

Lucent Technologies
Bell Labs Innovations



INDeX DT 3/4/5 ***Telephone Guide***



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Introduction

Using This Guide



This guide is for **DT 3**, **DT4** and **DT5** phones used on the **INDeX** telephone system. To check what type of DT phone you have, press **PROGRAM**. The phone displays its type and directory number. Cancel the display by pressing **PROGRAM** again.

To check the software level of your system, press **ANSWER RELEASE** and then **PROGRAM**. The phone displays the software release (*this guide covers Software Release 8.0*). Cancel the display by pressing **ANSWER RELEASE** again.

What Features Can I Use?

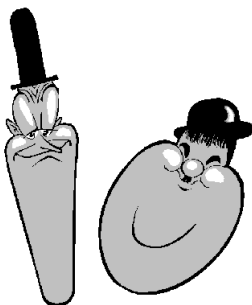
This guide covers almost all the features supported by the DT 3, DT4 and DT5 phones. However, your phone may not be able to use all the features. If unsure of which you can use, contact your System Manager.

– **Network Features:**

Your phone system may be part of a network linking several sites. Where possible, it treats network calls as internal calls and offers the same features. However, this depends on the type of network link and type of system at the other end of the link. Some links may be to non-INDeX telephone systems.

Further Help

"Why don't you do something to help me?"
Stan Laurel 1947.



In all instances, first seek help from your System Manager. They will seek further assistance from your system's Maintainer if necessary.

System Manager:
on **Extension:**

This guide is also available in several computer formats (*eg. Windows Help, Adobe Acrobat*) and as part of a computer based training program. Contact your System Manager to obtain copies or download them from our internet site (<http://www.sdxplc.com>).

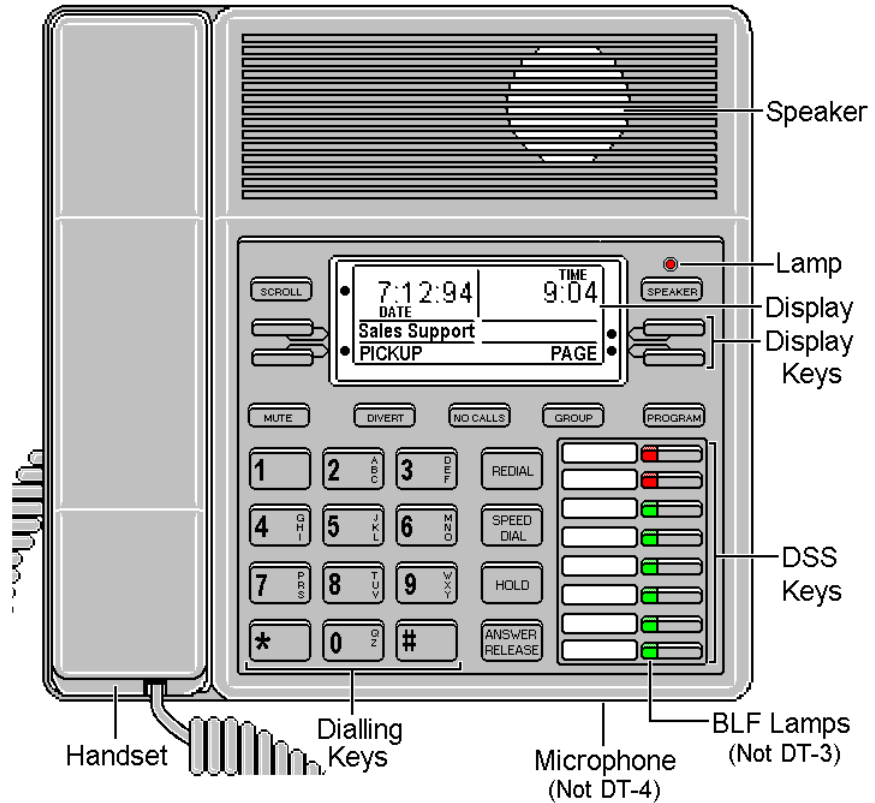
DT Display Phone Features

Introduction to DT Display Phones

"When at last this little instrument appeared, consisting, as it does, of parts everyone of which is familiar to us, and capable of being put together by an amateur, the disappointment arising from its humble appearance was only partially relieved on finding that it was really able to talk."

James Clerk Maxwell, "The Telephone" 1878.

The diagram shows the main features of a DT display phone, the term covers DT 3, DT4 and DT5 phones.



- **DT5:** Phone with handsfree operation, DSS keys and BLF status lamps (see page 22).
- **DT4:** Similar to DT5 but without handsfree operation.
- **DT 3:** Similar to DT5 but without BLF status lamps.

The phone display changes during use to show options and information available. A ●-symbol next to a display key indicates an option you can use by pressing that key.

Using the Scroll Key

Sometimes there are more options available than the phone can display. When this happens, a ●-symbol appears next to the **SCROLL** key. Press **SCROLL** to display the other options.

The phone display changes during calls and according to your own customisation. Thus this guide cannot always detail when you would have to press the **SCROLL** key to access a function.

On-Hook Dialling, Speaker & Answer Release

On all DT phones you can dial and hear the call progress without using the handset (known as "on-hook dialling"). Pressing the **ANSWER RELEASE** key has the same effect as lifting or replacing the handset.

When answered, on a DT4 you must use the handset to speak. On DT3 and DT5 phones you can continue the call without using the handset, ie. handsfree.

Tones & Ringing

The phone uses various tones and rings to indicate events. A sample of these appears below. You can alter the ringer volume, sound, switch it on/off, etc. (*see page 30*).

Incoming Calls:

- **Repeated Single Ring:** Internal call.
- **Repeated Double Ring:** External call.
- **Repeated Triple Ring:** System or personal alarm.
- **Single Tone:** Page call (*see page 16*).

During Calls:

- **Repeated Double Pip:** You have set a camp on (*see page 13*).
- **Repeated Single Pip:** Another extension is about to intrude or has intruded on your call.

Making Calls:

- **Dial Tone:** Dial number.
- **Broken Dial Tone:** Phone on divert or no calls (*see page 20*).
- **Repeated Tone:** Busy number (*see page 12*).
- **Triple Tone:** Call diverting to external number.
- **Continuous Tone:** Number called unobtainable or set to no calls. Phone locked or barred.

The Phone Lamp

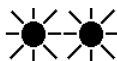
The phone uses its lamp (above the **SPEAKER** key) to show calls and messages.



- **Fast Flashing Lamp:** Call Waiting (*see page 24*).



- **Lamp On:** Message (*see page 16*).



- **Repeating Double Flash:** External call.





- **Repeating Single Flash:** Internal call.

Quick Summary

Introduction



 = Replace handset or press **ANSWER RELEASE**.

 = Pickup the handset (*DT4*) or talk handsfree.

<value> = Enter value required (eg. phone number).

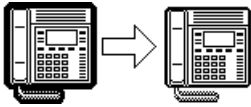
(note) = Note, {option} = Optional step


X...Y = Enter value in range X to Y.

●< >● = Use ●-display keys to change or select.

Making Calls



For full details, see page 8.




To make an external call: 9, <external number>, 

To make an internal call: <extension number>, 

To redial the last external number: REDIAL,  (includes speed dials)

To make a page call: ●PAGE, <group number>, , speak, 


To use the Index directory: ●INDeX, <letter key>, ●<(Names)>●, ●CALL, 


Speed Dials

For full details, see page 10.



