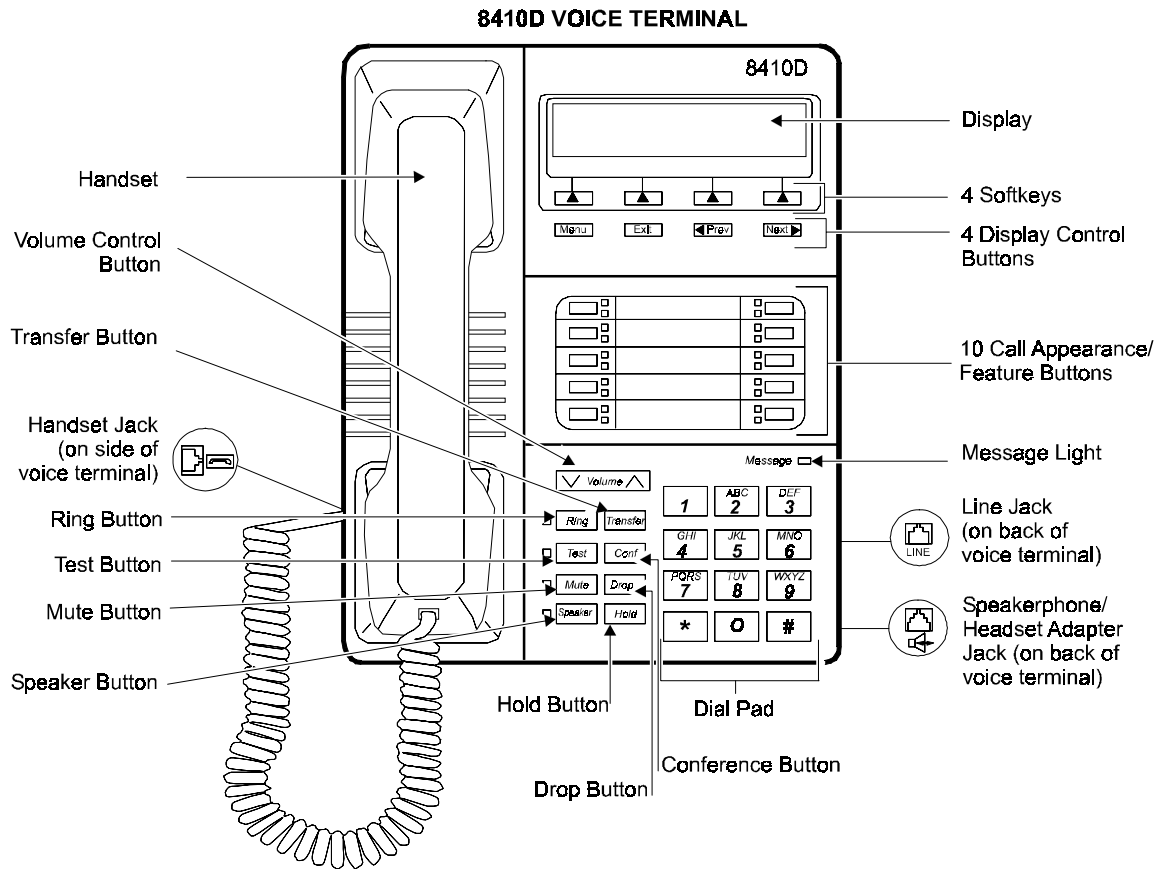


# About Your Telephone

Your 8410D is a multi-appearance digital telephone. The display, along with the softkeys and display control buttons, offers valuable added functionality. To familiarize yourself with the buttons and features on your 8410D telephone, refer to the figure below and then read the following explanations.



## Call appearances/feature buttons

At least three of these 10 buttons are devoted to incoming and outgoing calls (call appearances) and are labeled with an extension number; the remaining buttons access features (feature buttons) and are labeled with a feature name. Each has a red light telling you this is the line you are using or this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you the line or feature is being used.

## Conference button

For setting up conference calls. This button is labeled <Conf>.

## Dial pad

The standard 12-button pad for dialing phone numbers and accessing features. The letters “Q” and “Z” have been added to the appropriate dial pad keys for directory access, and the “5” button on your dial pad has raised bars for visually-impaired users.

## Display

A 2-line by 24-character display.

## Display control buttons

These four buttons are labeled **Menu**, **Exit**, **Prev**, and **Next**.

- **<Menu>** is used to enter Softkey Mode and access the first feature option screen.
- **<Exit>** is used for exiting the Display Mode and returning to Normal (call-handling) Mode.
- **<Prev>** and **<Next>** can be used to help you go back and forth through the feature option screens.

## Drop button

For disconnecting from a call or dropping the last party added to a conference call.

## Handset

A handset is provided for placing and receiving calls. (The handset is also known as the receiver.) In most cases, you must lift the handset (go off-hook) or activate the speaker or speakerphone before you can use a feature.

## Handset jack

Located on the back of your telephone, this jack is used for connecting the handset.

## Hold button

A red button for putting a call on hold.

## Line jack

This jack is used for connecting a line cord to your telephone. Located on the back of your telephone, this jack is labeled "LINE."

## Message light

A red light which goes on steadily when a message has been left for you.

## Mute button

For turning off the microphone associated with the handset or the built-in speakerphone so the other person on the call cannot hear you.

## Ring button

A button you can use to select a personalized ring for your telephone from eight possible ringing patterns.

## Softkeys

The four buttons located below the display and labeled with arrows correspond to words on the display screen. You can use the softkeys along with display control keys to access up to 12 features on your telephone in addition to those features administered on the call appearance/feature buttons. For a list of the features that can be accessed with the softkeys, check with your system manager.

## Speaker button

For accessing the built-in 2-way speakerphone.

## Speakerphone/headset adapter jack

Located on the back of your telephone, this jack is used for connecting an external speakerphone (such as an S101A or S201A Speakerphone) or a headset adapter (such as a 500A Headset Adapter).

## **Test button**

When the telephone is initially powered up, the green light next to <Test> flashes if the link with the switch is not (or not yet) operational. The light changes to steady green when the telephone is able to communicate with the switch, and then goes off after a short period of time. After the telephone is powered up, you can press <Test> to test the lights and the display on your telephone.

## **Transfer button**

For transferring a call to another telephone.

## **Volume control button**

For adjusting the volume of the following:

- The speakerphone when a call is in progress using the 2-way speakerphone
- The handset receiver level while a call is in progress using the handset
- The tone ringer when the speaker is off and either the handset is inactive or the tone ringer is active

**Note:** The Volume control button on your telephone does not control the volume level of adjunct equipment.

# Conventions

## Conventions Used in Procedure Descriptions

<xxxxx>

This represents a call appearance button, which is used exclusively for placing or receiving calls. The button has a red light and a green status light and is labeled with an extension number (shown as **xxxxx**).

<Feature> and <Feature xxxxx>

Each of these represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.

Prog	Pause	Mark	Wait
------	-------	------	------

This rectangular box, 2 lines by 24 characters, represents the 8410 display screen. Like the example to the left, the second line appearing on the display will most likely list the features you can access with the softkeys.

[feedback tones]

The tone that appears in brackets after a step indicates what you should hear from your handset (or speakerphone) after successfully performing that step. Click for a sample.

## Special Instructions

Use the following special instructions for operating your telephone.

- 1 The first time you use these procedures, you will need to customize them for yourself by obtaining the following information from your system manager:
  - Your system manager may assign call appearances or features to the 10 call appearance/feature buttons on your telephone. You may also be able to use up to 12 other features accessed with the softkeys and display control buttons. These features are in addition to the features that are administered on the call appearance/feature buttons on your telephone. Check with your system manager to see which softkey features are available to you.
  - You may also be able to use the Speakerphone or the Speaker feature. Check with your system manager to see what other features you can use with your switch.
  - Any feature not appearing on a button or accessed with the display and softkeys can be activated or canceled by dialing a 1-, 2-, or 3-digit feature access code. Call *x3045* for the feature access codes for the features you need.
- 2 To operate a feature, you must have the handset off-hook (removed from the cradle of the telephone) or the speaker or speakerphone on unless otherwise noted.
- 3 If you receive an [intercept tone](#) (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and begin again at Step 1.

# Feature Finder

## Abbreviated Dialing (AD)

Allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a feature code. Numbers on your personal list are programmable by you. Use as a timesaver for dialing frequently called, lengthy, or emergency numbers.

## Audix Message Light

Turns on your Message light to let you know that a caller has left an Audix message for you. You can then follow Audix instructions to get your message.

## Automatic Callback

Sends you a special [3-burst ring](#) indicating a previously busy or unanswered extension you dialed is now available. Use to avoid constant redialing when you wish to speak to someone who is frequently busy on the telephone or in and out of the office.

**Note:** You can use this feature only for extensions, not for outside numbers.

## Call Coverage/Consult

Provides automatic redirection of certain calls to your telephone for answering. (Your system manager determines redirected call routing.) Use to answer calls for other extensions for whom you provide coverage.

**Note:** If you are a covering user, you can use the **Consult** feature, after answering a coverage call, to call the principal (the person for whom you are answering calls) for private consultation. Then, you can add the calling party to the conversation, transfer the call to the principal, or return to the calling party.

## Call Forwarding All Calls

Temporarily forwards all your calls to another extension. Use when you will be away from your telephone and you want your calls to be forwarded to a telephone number of your choice.

## Call Pickup

Lets you answer a call at your telephone for another extension in your pickup group. Use when you wish to handle a call for a group member who is absent or otherwise unable to answer.

**Note:** You can use this feature only if you and the called party have been assigned to the same pickup group by your system manager.