To use a system speed dial by number: SPEED DIAL, ●SYSTEM, xxx, 

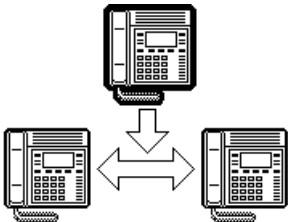
To use a system speed dial by name: SPEED DIAL, ●INDeX, <letter key>, ●<(Names)>●, ●CALL, 

To use a personal speed dial: SPEED DIAL, ●OWN, 0...9, 

To store a personal speed dial: For external numbers, put 9 before the number. PROGRAM, SPEED DIAL, 00...09, ●DELETE, <no.>, ●DONE, PROGRAM

If Busy or Unanswered

For full details, see page 12.



To leave a message: ●MESSAGE

This lights the lamp on the extension called and leaves your number as a message to reply (unless they have reached their limit of 5 messages).

To camp on & wait: ●CAMP ON

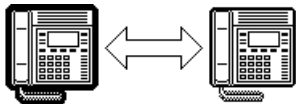
This flashes the lamp on the busy phone.

To set a call back: ●CALLBACK

This rings you when that extension becomes free or is next used.

Actions During a Call

For full details, see page 14.



To change the receive volume: ●VOLUME, (softer) ●< >● (louder), ●DONE

To switch to speaker: SPEAKER (not full handsfree on DT4)

To switch to handset: 

To mute/unmute call: MUTE (the  symbol disappears when the call is muted)

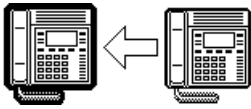
To enter an account code: ●ACCOUNT, <account code>, ●DONE

To display the software release: PROGRAM

To create a conference: HOLD, <extension no.>, ●CONFER

Answering Calls

For full details, see page 16.



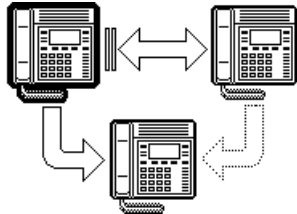
To answer a message: ●CALL or **To clear a message:** ●CANCEL

To pickup calls in the phone's pickup group:
●PICKUP, {●NEXT}, ANSWER RELEASE or

To set the phone's pickup group:
PROGRAM, ●PICKUP, ●CANCEL, <group no.>, ●DONE

Parking, Holding & Transferring Calls

For full details, see page 18.



To transfer a call: HOLD, <dial number>, ANSWER RELEASE

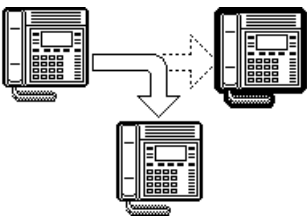
To hold/unhold a call: HOLD
Replacing the handset or pressing ANSWER RELEASE parks a held call.

To park a call: ●PARK

To retrieve a parked call: <line number> or ●nnn.

Diverting Calls

For full details, see page 20.



To switch divert all on/off: DIVERT (On when ● over the DIVERT key)

To switch no calls on/off: NO CALLS (On when ● over the NO CALLS key)

To set a divert: PROGRAM, DIVERT, ●ALL or ●BUSY or ●NO ANS., ●DELETE, <extns no.>, PROGRAM

To forward calls:
PROGRAM, FORWARD, <from>, ●DONE, <to>, ●DONE, PROGRAM

Ringer Controls

For full details, see page 30.



To change the ringer volume:

PROGRAM, ●RINGER, ●VOLUME, (soft) ●< >● (loud), PROGRAM

To change the ringer sound:

PROGRAM, ●RINGER, ●SOUND, ●< >●, {●TONE}, PROGRAM

To switch the internal/external ringer on/off:

PROGRAM, ●RINGER, ●INTERNAL/●EXTERNAL, ●CHANGE, PROGRAM

To set the ringer step:

PROGRAM, ●RINGER, ●STEPS, ●CHANGE, PROGRAM

To set the timeout:

PROGRAM, ●RINGER, ●TIMEOUT, ●CANCEL, <timeout>, PROGRAM

Other Features

For full details, see page 32.



To set the phone's passcode:

PROGRAM, ●PASSCODE, <new pass>, PROGRAM

To switch idle music on/off:

PROGRAM, ●MUSIC, ●CHANGE, PROGRAM

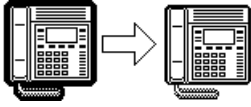
To lock/unlock the phone:

PROGRAM, NO CALLS, ●CHANGE, PROGRAM

To enter/exit group: GROUP (When in group, a ● shows above the GROUP key)

Making Calls

Notes on Making Calls



When making calls, the display shows details about call progress. It also shows messages if you cannot make the call.

– **Call barring:**

The system can bar you from dialling particular numbers or types of number (eg. national, international). Typically call barring increases when a phone goes into night service (when it displays a C^* symbol).

It also changes according to time, date and day of the week. As the call barring settings vary for each site, this guide cannot fully detail their effect.

Making External Calls

Redial - Alias:

- Saved number redial.

- Last number redial.

"E.T. phone home" Steven Spielberg.

The system may apply call barring to some or all external numbers.

To dial an external call:

1. Dial **9** to get an external line. Your System Manager will inform you if you need to dial a different number.
 - If "**ENTER ACCOUNT**" appears, see page 11.
 - If "**ENTER PIN**" appears, see page 11.
2. Dial the external telephone number.
 - If "**CALL BARRED**" appears check with your system manager.
3. When answered, use the handset (*DT4*) or work handsfree.

To redial the last external number used:

1. Press **REDIAL** to repeat the last external number used (including speed dials).

Redialling Calls

Pressing **REDIAL** will redial the last external call.

Pressing **SPEED DIAL** and then **•DIALLED** allows you to select from the last five external calls and move between them by pressing the lower left and right **•** symbols. When the number you require is shown press **•CALL**.

You can also save any of the numbers by pressing **•SAVE**. This stops the number being removed as you make further external calls until you choose to press **•DELETE**. The dialled numbers facility stores five numbers maximum including saved numbers.

Making Internal Calls

During the call, the display shows the call progress. You can also make calls using the **•INDeX** feature (*see below*) or DSS keys (*see page 22 & page 26*).

To dial an internal call:

1. Dial the extension number. A triple-tone means that extension is diverting calls to an external number.
2. If unanswered, your phone provides options to wait or notify the extension (*see page 12*).
3. If answered, use the handset (*DT4*) or work handsfree.
 - If your phone displays a **•RINGER** option then the called extension is set to automatically connect internal calls. Press **•RINGER** to send a reminder ring if no one has answered the call.

Making a Page Call

Page - Alias:

- Zone paging.
- Broadcast.

You can page any DT, TT or FT phone or group. They hear the call without doing anything though you cannot hear them. They can also turn the page into a normal call (*see page 16*). If the phone paged is diverting calls, the page also diverts (*except group pages*).

To page an extension or group:

1. Press **•PAGE**. Your phone displays **PAGING**.
2. Pickup the handset (*DT4*) or talk handsfree.
3. Dial the number or press a DSS key (*see page 22*).
4. If busy or unavailable, the display shows options to wait or leave a message (*see page 12*).
5. Speak and then press **ANSWER RELEASE**.

Using the INDeX to Make Calls

"Hello, Neil and Buzz. I'm talking to you by telephone from the Oval Room at the White House, and this certainly has to be the most historic telephone call ever made." **Richard Nixon**.



The phone can display an index of extension and speed dial names plus their numbers.