## Conference

Allows you to conference up to six parties on a call (including yourself) so you can conduct a 6-way discussion. Use to set up timesaving conferences, or to spontaneously include an additional party important to a conversation.

## Directory

Searches for the extension of another user in your location by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

## Display Feature

This section includes the procedures for seven display features you may use with the 8410D telephone. However, note that the display, along with the softkeys and display control buttons, can also be used for accessing up to 12 softkey features.

**Call Information** <a= > it represents call information for the first call appearance button. The next button down would be shown as <b= >, and so on, continuing through <j= > if all 10 of the buttons are used for call appearances.

When you dial an extension, that number is shown and then replaced by the called party's name and extension. When a call is received from another extension, the caller's name is shown; when a call is received from outside, "OUTSIDE CALL" or a trunk identifier is shown.

The display remains in Normal (call-handling) Mode until you activate one of the other display or softkey features. After using any of these features, return to Normal (call-handling) Mode by pressing <Exit>.

## Display, Softkeys, and Display Control Buttons

The softkeys are the four keys labeled with arrows located directly below the display. The four display control buttons, labeled <Menu>, <Exit>, <Prev>, and <Next> are located under the softkeys.

## Drop

Disconnects from a call without requiring you to hang up the handset, turn off the speakerphone, or press the switchhook. Can also be used with the Conference feature to disconnect the last party added. Use whenever you want to continue using the handset or speakerphone after ending a call.

## Exit

Use <Exit> to leave Display Mode (after using any display or softkey feature) and return to Normal (call-handling) Mode. Once you are in Normal Mode, you can use the display to identify current call appearance, calling/called party, and calling/called number.

## Handset Volume

Allows you to raise or lower the receive level volume of the handset.

## Hold

Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your telephone to do another task. Use when you have a call you don't want to drop, but have to interrupt briefly to do something else.

## Inspect

Shows you call-related information for an incoming call when you are already active on a call. Use to identify and screen new calls.

## Last Number Dialed

Automatically redials the last extension or outside number you dialed. Use to save time in redialing a busy or unanswered number.

## Mute

Allows you to turn off the microphone of the built-in speakerphone or the handset. Use when you want to confer with someone in the room with you, but you do not want the other person on the call to hear your conversation.

## Normal Display

Use <Exit> to leave Display Mode (after using any display or softkey feature) and return to Normal (call-handling) Mode. Once you are in Normal Mode, you can use the display to identify current call appearance, calling/called party, and calling/called number.

## Ringer Volume

Allows you to adjust the ringer volume on your telephone.

## Select Ring

Allows you to choose your own personalized ringing pattern for your telephone from among eight available patterns. Use to help distinguish your incoming calls from those of other nearby telephones.

## Self-Test

When the telephone is initially powered up, the green light next to <Test> flashes if the link with the switch is not (or not yet) operational. The light changes to steady green when the telephone is able to communicate with the switch, and then goes off after a short period of time. After the telephone is powered up, you can press <Test> to test the lights and the display on your telephone.

## Send All Calls

Temporarily sends all your calls to Audix or to the extension of a person designated by your system manager to answer them when you cannot (perhaps a secretary or receptionist). Use when you will be away from your desk for awhile, or when you do not wish to be interrupted by telephone calls.

### Speakerphone

Allows you to place and answer calls or access other voice features without lifting the handset. Use the built-in speakerphone any time you prefer hands-free communication, both speaking and listening, or for group conference situations.

### Stored Number

Allows you to check the number stored on an Abbreviated Dialing button or as an item on an Abbreviated Dialing list. Also lets you see what number you last dialed (via Last Number Dialed feature). Use to verify Abbreviated Dialing list items before placing a call or reprogramming a number, and to make sure the Last Number Dialed feature is appropriate to use.

### Time/Date

Shows you the date and time. Use as a handy calendar and clock.

### Timer

Allows you to measure elapsed time. Use in order to keep track of time spent on a call or task.

### Transfer

Transfers a call from your telephone to another extension. Use when your caller needs to speak further with someone else.



## Abbreviated Dialing

**Note:** Before you can use this feature, AD buttons must first be assigned by your system manager. (These AD locations can be assigned to actual buttons, or you may be able to access them with the softkeys.)

If you hear the [intercept tone](#) while programming, start over from the beginning.

You may be able to use the following softkey features with Abbreviated Dialing (Press <Menu> and then the softkey below the feature abbreviation):

- **Program** (labeled **Prog**) - You can program a telephone number, extension, or feature access code on an AD button.
- **Pause** (labeled **Pause**) - A 1.5-second pause can be placed in an AD number, such as between an access code and the telephone number.
- **Mark** (labeled **Mark**) - Numbers included after a Mark on an AD button are dialed in Touch-Tone signal form.
- **Wait** (labeled **Wait**) - Numbers included after a Wait on an AD button are delayed 5 to 25 seconds until the telephone receives dial tone from the switch.
- **Suppress** (labeled **Spres**) - Suppressed numbers are dialed but not shown on the display (an “s” appears instead). Used for passwords or authorization codes.