To use the INDeX:

1. Press **•INDeX** for an internal call or **SPEED DIAL** and then **•INDeX** for an external call.
2. Press the key matching the 1st letter of the name you want. For example, for **L** press the **JKL** key 3 times.
 - To move through the names, press the **•**-keys on the right and left of the current name.
 - To skip forward 10 names, press **•SKIP**.
 - To select another letter, press a letter key.
3. To dial the name shown, press **•CALL**, otherwise to exit the INDeX, press **ANSWER RELEASE**.

Speed Dials, PIN & Account Codes

Using Speed Dials



Speed Dials - Alias:
- Abbreviated dialling

The system can store external numbers as speed dials.

- **System speed dials:** Ask your System Manager for a list (note that call barring may still apply).
- **Personal speed dials:** Your phone can also store up to 10 speed dials for your own use (*see below*).

To dial a system speed dial by name:

1. Use the **•INDeX** feature (*see page 9*).

To dial a speed dial:

1. Press **SPEED DIAL**.
2. To select a system speed dial by name, press **•INDeX** (*see "Using the INDeX to Make Calls" on page 9*).
3. To select a system speed dial by number, press **•SYSTEM** and dial the store number.
4. For a personal speed dial, press **•OWN** and dial the personal speed dial store number (0 to 9) or press the matching DSS key (*the DSS keys match personal speed dials 1 to 8 (1 at the top)*).
 - If "**ENTER ACCOUNT**" appears, *see page 11*.
 - If "**ENTER PIN**" appears, *see page 11*.
5. Continue as for a normal external call (*see page 8*).

Storing Personal Speed Dials

To store a personal speed dial:

1. Press **PROGRAM** and then **SPEED DIAL**.
2. Enter the phone's passcode (*see page 34*).
3. The display shows **0-9 OR DSS KEY**. Press the number (**0** to **9**) or DSS key under which you want to store the speed dial.
4. The display shows the current stored number (if set). Press **•DELETE** and dial the number.
 - If external, prefix **9** to the number, this is the normal number to seize an external line. Your System Manager will inform you if you have to add a different prefix before external numbers.
5. When finished, press **•DONE**.
6. Select another store or press **PROGRAM** to finish.

If ENTER ACCOUNT Appears

If **ENTER ACCOUNT** appears when making an external call, you must enter an account code to continue. The system checks this against its list of codes before allowing the call (*To enter an account code at any time during a call, see page 15*).

To enter a forced account code:

1. Dial the account code. If you make a mistake, press ●**DELETE** to delete the last digit entered.
2. When you have entered the full code, press ●**DONE**.
3. If the system does not recognise the code it displays **REENTER ACCOUNT**. Repeat the entry or end the call.
4. If the code is recognised, your call can continue.

If ENTER PIN Appears

If **ENTER PIN** appears when making an external call, you must enter a PIN code to continue. When used, the PIN code's call barring settings override those of the phone from which you dial. The system checks the code against its list of codes before allowing the call.

To enter a forced PIN code:

1. Dial your **PIN** code. If you make a mistake, press ●**DELETE** to delete the last digit entered.
2. When you have entered your **PIN** code, press ●**DONE**.
3. If the system does not recognise the code it gives a constant tone. End your call attempt.
4. If the code is recognised, your call can continue.

Roaming PIN's

Roaming PIN's - Alias:
- *Mobile access.*

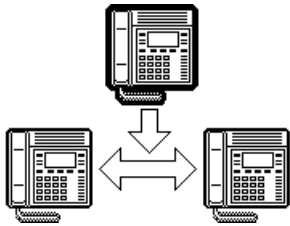
When you use a PIN code, its settings override those of the phone from which you dial. Note however that the system prefixes digits to force the call externally.

To use a roaming PIN:

1. Press # and enter your PIN code. If you make a mistake, press ●**DELETE** to delete the last digit entered.
2. When you have entered your **PIN** code, press ●**DONE**.
3. If the system does not recognise the code, your phone gives a constant tone. End your call attempt.
4. If the code is recognised, your call can continue.

Busy or Unanswered

Options If Busy or Unanswered



Your phone provides several methods for contacting an extension that is busy, not answering or set to no calls. These options work for normal, page and diverted calls.

- **Leave a Message:** Lights the lamp of the extension called. It also stores your number as a message to reply. If your system has a Voice Manager attached, you can record a voice message instead (*see page 37*).
- **Callback:** Rings your phone when the extension called becomes free or is next used.
- **Camp On:** Flashes the extension's lamp to warn that you are waiting. It also stops other calls interrupting you.
- **Intrude:** Forces the other extension's call into a conference with you (*not available to all phones*).
- **Monitor:** Allows you to hear the other call without interrupting it (*not available to all phones*).

Arrange a Callback

Callback - Alias:

- Call back when next used.
- Call back when free.
- Ringback.

If the extension you call is busy or just rings, you can set a callback. When that extension becomes free or is next used, your phone rings. If you answer, the other extension rings. After setting a callback you can make other calls, it will not take place while you are busy. You can only arrange one callback at any time.

The Ringer Timeout sets how long a callback rings your extension before it cancels (*see page 31*). The system also cancels any callbacks that have not taken place after a set period (*normally 2 hours*).

To arrange a Callback:

1. Press **●CALLBACK** (*the option does not appear if you already have a callback set*).
2. The system ends the call.
3. Your phone shows **●CALLBACK**.

To clear the Call Back:

1. Press **●CALLBACK** again

Leave a Message

You can leave your extension number as a message for someone to call you (*see page 16*). If their extension has a message lamp, it lights (*supported on DT, TT, FT 1M and FT 2/3/4 phones*). If your call is diverted, the message goes to the extension you first called.

To leave a message:

1. Press **●MESSAGE**. Your call ends unless the extension called has already reached its limit of stored messages.

Camp On and Wait

Camp On - Alias:

Wait on busy.

If the extension you call is busy, you can 'camp on' and wait. This flashes the lamp on the busy extension and if it has a suitable display, shows your name, number and **CALL WAITING**. While camped on your phone gives regular pips and you cannot make or receive other calls.

To Camp On to a busy extension:

1. Press **●CAMP ON**.
2. To replace the handset without cancelling the camp on, press **SPEAKER** first.
3. To end the camp on, press **ANSWER RELEASE** or replace the handset.

Intrude

Intrude - Alias:

- *Executive intrusion.*
- *Forced intrusion.*
- *Busy override.*

If your phone can intrude, an **●INTRUDE** option appears when calling a busy extension. Your System Manager controls which extensions can intrude and be intruded on.

To intrude on a call:

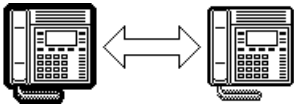
1. Press **●INTRUDE**.
2. There is a short delay during which you and the other parties hear several short pips.
3. After the intrusion, the system gives regular pips.

Monitoring a Call

Silent monitoring lets you listen to another call without being heard. Note that there are restrictions on who can use this function (contact your System Maintainer). If your phone can use silent monitoring, a **●LISTEN** option appears.

Actions During a Call

Changing the Call Volume



"Can you hear me mother"
Sandy Powell 1975.

You can change the caller volume during a call. The phone has separate volume levels for both the speaker and the handset.

To change the call volume:

1. During a call, press **●VOLUME** (*To change volume without making a call, just lift the handset or press **ANSWER RELEASE** first*).
2. A slider appears. Adjusts this using the **●**-keys on its left (softer) and right (louder).
3. When finished, press **●DONE**.