### To program or reprogram an AD button

- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to program.

**Note:** Each AD button will hold one complete phone number or feature access code.

- 2 Pick up the handset.

[[dial tone](#)]

- 3 Press <Menu> and then press the softkey below **Prog**.

If **Prog** is not available on your display, press <Program> or dial the Program code \*0.

[[dial tone](#)]

- 4 Press <AD xxxxx> to be programmed.

[[dial tone](#)]

- 5 Dial the outside number, extension, or feature access code you want to store (up to 24 digits).

**Notes:** 1) You may be able to use the softkeys to add special functions such as Pause, Mark, or Wait into the telephone numbers programmed on the AD button.

2) If you are programming an outside number, be sure to include a leading 9 or 8, if applicable.

- 6 Press <#>.

[[confirmation tone](#)]

- The number is stored.

- 7 Repeat Steps 4 through 6 to program additional buttons.

- 8 Hang up or press <Drop> to end the programming.

## To place an AD call

- 1 Press the selected <AD xxxxx>.

[ringback tone]

- The call is automatically dialed.
- 

**Note:** Before you can use this feature, AD buttons must first be assigned by your system manager.

A programmed number in your personal list can be up to 24 digits and characters. You can also program a number on an Automatic Dialing button that is not stored in your personal list. This programmed number can be up to 16 digits and characters. Each digit counts as one character; special characters, such as pause and suppress, count as two characters. The Automatic Dialing button can be used for one-touch dialing of frequently called numbers.

## To program or reprogram an outside number, extension, or feature code into a personal list

- 1 On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to program as items on your personal lists(s).

**Note:** Each telephone number or feature code is stored as a separate list item.

- 2 Pick up the handset.

[dial tone]

- 3 Press <Menu> and then press the softkey below **Prog.**  
or press <Program> or dial the Program Personal List code \*01.

[dial tone]

- 4 Dial the list item (0, 1, 2...).

[dial tone]

- 5 Dial the number you want to store (up to 24 digits).

**Note:** You may be able to use the softkeys to add special features such as Pause, Mark, or Wait into the telephone numbers programmed on the AD button.

If you are programming an outside number, be sure to include a trunk code, if applicable.

- 6 Press <#>.

[confirmation tone]

- The number is stored.

- 7 Repeat Steps 5 through 7 if you want to program additional items.

- 9 Hang up or press <Drop> to end programming.

**Note:** Keep a copy of your own personal lists.

---

## To place a call using an AD list button or code

- 1 Press <Pers List>

[dial tone]

or dial the Personal List feature access code \*7

- 2 Dial the desired list item (0, 1, 2...).

[\[ringback tone\]](#)

- The call is automatically dialed.

## Audix

To retrieve a message when your Message light is on

- 1 See the [Audix Documentation](#) for instructions.

## Automatic Callback

You can access this feature with the softkeys only if the feature's abbreviation, **AutCB**, appears on the second line of one of the feature option screens.

To automatically place another call to an extension that was busy, did not answer, or returned a call waiting ringback tone

- 1 Press <Menu> and then press the softkey below **AutCB** during the call attempt or, if **AutCB** is not available on your display, press <AutoCallBk> during the call attempt.

[\[confirmation tone\]](#)

**Note:** If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will not be redirected to coverage.

- 2 Hang up.
  - You will get a [3-burst ring](#) when both you and the called extension are idle; when you answer, regular ringing is sent to the called party.
- 3 Lift the handset when you hear the [3-burst ring](#).

**Note:** Automatic Callback is automatically canceled after 30 minutes.

---

To cancel Automatic Callback

- 1 While on-hook, press <Menu> and then press the softkey below **AutCB** again or, if **AutCB** is not available on your display, press <AutoCallBk> again (while on-hook).

## Call Coverage

You can access the Consult feature with the softkeys only if the feature's abbreviation, **Cnslt**, appears on the second line of one of the feature option screens.

### To answer a call for a coworker for whom you are a coverage point

- 1 Press <XXXXX> of the incoming call when the ringing begins or the green light flashes.

**Note:** The call is not at your telephone until the green light is flashing.

---

### To leave a message for a coworker to call the original caller's extension

- 1 Press <Cvr CallBk> while connected to the call.

[confirmation tone]

---

### To talk privately with a coworker after answering a redirected call

- 1 Press <Transfer>.

[dial tone]

- The call is put on hold.

- 2 Press <Menu> and then press the softkey below **Cnslt** or, if **Cnslt** is not available on your display, press <Consult> or dial your coworker's extension.

[3-burst ring to coworker]

- 3 You can privately discuss the call; if your coworker is not available, press the fluttering <XXXXX> to reconnect the call.
- 4 Press <Transfer> again to send the call to your coworker or press <Conf> to make it a 3-party call.

## Call Forwarding All Calls

You can access this feature with the softkeys only if the feature's abbreviation, **CFrwd**, appears on the second line of one of the feature option screens.

### To temporarily redirect all calls to an extension of your choice

- 1 While on-hook or off-hook, press <Menu> and then press the softkey below **CFrwd** or, if **CFrwd** is not available on your display, press <Call Fwd> (while on-hook or off-hook) or dial the Call Forward code \*2 (while off-hook).

[dial tone]

- 2 Dial the extension or number where the calls will be sent.

[confirmation tone]

**Note:** Some telephones have restrictions on where calls can be forwarded (see your system manager).

- 3 Hang up.

**Note:** You may hear a [ring-ping](#) tone from your telephone as each call is forwarded.

---

### To cancel Call Forwarding

- 1 While on-hook, press <Menu> and then press the softkey below **CFrwd**

[dial tone]

or, if **CFrwd** is not available on your display, press <Call Fwd> (while on-hook) or dial the Call Forward Cancel code #2 (while off-hook).

[confirmation tone]

- Your calls will now ring at your own telephone.

## Call Pickup

You can access this feature with the softkeys only if the feature's abbreviation, **CPkUp**, appears on the second line of one of the feature option screens.

### To answer a call placed to a member of your pickup group when your telephone is idle

- 1 Press <Menu> and then press the softkey below **CPkUp** or, if **CPkUp** is not available on your display, press <CallPickup> or dial the Call Pickup code #4.

- You are connected to the ringing call.

## Conference

### To add another party to a call (for a total of up to six parties)

- 1 Press <Conf>.

[dial tone]

- The present call is put on hold, and you are given a new call appearance; all of the other parties remain connected to each other.

- 2 Dial the number of the new party and wait for an answer.

- 3 You can privately discuss the call with the new party at this time; if there is no answer or the line is busy, press the fluttering <xxxxx> to return to the held call.

- 4 Press <Conf> again.

- All parties are now connected.

- 5 Announce the call.

- 6 Repeat Steps 1 through 5 for additional conference connections.
- 

### To add a call you have put on hold to another call to which you are connected

- 1 Press <Conf>.

[dial tone]

- The held call light continues to flutter; the current call light also flutters.
  - You are given a new call appearance.
- 2 Press <xxxxx> of the call on hold (first call).
  - 3 Press <Conf> again.
    - All parties are now connected.
  - 4 Announce the call.
- 

#### To drop the last party added to a conference call

- 1 Press <Drop>.
  - The last party you added is dropped.
  - You remain connected to the other parties.

**Note:** The parties other than the last one must disconnect to be released from the conference call.

## Directory

You can access this feature with the softkeys only if the feature's abbreviation, **Dir**, appears on the second line of one of the feature option screens.

#### To search the directory for a name

- 1 Press <Menu> and then press the softkey below **Dir** or, if **Dir** is not available on your display, press <Directory>.
  - 2 Key in the selected name using the dial pad: last name, comma (use <\*>), first name or initial.
  - 3 Press <Next Msg> for each successive directory name you wish to see.
  - 4 To search for a new name, begin again at Step 1.
  - 5 To exit the directory, press <Exit>.
- 

#### To place a call to the name shown

- 1 Lift the handset.
- 2 While the name is shown, press <Call Disp>.

**Note:** You can also leave your handset on-hook. The speakerphone will turn on automatically when you press <Call Disp>.

## Display, Softkeys, and Control Buttons

### Entering Softkey Mode and Viewing the Three Feature Option Screens

There are three separate feature option screens. Each of these screens allows you to select from four different features.

You can enter Softkey Mode by pressing the display option button labeled <Menu>. The following is an example of a feature option screen.

Prog	Pause	Mark	Wait
------	-------	------	------

The top line of each feature option screen shows you the status of each of the four features. An arrow appears above the feature name or abbreviation if that feature is active. If there is no arrow above the feature, the feature is not active.

**Note:** If the feature requires you to dial a telephone number or extension, such as Call Forwarding, you will temporarily see the digits you are dialing, rather than the arrow, above the feature name.

The second line on each feature option screen shows the features you can access. To use any of these features, you must press the softkey below the feature name or abbreviation. For example, on the feature option screen shown previously, you can insert a .5 second pause (or multiple pauses) into an autodial number by pressing the softkey below **Pause** during programming. Pressing the **Pause** softkey repeatedly will insert a longer pause.

To see the next set of four features, press the display control button labeled <Next>; to move back a screen, press the display control button labeled <Prev>. Press <Next> or <Prev> until the feature you want to use appears on the second line.

**Note:** An error tone (one beep) sounds when you have made a mistake in your softkey entries.

Press <Exit> at any time to exit softkey mode and return to Normal (call-handling) Mode.