Switching to Handsfree

You can switch between handsfree (speaker) and handset operation without interrupting the call. On the DT4, you still need to use the handset to speak.

To switch from the handset to speaker:

1. Press **SPEAKER**. You can now replace the handset without ending the call.

Muting Calls

Mute - Alias:
- Microphone on/off.

You can stop the caller from hearing you if necessary. This feature works for both handsfree and handset calls.

To switch mute on/off:

1. Press **MUTE**. The -symbol disappears when muted.

Recall

Your phone system may connect to another phone system by a fixed line (tie line). If this is the case, you may occasionally need to use a 'recall' (your System Manager will advise). To do this, **●RECALL** appears when necessary.

Adding Voluntary Account Codes

Voluntary Account - Alias:
- *Call account allocation.*

You can enter an account code during any external call. If the system records the call on its call log, it includes the account code. The system checks the code against its list of valid codes (*ask your System Manager for a copy*).

To enter a voluntary account code:

1. During the call, press **●ACCOUNT**.
2. Enter an account code. If you make a mistake, press **●DELETE** to delete the last digit entered.
3. When you have entered the full code, press **●DONE**.
4. If the system does not recognise the code, the phone displays **RE-ENTER ACCOUNT**.

Software Release

Occasionally you may need to talk to someone for support about your phone or phone system. It may be useful to tell that person what software your phone system uses.

To display the software release:

1. During a call, press **PROGRAM**, the phone displays the software installed on your system (*To do this without making a call, just press ANSWER RELEASE first*).
2. Press **SCROLL** to return to the normal display.

Create a Conference Call

"No grand idea was ever born in conference, but a lot of foolish ideas have died there."
F.Scott Fitzgerald.

External Lines:

If your exchange uses digital lines, you can conference several of these with internal parties. However, if your exchange uses any other type of line, you can only include one of those in a conference. Check with your System Manager.

During a call, you can add callers to create a conference (of up to 64 calls!).

To start or add to a conference:

1. Press **HOLD** to hold your current call (or conference).
2. Call the new person that you want in the conference.
3. If answered, ask if they wish to join a conference; if "yes" press **●CONFER**, if "no" press **HOLD**.
4. If unanswered, press **HOLD** to retrieve to the first call.

To exit the conference:

1. Press **ANSWER RELEASE** or replace the handset.

To park all the conference parties:

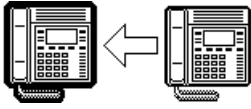
1. Press **●PARK** (*see page 19*).

To split a 3-way conference:

1. Press **●SPLIT** to hold one caller and connect the other.
2. To switch between calls, press **HOLD**.

Answering Calls

Answering Normal Calls



When calls arrive, the display shows information about the call before you answer. It gives a repeated double flash for external calls or a repeated single flash for internal calls. The ringer also shows the call type by a repeated single or double ring if on (*see page 30*).

To answer the call:

1. Lift the handset (*DT4*) or press **ANSWER RELEASE**.

Answering a Page Call

When someone pages your phone (*see page 9*) or a group to which it belongs (*your phone does not have to be in group*), the system connects the page after giving a tone. You can hear the page but they cannot hear you. The display shows **PAGING** and the pager's number. If you answer a page it turns into a normal call.

To answer a page:

1. Press **ANSWER/RELEASE** and then pickup the handset (*DT4*) or continue the call handsfree. Note that this feature can be switched off for the whole system.

Answering a Message

"Phone call from God... if it had been collect, it would have been daring."

Robin Williams (Dead Poets Society).

Other extensions can leave their number on your phone (*see page 13*). Your phone can store several messages. It shows **CALL FOR MESSAGE**, the caller's number and the lamp comes on.

Exceptions are:

- If your own number appears, this indicates an alarm (*see page 17*).
- If "**Message From Voice Mail**" appears, this indicates voice mail (*see page 36*).

To answer or cancel a message:

1. To view any other message, press **●NEXT** (if shown).
2. To call the extension, press **●CALL**.
3. To clear the message, press **●CANCEL**.
4. At the last message, press **●AGAIN** to repeat the list.

Alarms - Triple Ring, Music or Recorded Message

You can set a personal alarm to ring your phone (*see page 32*). The System Manager can also set system alarms to call a group to which you belong (*your phone does not have to be in group*). In both cases, the alarm can consist of ringing, music or a recording plus a displayed message.

To answer an alarm:

1. Press **●CANCEL** or **ANSWER RELEASE**.

Answering a Callback

"My sole inspiration is a telephone call from a director."
Cole Porter.

You can arrange a callback from a busy or ringing extension (*see page 12*). When the callback takes place, your phone displays the call details, "**CALLING**" and **●CALLBACK**. If you do not answer, the callback cancels after a short time (*see page 31*).

To answer/cancel a call back:

1. To continue the callback, press **ANSWER RELEASE**.
2. To cancel the callback, press **●CALLBACK**.

Answering Other Extensions - Call Pickup

Pickup - Alias:

- Call pickup.
- Take.

Your phone can store a pickup group number. The **●PICKUP** option then appears when a phone in your pickup group is ringing. You can also pickup calls using DSS (*see page 22*) or Soft DSS keys (*see page 26*).

To show and pick up ringing phones:

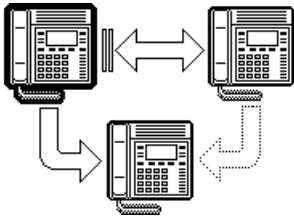
1. Press **●PICKUP** to show the longest ringing call.
2. Press the **●**-symbol (*if shown*) opposite the name to switch between details of the caller and called party.
3. To show other ringing phones, press **●NEXT** (*if shown*).
4. To pick up the call shown, press **ANSWER RELEASE**.
5. To cancel the pickup display, press **●CANCEL**.
6. To repeat the list press **●AGAIN**.

To set the phone's pickup group:

1. Press **PROGRAM** and then **SCROLL**. Press **●PICKUP**.
2. Enter the phone's passcode (*see page 34*).
3. The display shows the current pickup group (if set).
4. Press **●CANCEL** and enter a new pickup group number.
5. Press **PROGRAM** to finish.

Transfer, Park & Hold Calls

Transferring Calls



Ring Transfer - Alias:
- Ring inward transfer.

You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long, it may recall to your extension.

To transfer a call using hold:

1. Press **HOLD** to hold your current call.
2. Dial the extension to which you want to transfer the call.
 - **Announced transfer:** Wait to be answered. If okay to transfer, press **ANSWER RELEASE**. If not okay to transfer or unanswered, press **HOLD**.
 - **Unannounced transfer:** Press **ANSWER RELEASE** immediately (even if you hear ringing or busy tone).

To transfer a call using dial ahead:

1. Dial the number of the other extension.
2. If the display shows **FREE**, press **ANSWER RELEASE** to transfer, otherwise press **●CANCEL**.

To transfer an external call using park:

1. Press **●PARK** to park the current call. Note the line number of the call and give this to the person whom you want to unpark the call (eg. by calling or paging them).

Holding Calls

Hold - Alias:
- Exclusive hold.
- Call hold.

Switch calls - Alias:
- Toggle calls.
- Brokers call.

Only the extension that holds a call can retrieve it unless they transfer the call. When you hold a call, your phone shows its details on the right of the display and the caller hears music (*if installed*). You can only hold one call.

To hold a call:

1. Press **HOLD** (*Pressing **ANSWER RELEASE** now or replacing the handset parks the call, see page 19*).
2. Retrieve the call by pressing **HOLD** again or make another call (enquiry call) and then:
3. Press the **●**-symbol (*if shown*) opposite the name to switch the display between the current and the held call details.
 - To switch between calls, press **HOLD**.
 - To conference, press **●CONFER** (*see page 15*)
 - To transfer the held call, press **ANSWER RELEASE**.

Parking Calls

Park - Alias:

- Common hold.

You can retrieve parked calls at any other extension on the system. Your phone displays calls you parked by a flashing ●-symbol next to the line number. You can park several calls simultaneously. Calls parked and not retrieved may recall your phone a short time.

To park an external call:

1. During the call, press ●**PARK**.

To unpark calls parked at your extension:

1. Press the display key next to the flashing ●-symbol.

To unpark a call at another extension:

1. Dial the parked call's line number (*external calls only*).

Dialling Ahead

Announced - Alias:

- Screened transfer.

Unannounced - Alias:

- Unscreened transfer.

You can display the status of another extension (or group) without interrupting your call.

To dial ahead during a call:

1. Dial the number that you want to check.
2. The extension's status appears on the right-hand display; **FREE**, **BUSY** or **NU** (Number Unobtainable).
3. Dial another number or press ●**CANCEL**.

If the extension displayed is free:

1. For an unannounced transfer, press **ANSWER RELEASE**.
2. To make an enquiry, press **HOLD**. This holds your current caller and rings the dial ahead extension.
3. If unanswered, press **HOLD** to retrieve your first call.
4. If answered, either press **ANSWER RELEASE** to transfer your call or press **HOLD** again to switch between calls.

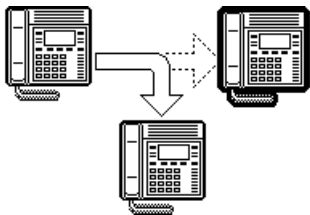
You can set your phone to always automatically hold your current call and ring the dial ahead number if it is free (rather than display **FREE**).

To select show free or ring if free:

1. Press **PROGRAM** and then **SCROLL**. Press ●**CALLFREE**.
2. Enter the phone's passcode (see page 34).
3. To change the current setting, press ●**CHANGE**.
4. Press ●**DONE** and then press **PROGRAM** to finish.

Diverting Calls

Using Diverts



Divert All - Alias:

- Manager transfer.
- Secretary filter.

Divert No Answer - Alias:

- Divert no reply.

No Calls - Alias:

- Do not disturb.

Your phone can store diverts for different situations, ie. when busy, not answering and to divert all calls.

- **Divert on Busy:** Used when your phone is on a call. When set, callers cannot set a callback or camp on.
- **Divert on No Answer:** Used after a call rings your phone for a set period (*see page 31*).
- **Divert All:** Used with the **DIVERT** key. When on, only the extension to which you divert the calls can ring you.
- **No Calls:** Stops **all** calls. Callers hear continuous tone or divert to the **Divert All** number if set.
- **Remote forward:** Allows you to remotely change your **Divert All** number and switch **DIVERT** on/off.

Setting the Divert Numbers

External Diverts:

Selecting a system speed dial for Divert All allows you to divert your calls to an external number. When you do this, internal callers hear a triple tone to warn them of the external divert.

You can set diverts for when you are busy (**ON BUSY**), do not answer (**NO ANS.**) or want to divert all calls (**ALL**).

To set a divert number:

1. Press **PROGRAM** and then **DIVERT**.
2. Enter the phone's passcode (*see page 34*).
3. Select the divert (**●ON BUSY**, **●NO ANS.** or **●ALL**).
4. The display shows the current diversion number (if set).
5. Press **●DELETE** and then dial the new number (for **ALL**, you can also press **SPEED DIAL** and select a system speed dial for an external divert).
6. Press **●DONE** and select another divert if required.
7. Press **PROGRAM** to finish.

Switching Divert All On/Off

Pressing **DIVERT** switches Divert All on or off. When on, all your calls go to the Divert All number. That extension can call you and transfer calls back. Switching **DIVERT** on cancel group or no calls.

To switch divert all on/off:

1. Press **DIVERT**. When on, a **●**-appears above the key. You also hear broken dial tone if you lift the handset or press **ANSWER RELEASE** (*you can still make calls*).

Switching No Calls On/Off

"....and a period of silence on your part would be welcome."
Clement Attlee

Pressing **NO CALLS** switches it on or off. When on, you hear broken dial tone if you lift the handset or press **ANSWER RELEASE** but you can still make calls. How it works depends on if you have set a Divert All number (*see page 20*).

- **With a Divert All Set:** The ●-symbol above the **NO CALLS** key stays on. All calls go to the divert number but unlike divert all, even that number cannot call you.
- **With no Divert All Set:** The ●-symbol above the **NO CALLS** key flashes and callers hear continuous tone.

Displaying an Absence Message

You can select an absence message to display on your phone. It then also appears on any other suitable phones that calls you (*unless you have a Divert All number in use*).

To select an absence message:

1. Press **PROGRAM** and then ●**ABSENT**.
2. Enter the phone's passcode (*see page 34*).
3. Press ●**CHANGE** to select a message (or ●**CLEAR** to cancel an existing message). For just personal text, select **CUSTOM**. Then press ●**DONE**.
4. **PERSONAL TEXT?** appears. To have no personal text, press ●**NONE**. To add some text press ●**EDIT**. Enter text as for editing the phone name (*see page 35*).
5. When complete, press ●**SET**.

Forwarding Calls

Forward - Alias:

- *Follow me.*
- *Call forward.*
- *Remote forward.*

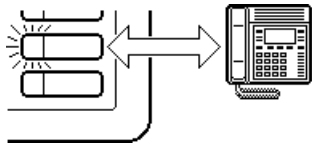
Forward allows you to remotely set your phone to divert. By default, the system bars remote forwarding extensions. Contact your System Manager to enable this feature.

To set a forward:

1. Press **PROGRAM** and then ●**FORWARD**.
2. The display shows **FORWARD FROM ?**. Enter the phone from which to forward calls and press ●**DONE**.
3. Enter **that** phone's passcode (*see page 34*).
4. The display shows **FORWARD TO ?** and the phone's current Divert All number (if set).
5. To change the forward, press ●**CANCEL** and enter the new number for diverting all calls.
6. Press ●**DONE** and then press **PROGRAM** to finish.

DSS Keys

Setting Up a DSS Key



DSS Keys - Alias:

- Line keys.
- F Keys.
- Repertory dialling.

DT phones have eight DSS keys along their right-hand edge. Each can store a line, extension or group number. They allow you to dial those numbers in a single key press and do actions such as pickup, unpark, etc.

To set a DSS/BLF key directory number:

1. Press **PROGRAM** and then the DSS key to use.
2. Enter the phone's passcode (*see page 34*).
3. The display shows the current stored number (if set).
4. Press **●CANCEL** and dial the number to store.
5. Select another DSS key or **PROGRAM** to finish.

Using DSS Keys

Once setup, you can use the DSS key for the following actions. You can also use DSS keys to dial personal speed dial numbers (*see page 10*).

To make internal calls:

1. Press the DSS key storing the extension or group number.

To make external calls:

1. Press the DSS key storing the line or line group number, then dial the external number.

To pickup calls: (DT4/5 only)

1. Press the DSS key storing the ringing extension number (*fast flashing red BLF lamp*).

To unpark calls: (DT4/5 only)

1. Press the DSS key storing the parked line number (*slow flashing green or red BLF lamp*).

To make a page call:

1. Press **●PAGE** and then the DSS key storing the extension or group number.

You can also use DSS keys to dial personal speed dial numbers (*see page 10*).