---

### Other Softkey Features That May Be On Your Display

Other options that might be available on your softmenu are

<u>Abbreviation</u>	<u>Feature</u>
AD	Abbreviated Dialing (can be multiple buttons)
AutoCB	Automatic Callback
CFrwd	Call Forwarding All Calls
Cnslt	Consult
Count	ACD Stroke Count (can be up to 10 buttons)
CPkUp	Call Pickup
Dir	Directory*
Excl	Manual Exclusion
HFAns	Internal Auto Answer
Inspt	Inspect
Last	Last Number Dialed
RngOf	Ringer Off
SAC	Send All Calls
SFunc	Abbreviated Dialed Special Function

Spres	Abbreviated Dialing Suppress
Stats	ACD Agent Statistics
Stop	Abbreviation Dialing Stop/ Indefinite Wait
Timer	Timer
TmDay (or DayTm)	Date and Time
View	Stored Number

\* A <Call Display> button should be administered if access to System Directory is provided. It is also desirable for <Next Display> to be administered.

### Using the Softkeys to Activate a Feature

Your display and softkeys allow you to access up to 12 switch-related features. For example, you may want to use the Call Forwarding All Calls feature to send all your calls to another extension while you are away from your phone. You can activate this feature with the softkeys in the following way:

#### To access a feature with the softkeys (Call Forwarding All Calls is used in this example)

1 Press <Menu>.

- The display shows the initial feature option screen:

LWC CnLWC AutCB Timer

2 Press <Next>.

- The display shows:

CFrwd CPark TmDay PCall

3 To use the Call Forwarding All Calls feature, press the softkey below **CFrwd** and then dial the extension to which your calls should be forwarded.

**Note:** When the feature is activated, after the display screen shows you the digits you are dialing, an arrow appears above the feature. If there is not an arrow above the feature, the feature is off.

When you wish to cancel Call Forwarding All Calls, press the softkey under **CFrwd** again. The arrow above **CFrwd** (showing feature status indication) disappears. Your calls will no longer be forwarded

**Drop**

#### To disconnect from a normal call and obtain dial tone without hanging up the handset

1 Press <Drop>.

[dial tone]

**Note:** If you press <Drop> during a conference call, the last party added will be dropped, and you will remain connected to the other parties.



## Exit

### To exit any display feature and return to normal display

- 1 Press <Exit>.
  - The display shows call information for the active call appearance.

## Handset Volume

### To raise or lower the receive level volume of the handset

- 1 While handset is off-hook, press the Volume control button.

Press the right half of the Volume control button to raise the volume. Press the left half of the Volume control button to lower the volume.

  - The display shows:

```
HANDSET L >>>> H
```

There are eight possible volume settings. One arrow is the lowest setting, and eight arrows is the highest setting.

## Hold

### To put a call on hold while you answer another call, make a call, or perform some other task

- 1 Press <Hold>.
  - The green light next to the held call flutters.

**Note:** If you put a conference call on hold, the other parties remain connected.

---

### To return to the held call

- 1 Press <XXXXX> of the held call.
    - You are connected to the held call.

**Note:** If you are active on a call and you press the <XXXXX> of the held call, the active call will be dropped.
-

### To answer a new call while active on another

- 1 Press <Hold>.
  - The green light next to the held call flutters.
- 2 Press <xxxxx> of the incoming call.
  - You are connected to the incoming call.

## Inspect

You can access this feature with the softkeys only if the feature's abbreviation, **Inspt**, appears on the second line of one of the feature option screens.

**Note:** If you are currently on a call and a new call comes in, the display automatically shows you information on the new call. You do not need to use the Inspect feature in this situation. However, you can use the Inspect feature to see who is on a call that has been placed on hold.

### To see who is on hold while on a call

- 1 Press <Menu> and then press the softkey below **Inspt** or, if **Inspt** is not available on your display, press <Inspect>.
- 2 Press <xxxxx> of the held call.
  - The information is shown on the display screen; you remain connected to the present call.
- 3 To return to the held call, press <Exit> and <xxxxx> of the held call.

## Last Number Dialed (Redial)

You can access this feature with the softkeys only if the feature's abbreviation, **Last**, appears on the second line of one of the feature option screens.

**To automatically redial the last number you dialed (up to 24 digits) (extension, outside number, or trunk/feature access code)**

- 1 While on-hook or off-hook, press <Menu> and then press the softkey below **Last** or, if **Last** is not available on your display, press <LastDialed> (while on-hook or off-hook) or dial the Last Number Dialed code **659** (while off-hook).

## Mute

**Note:** When you are talking on the handset, the Mute feature affects the microphone associated with the handset rather than the speakerphone.

This feature has no effect on an external speakerphone attached to your telephone.

### To prevent the other party from hearing you (to mute the handset or speakerphone microphone)

- 1 Press <Mute>.
  - The red light next to <Mute> goes on, and the other party cannot hear you.
- 2 When you are ready to resume conversation with the other party, press <Mute> again.
  - The red light next to <Mute> goes off, and the other party can hear you again.

The Mute feature turns off automatically when you hang up, or switch from the speakerphone to the handset or from the handset to the speakerphone.

## Normal Display

### To exit any display feature and return to normal display

- 1 Press <Exit>
  - Display will show call information for active call appearance

## Ringer Volume

### To adjust the ringer volume (speaker is not active)

- 1 To raise the volume, press the right half of the Volume control button. To lower the volume, press the left half of the Volume control button.
  - The display shows the following:

```
RINGER L >>>> H
```

- One full ring cycle will sound to demonstrate the new volume.

There are eight possible volume settings. One arrow is the lowest setting, and eight arrows is the highest setting.

## Select Ring

### To select a personalized ring

- 1 While on-hook, press <Ring> (or <Shift> then <Hold> if you don't have a <Ring> button)
  - The red light next to <Ring> winks.
  - The current ringing pattern plays and repeats every three seconds
  - The ringing pattern you are hearing is displayed.

```
SELECT RING PATTERN: 1
```

- 2 Cycle through the ringing patterns by pressing (and then releasing) <Ring> (or <Hold>)
  - The red light next to <Ring> continues to wink.

- The ringing pattern you are hearing is displayed.

**Note:** You can also press <Next> or <Prev> to cycle through all eight ringing patterns.

- 3 If you want to save the ringing pattern currently being played, do not press <Ring> anymore. You will hear the selected ringing pattern two more times, and then it will automatically be saved.

- You hear confirmation tone (two rising tones).
- The red light next to <Ring> goes off.

**Note:** If you receive a call, go off-hook, or lose power during selection, the process is interrupted and you must start again.

## Self-Test

### To test the lights and the display on your telephone

- 1 While on-hook or off-hook, press and hold <Test>.

- The green light next to <Test> goes on.

**Note:** If the green light next to <Test> flashes rather than goes on steadily, it means the telephone is not communicating with the switch. In such a case, call the [Helpdesk](#) at x2964.

- The lights go on steadily in four groups, and the display fills in all the segments.

- 2 To end test, release <Test>.

- The lights return to the pretest state; the green light next to <Test> goes off.

**Note:** If the display or the lights do not respond during the test, call the [Helpdesk](#) at x2964 to open a trouble ticket.

## Send All Calls

You can access this feature with the softkeys only if the feature's abbreviation, **SAC**, appears on the second line of one of the feature option screens.

### To send all calls immediately to coverage (if your system manager has provided a coverage path for your extension)

- 1 While on-hook, press <Menu> and then press the softkey below **SAC** or, if **SAC** is not available on your display, press <Send Calls> (while on-hook) or dial the Send All Calls code \*3 (while off-hook).

[confirmation tone]

**Note:** You may hear a [ring-ping](#) tone from your telephone as each call is redirected.

### To cancel Send All Calls

- 1 While on-hook, press <Menu> and then press the softkey below **SAC** again or, if **SAC** is not available on your display, press <Send Calls> again (while on-hook) or dial the Send All Calls Cancel code #3 (while off-hook).

[confirmation tone]

## Speakerphone

### To place or answer a call without lifting the handset, or to use the speakerphone with any feature

- 1 Press <Speaker>.
  - The red light next to <Speaker> goes on steadily.
- 2 Place or answer the call, or access the selected feature.
- 3 Adjust the speakerphone volume if necessary.

Press the right half of the Volume control button to raise the volume. Press the left half of the Volume control button to lower the volume.

- The display shows the following:

```
SPEAKER L >>>> H
```

There are eight possible volume settings. One arrow is the lowest setting, and eight arrows is the highest setting.

**Note:** The Volume control does not affect an external speakerphone attached to your telephone.

---

### To change from the speakerphone to the handset

- 1 Pick up the handset and talk.
  - The red light goes off next to <Speaker>.

---

### To change from the handset to the speakerphone

- 1 Press <Speaker>.
  - The red light goes on next to <Speaker>.
- 2 Hang up the handset.

---

### To prevent the other party from hearing you

**Note:** If the Speakerphone feature is not active, the Mute feature turns off the microphone associated with the handset (not the speakerphone). However, if the speakerphone is active and the handset is not active, then the Mute feature turns off the microphone associated with the speakerphone (not the handset).

- 1 Press <Mute>.
  - The red light next to <Mute> goes on and other party cannot hear you.

- 2 Press <**Mute**> again to resume talking to party.
    - The red light next to <**Mute**> goes off and other party can hear you again.
- 

#### To end a call

- 1 Press <**Speaker**> again to hang up.
  - The red light next to <**Speaker**> goes off.

## Stored Number

You can access this feature with the softkeys only if the feature's abbreviation, **View**, appears on the second line of one of the feature option screens.