BLF Status Lamps

The DSS keys on DT4 & DT5 phones incorporate dual-colour BLF lamps. These show the status of the number stored under the DSS key.

Red BLF Lamp Signals: *Calls to/from other extensions.*

- **Slow Flash:** Call on line parked at another extension.
- **Fast Flash:** Extension ringing.
- **Solid:** Extension or line busy.

Green BLF Lamp Signals: *Calls to your extension.*

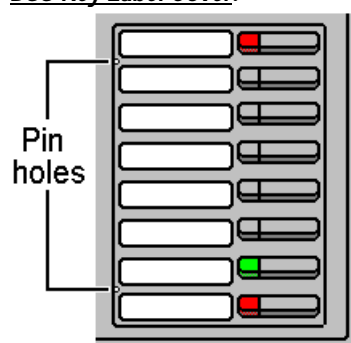
- **Slow Flash:** Call on line parked at your extension.
- **Fast Flash:** External call ringing your extension.
- **Solid:** Call connected or held at your extension.

Alternate Green/Red Lamp Signal: *Pilot Number.*

- **Slow Flash:** Caller ringing pilot number.

DSS Key Label

DSS Key Label Cover:



Next to the DSS keys is a label. You can remove the label cover to write on the card below. You can also remove the label cover under the handset using the same method (*it has a single pin hole on the bottom edge*).

To remove the label cover:

1. Insert a fine but not sharp point (eg. end of a paper-clip) into one pin hole. Squeeze the label to the right.
2. Repeat with the other pin hole.
3. Lift the label cover clear and remove the card insert.

To replace the label cover:

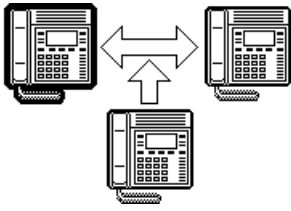
1. Replace the card insert.
2. Slide the tabs on the right-hand edge of the label cover into their slots.
3. Bow the label cover to slip the tabs on the left-hand edge of the label cover into their slots.

DSS Key Label Template

A template for printing DSS key labels exists. It can be used with Word for Windows 2, 6 or 7. Contact your System Manager for a copy of the template, alternatively you can obtain it from our internet site (<http://www.sdxplc.com>).

Interruptions During a Call

Answering a Call Waiting



CALL WAITING and a fast flashing lamp means someone has 'camped on' to your phone (*see page 13*). Press the ●-symbol (*if shown*) opposite the name to switch between details of the waiting and current call.

To answer a call waiting:

1. Park (press ●**PARK**) or end your current call.
2. The waiting call rings your phone.

Answering an Alert

Alert - Alias:
- *Polite intrusion.*

If **ON HOLD** appears during a call, an extension with your number set as a Soft DSS key has sent you an alert (*see page 27*). Press the ●-symbol (*if shown*) opposite the name to switch between details of the current and waiting alert call.

To switch between calls:

1. Press **HOLD**. Use the held call features (*see page 18*).

Single Pips - Intrusion

Single pips during a call indicate that another phone is about to intrude on your call. Once they intrude, the system gives regular reminder pips.

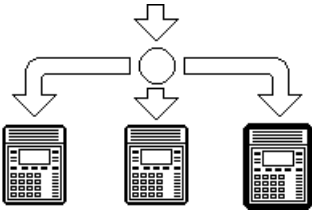
Please Finish Call Message

Clearcheck - Alias:
- *Polite shutdown.*

The system supports **Clearcheck**. "**PLEASE FINISH CALL**" appears when maintenance is about to start on a part of the system your phone is using. The message "**THIS TERMINAL IS OFFLINE**" appears when maintenance is in progress.

ACD Working

ACD on DT5 Phones?



Your System Manager can provide DT5 phones with some ACD functions. ACD (Automatic Call Distribution) is a process widely used in telesales. When ACD agents log on from their phone, the system automatically starts to direct appropriate incoming calls to them if they are free.

Starting ACD Working - Logging On

To receive ACD calls you must log on.

To Log On:

1. Press **●LOG ON**.
2. Enter your agent number. If you make a mistake, press **●CANCEL** and re-enter your agent number.
3. Press **●DONE**.
4. If not recognised or already in use, either enter your number again or press **●DONE**.
5. A solid **●**-symbol above the **GROUP** keys indicates when you are available to receive ACD calls.

Stopping ACD Calls Temporarily - Busy

To temporarily stop receiving ACD calls:

1. To indicate that you are at your desk but doing other work, press **GROUP**. The flashing **●**-symbol above the **GROUP** key indicates '**busy wrap up**' to the ACD system. The system can automatically cancel this after a short time.
2. To indicate that you are away from your desk, press **NO CALLS**. The flashing **●**-symbol above the **NO CALLS** key indicates '**busy not available**' to the ACD system.
3. To indicate you are ready to receive ACD calls again, press the **GROUP** key. A solid **●**-symbol above the **GROUP** key indicates '**ready**' to the ACD system.

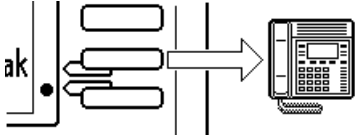
Finishing ACD Working - Logging Off

To Log Off:

1. Press **●LOG OFF**.

Manager-Secretary Working

Using Soft DSS Keys



Soft DSS Key Setup:
See page 28.

The system supports a range of functions for users who work together, ie. regularly call and transfer calls between each other. This is called "Manager-Secretary working".

Soft DSS displays the name of another extension. The adjacent display key allows you to make calls to that extension plus other features. The display key's ●-symbol acts as a busy lamp to show the extension's status.

Soft DSS has two modes. In half-line mode you can set 4 Soft DSS keys. In full-line mode you can only set 2 keys but these can display more details and functions.

Soft DSS Key Display

After setting up a Soft DSS key, the ●-symbol next to the extension's name shows its status, eg.

- | | | |
|----------|-------|------------------------------------|
| Alan.R | _____ | • Off = Extension is free. |
| • Alan.R | _____ | • Flashing = Extension is ringing. |
| • Alan.R | _____ | • On = The extension is busy. |

In full-line mode, the display also shows when an extension is on **DIVERT** or **NO CALLS**.

- | | | |
|---------------|-------|--|
| • Alan.R -> • | _____ | • Set to No Calls, no divert all set. |
| • Alan.R -> • | 204 | • Set to No Calls, diverting to 204. |
| • Alan.R -> • | 204 | • Set to Divert All, diverting to 204. |

Making Calls

Soft DSS Calls - Alias:
- Hotline dialling.

The ●-symbol next to the Soft DSS extension name is solid when busy, flashes when ringing and not shown if free.

To make a call using a Soft DSS key:

1. Press the display key next to the extension name. The Soft DSS usage setting of your phone and the phone called determine what type of call occurs (*see page 29*).
2. If the extension is busy, the phone displays the same options as for normal calls (*see page 12*).

Park Transferring Calls

During calls, full line Soft DSS keys display **<-PARK** next to each name. Pressing the **●**-key next a **<-PARK** option, transfers and parks your caller against that extension.