#### To view a number stored on an AD button

- 1 Press <**Menu**> and then press the softkey below **View** or, if **View** is not available on your display, press <**Stored**>.
  - 2 Press the selected <**AD xxxxx**>.
    - The stored number is shown.
  - 3 To return to normal display, press <**Exit**> or repeat Step 2 to see another stored number.
- 

#### To see the number stored as a list item

- 1 Press <**Menu**> and then press the softkey below **View** or, if **View** is not available on your display, press <**Stored**>.
  - 2 Press <**Pers List**> or dial the Personal List code \*7.
  - 3 Dial the selected list item (0, 1, 2...).
    - The stored number is shown.
  - 4 To return to normal display, press <**Exit**> or begin again at Step 2 to see another stored number.
- 

#### To see the number you last dialed

- 1 Press <**Menu**> and then press the softkey below **View** or, if **View** is not available on your display, press <**Stored**>.
- 2 Press the softkey below **Last** or, if **Last** is not available on your display, press <**LastDialed**> or dial the Last Number Dialed code **659**.

## Time/Date

You can access this feature with the softkeys only if the feature's abbreviation, **TmDay**, appears on the second line of one of the feature option screens.

### To see the date and time

- 1 Press <Menu> and then press the softkey below **TmDay** or, if **TmDay** is not available on your display, press <Date/Time>.
  - The display returns to Normal Mode after a few seconds.

**Note:** The telephone gets this information automatically, you will not need to set it.

## Timer

You can access this feature with the softkeys only if the feature name, **Timer**, appears on the second line of one of the feature option screens.

### To see elapsed time (hours, minutes, seconds)

- 1 Press <Menu> and then press the softkey below **Timer** or, if **Timer** is not available on your display, press <Timer>.
  - The elapsed time is shown.
- 2 To stop the timer and clear the display, press <Menu> and then press the softkey below **Timer** again or, if **Timer** is not available on your display, press <Timer> again.
  - The elapsed time is displayed on the screen for about four seconds and then disappears.

## Transfer

### To send the present call to another extension or outside number

- 1 Press <Transfer>.
  - The present call is put on hold and the green light next to the held call flutters.
  - You are given a new call appearance.

[dial tone]
- 2 Dial the number to which the call is to be transferred.
  - [ringback tone]
- 3 Remain on the line and announce the call; if there is no answer or the line is busy, return to the held call by pressing its <XXXXX>.
- 4 Press <Transfer> again.
  - The call is sent to dialed number.
- 5 Hang up.

# Tones and Their Meanings

**Ring**ing tones are produced by an incoming call. **Feedback tones** are those which you hear through the handset (receiver) or the speaker.

## Ring

ing Tones

- [1 ring](#) - A call from another extension.
- [2 rings](#) - A call from outside or from the attendant.
- [3 rings](#) - An Automatic Callback call you placed has been connected.
- [ring-ping \(half ring\)](#) - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

## Feedback Tones

- [busy tone](#) - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- [call waiting tone](#) - One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: one for an internal call, two for an outside or attendant call, three for a priority call.
- [call waiting ringback tone](#) - A ringback tone with a lower-pitched signal at the end; indicates the extension called is busy, and the called party has been given a call waiting tone.
- [confirmation tone](#) - Three short bursts of tone; indicates a feature activation or cancellation has been accepted. When you have finished selecting a ringing pattern for your telephone, you hear two rising tones.
- [coverage tone](#) - One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- [dial tone](#) - A continuous tone; indicates dialing can begin.
- [intercept/time-out tone](#) - An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- [recall dial tone](#) - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- [reorder tone](#) - A fast busy tone repeated 120 times a minute; indicates all calling facilities are busy.
- [ringback tone](#) - A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.
- [speakerphone reset tones](#) - A rising set of tones; indicates the speakerphone is adjusting itself to the surrounding room acoustics.



# Troubleshooting

## Problem

A feature does not work as noted in this guide.

There is no dial tone.

The telephone does not ring.

The lights do not go on next to the buttons.

## Solution

- 1 Reread the procedure and try again.
  - 2 For many features you must lift the handset before you can use the feature.
  - 3 Check with your system manager to be sure this feature is administered on your telephone.
- 1 Make sure the handset and line cords at your telephone are securely connected at both ends.
  - 2 Press <Test>. If the green light next to <Test> does not go on or flashes rather than goes on steadily, the telephone is not communicating with the switch.
  - 3 Find a working telephone of the same type as your own. Unplug this telephone from its modular wall jack. Plug your telephone into that jack and check if it gets dial tone.
  - 4 If your telephone still does not work, plug the working telephone (of the same type) into your modular wall jack. If the working telephone has dial tone, your own telephone is faulty. Call the [Helpdesk](#) at x2964.
- 1 Make sure the ringer is turned on.
  - 2 Set the ringer volume to a higher level.
  - 3 Place a test call from another extension to your extension.
  - 4 Check the line cord to make certain it is securely connected at both ends.
  - 5 If there is still a problem, call the [Helpdesk](#) at x2964.
- 1 Do a self-test of the telephone lights to see if they go on.
  - 2 Check the line cord to make certain it is securely connected at both ends.
  - 3 If there is still a problem, call the [Helpdesk](#) at x2964.