To park transfer a call:

1. Note the call's line number on the display.
2. Press the **●**-key on the right of the Soft DSS name. The system transfers the call and parks it at that extension.
3. Press the **●**-key on the left of the Soft DSS name to call that extension and announce the parked caller.
4. If the Soft DSS extension does not answer or want the call, dial the line number to retrieve the parked call.

Alerting a Busy Extension

Alert - Alias:

- Polite intrusion.

Intrude - Alias:

- Forced intrusion.

A solid **●**-symbol next to a Soft DSS key means that extension is busy. In full-line mode, you can send them an alert (*only to another display phone*). This places you on hold against their extension.

To alert the extension:

1. Press the display key on the right of the name. The display shows details of the extension's current call.
2. If **●ALERT** does not appear, the extension is busy for reasons other than a call, eg. handset off-hook.
3. Press **●ALERT**. The display shows **HOLDING**.
4. If **●INTRUDE** appears, you can intrude on the call (*see page 13*).

Remotely Switching No Calls/Divert On/Off

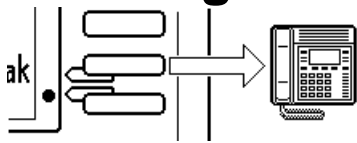
In full-line mode, Soft DSS keys allow you to remotely switch the extension's **NO CALLS** or **DIVERT ALL** on/off.

To switch on/off divert all or no calls:

1. Press the **●**-key on the right of the extension name.
2. If **●ALERT** appears the extension is busy. Press the **●** key on the right of the extension name again (press **●SCROLL** if necessary to redisplay the name).
3. Select the option to change; **●NOCALLS** or **●DIVERT**
 - **DIVERT** does not appear if the extension does not have a Divert All number set).
4. The Soft DSS display shows the new status.

Manager-Secretary Setup

Planning Soft DSS Keys



When setting up Soft DSS keys you must decide:

- **How many Soft DSS keys do you want?**
Half-line mode supports up to 4 keys. Full-line mode supports up to 2 keys but shows more information.
- **What Soft DSS key features do you want to have?**
You can use half-line mode to make calls only. You can use full-line mode to make calls, send alerts, etc.
- **What type of calls do you want to make/receive?**
When using Soft DSS keys to make a call, the usage setting of your phone and the phone called determines the type of call. The possibilities are:
 - **Standard Call:** The same as a normally dialled call.
 - **Page Call:** The extension called hears a single tone and can then hear you (you cannot hear them).
 - **Direct Call:** The extension called hears a single tone and then you can hear each other.

There are 4 usage settings (**Normal**, **Auto Answer**, **Voice** and **Intercom**). (See "Changing the Soft DSS Usage" on page 29 for how the different usage settings interact.)

Setting Up Soft DSS Keys

To clear the Soft DSS keys after setup, cancel all the set extensions (see "Changing the Soft DSS Extensions").

To setup Soft DSS keys:

1. Press **PROGRAM**, **SCROLL** and then **●SOFT DSS**.
2. Enter the phone's passcode (see page 34).
3. The phone shows **NO SOFT DSS KEYS**. Press **●CHANGE** until the display mode required appears, then press **●DONE**.
4. Enter the first extension number and then press **●NEXT**. If the right-hand display is blank, you can enter another. If you have entered all the extensions, press **●DONE**.
5. Press **●USAGE**. Press **●CHANGE** until the setting required appears and then press **●DONE**.
6. Press **PROGRAM** to finish.

Changing the Soft DSS Display Mode

The display mode sets how many Soft DSS keys you can have; 4 in half-line mode or 2 in full-line mode. Note that if you change mode from half-line to full-line, you lose the last two extensions entered.

To set the Soft DSS key display mode:

1. Press **PROGRAM** and **SCROLL**. Press **●SOFT DSS**.
2. Enter the phone's passcode (*see page 34*).
3. Press **●MODE**. The display shows the current mode.
4. To change mode, press **●CHANGE**.
5. Press **●DONE**. The display goes to extension entry.
6. Press **PROGRAM** to finish.

Changing the Soft DSS Extensions

The Soft DSS features only work correctly with extension numbers. Do not set lines or groups as Soft DSS keys.

To set a Soft DSS key extension:

1. Press **PROGRAM** and **SCROLL**. Press **●SOFT DSS**.
2. Enter the phone's passcode (*see page 34*).
3. Press **●EXTNS.** to display the first number set.
 - To cancel the number, press **●CANCEL**.
 - To display the next number, press **●NEXT**.
 - To enter a new number, press **●NEXT** until the top-right display goes blank, then enter the number.
4. Press **PROGRAM** to finish.

Changing the Soft DSS Usage

Usage Setting	Soft DSS Call Type	Usage Setting
Normal or Auto Answer	→Standard← ←Standard→	Normal or Auto Answer
Normal	→Standard← ←Page→	Voice or Intercom
Auto Answer	→Standard← ←Direct→	Voice or Intercom
Voice	→Page← ←Page→	Voice
Voice	→Direct← ←Page→	Intercom
Intercom	→Direct← ←Direct→	Intercom

When using Soft DSS Keys to make a call, the usage setting of the two phones determines the type of call that occurs (*see diagram*). The phone's usage setting affects all of its Soft DSS keys. The system treats extensions with no Soft DSS Keys as set to **NORMAL CALL**.

To set the soft DSS key usage:

1. Press **PROGRAM** and **SCROLL**. Press **●SOFT DSS**.
2. Enter the phone's passcode (*see page 34*).
3. Press **●USAGE**. The display shows the current setting.
4. To change the current usage, press **●CHANGE**.
5. Press **PROGRAM** to finish.

Ringer Controls

Changing the Ringer Volume



While altering the volume, the phone rings.

To change the ringer volume:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (*see page 34*).
3. Press **●VOLUME**. The display shows a slider. Adjust this using the **●**-keys on its left (softer) or right (louder).
4. Press **PROGRAM** to finish.

Changing the Ringer Sound

The ringer sound contains three tones. You can adjust the 'mix' of these to achieve your own distinctive ring. While doing this the phone rings.

To change the ringer sound:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (*see page 34*).
3. Press **●SOUND**. The display shows a slider. Adjust this using the **●**-keys on its left and right.
4. To select another part of the sound to adjust, press **●TONE**. This changes the slider to a different tone.
5. Press **PROGRAM** to finish.

Switching the Ringer On/Off

*"Oh, noisy bells, be dumb, I hear you, I will come."
A.E.Houseman.*

You can switch the ringer on or off for internal and/or external calls. This does not affect the information displayed.

For internal calls you can also select **AUTO ANSWER** to connect internal calls after giving just a single tone. This feature is sometimes called "Splash calls".

To switch the internal or external ring on/off:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (*see page 34*).
3. Press **●SCROLL** and then press **●EXTERNAL** or **●INTERNAL**. The display shows the current setting.
4. To change the ringer mode, press **●CHANGE** to select **ON**, **OFF** or **AUTO ANSWER** (*internal only*).
5. Press **PROGRAM** to finish.

Setting a Ringer Step

If a call rings unanswered, the phone can increase the volume on each ring until it reaches its maximum. You can select several sizes of increase step. This feature is called **Persuasive Ringing**.

To set the ringer volume step size:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (*see page 34*).
3. Press **●STEPS**. The display shows the current setting; **LARGE STEP**, **SMALL STEP** or **NO STEP** (no increase).
4. To select another step size, press **●CHANGE**.
5. Press **PROGRAM** to finish.

Setting the Ringer Timeout

The ringer timeout controls several actions:

- **Callback:**
How long a callback rings you before cancelling.
- **Group hunting:**
How long calls to a group of which your phone is a member, ring your phone before trying the next member.
- **Divert on no answer:**
How long calls ring at your phone before the system uses Divert on No Answer if set.

To set the ringer timeout:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (*see page 34*).
3. Press **●TIMEOUT**. The display shows the current setting.
4. Press **●CANCEL** and enter the new timeout in seconds. The normal value of 10 seconds is equal to 3 rings.
5. Press **PROGRAM** to finish.

Automatic External Call Connection

Free Flow - Alias:
- Force feed.

The System Manager can set DT5 phones with ACD operation into free flow mode. In this mode, the system connects external calls automatically after just a single tone (but not transferred external calls). After you end the call, the system waits 3 seconds before connecting any following call.

Other Features

Personal Alarms



"My department is in possession of full knowledge of the details of the invention, and the possible use of the telephone is limited"

Engineer-in-Chief, British Post Office 1887.

You can set the phone to give you an alarm call at a set time on a particular day or type of day (eg. weekdays). The alarm can be normal ringing, music or a system announcement. You can also add your own short text message. If your phone is busy at the set time, the alarm waits until it is free.

Your System Manager can also arrange alarms. System alarms do not wait until your phone is free. You do not have to be in group to receive a System alarm.

To set a personal alarm:

1. Press **PROGRAM** and then **●ALARM**.
2. Enter the phone's passcode (*see page 34*). If you have an alarm set, **●CLEAR** appears below the alarm time.
3. **To set the alarm type:** Press **●TYPE**. Press **●CHANGE** until the required type of alarm appears, then press **●DONE**.
4. **To add or remove an alarm message:**
Press **●MESSAGE** and:
 - To select no message, press **●NONE**.
 - To alter the message, press **●EDIT**. Enter the message text (*see page 35*) and then press **●DONE**.
5. **To set the alarm time and day:** Press **●SET**. Dial the alarm time in 24-hour clock format. Press the **●** symbol on either side of the day shown to select the day or days on which the alarm should occur, then press **●DONE**.
6. Press **PROGRAM** to finish programming.

To clear a personal alarm:

1. Press **PROGRAM** and then press **●ALARM**.
2. Enter the phone's passcode (*see page 34*).
3. Press **●CLEAR** to cancel the alarm settings.

Automatic Calls - Hotline Operation

Hotline operation allows a phone to automatically dial a number when left off-hook for a set period. Your System Manager or maintainer controls this feature.

Missed Calls

The **•MISSED** function displays the last five unanswered external calls to your phone. Note that this function only works for calls which include CLI, ie. the caller's phone number.

Press **•MISSED** and then use the lower left and right display keys to move between details of different calls. You can recall the displayed caller by pressing **•CALL**.

You can save a number by pressing **•SAVE**. This stops the number being removed until you press **•DELETE**. The missed calls function stores a maximum of five missed numbers including saved numbers.

Note that unsaved missed numbers are removed once you exit the missed function.

Group

Your phone can be included in a group of phones. When 'in group', you receive calls made to the group number.

The group's type sets the order in which members ring. The types are rotary, collective, sequential and longest waiting (see "Glossary" on page 42).

When in a group where each member rings in turn, your phone rings for the time set by its ringer timeout (see page 31). Going into group switches divert all or no calls off.

To join/leave group:

1. Pressing the **GROUP** key takes your phone in or out of group.
2. When 'in group' (shown by a **•**-symbol above the **GROUP** key) you can receive calls made to the group.
3. Your System Manager can stop use of the **GROUP** key.

Hot Desking

Warning:

Phones being used for ACD also have log on and log off controls and should not be confused with phones being used for hot desking.

In some situations a phone may be shared by more than one person, with each person having a different extension number. This is called "hot desking".

Whilst a user is logged off, calls to them will follow their divert settings.

To Log On:

1. If the phone is displaying **NOT LOGGED ON**, press either **•LOG ON** and enter your number or **•INDeX** and select your name.
2. If the phone is displaying **LOG OFF**, press that key first and then perform step 1 as above.

Phone Settings

The Phone Passcode



If the phone displays **ENTER PASSCODE**, it expects you to dial its four-digit passcode. The default passcode is 0000.

Wrong passcode entry can result in the phone becoming barred. Barred phones cannot access features requiring passcode entry. They can make external calls but only to special numbers, eg. emergency numbers.

To enter the phone's passcode:

1. Dial the 4-digit passcode. If you make a mistake, press **●CANCEL** and restart entry.
2. If you enter the wrong number, the phone displays **REENTER**. Enter the passcode again or press **PROGRAM** to end programming.
3. If you enter the wrong passcode 5 times, the phone displays **THIS TERMINAL IS BARRED**. To unbar your phone contact the System Manager.

To change the phone's passcode:

1. Press **PROGRAM** and then **SCROLL** twice. Press **●PASS**.
2. Enter the current passcode.
3. The display shows **ENTER NEW CODE**. Enter the new passcode (all passcodes must be four digits).
 - To restart after a mistake, press **●CANCEL**.

Background Music

If your system has external Music-on-Hold installed, you may be able to have it play when the phone is not in use. The phone's speaker volume controls the loudness of the music (*see page 14*).

To switch background music on/off:

1. Press **PROGRAM** and then **SCROLL**. Press **●MUSIC**.
2. Enter the phone's passcode (*see page 34*).
3. The display shows the **NO MUSIC** or **BACKGROUND MUSIC**.
4. To change the current setting press **●CHANGE**.
5. Press **●DONE** and then press **PROGRAM** to finish.

Displaying Phone Details/Changing the Name

"Yoga in Mayfair or Fifth Avenue, or in any place which is on the telephone, is a spiritual fake."

Carl Jung.

You can view the details of the phone's type, number and directory name on the display. You can also edit the name.

To display the phone's details:

1. Press **PROGRAM** and then press **SPEAKER**.
2. Enter the phone's passcode (*see page 34*).
3. The display shows the phone's type, number and on the bottom line the phone's directory name.
4. Press **PROGRAM** to return to normal use or follow the steps below to change the phone's directory name.

To change the phone's directory name:

1. Follow the steps above to display the phone's details.
2. Press **●EDIT**.
3. To add a letter or number, press the key on which the character is marked. Then use **●ROTATE** to cycle through the key's characters.
4. To add a space, press the **●**-key on the right of the bottom line. Use **●ROTATE** to change the space to a **.**, **-**, **(,)** or *****.
5. To delete the last character, press the **●**-key on the left of the bottom line.
6. When completed, press **●DONE**.
7. Press **●REFORMAT** to select all capitals or leading capitals.
8. Press **●DONE** to finish and then press **PROGRAM**.

Locking/Unlocking the Phone

You can lock your phone. This stops it being used to make external calls, users hear continuous tone instead. You can still make internal calls whilst locked.

To lock/unlock a phone:

1. Press **PROGRAM** and then **NO CALLS**.
2. Enter the phone's passcode (*see page 34*).
3. The phone displays the current setting.
4. To change the current setting, press **●CHANGE**.
5. Press **●DONE** and then press **PROGRAM** to finish.

Language Controls

The system allows you to select which language to use for the phone's display.

To change the phone's display language:

1. Press **PROGRAM** and then **SCROLL** twice.
2. Press **●LANGUAGE**.
3. Press **●CHANGE** to select the language required or your system's **DEFAULT** language.
4. Then press **●DONE**.

Voice Manager

Listening to Voice Messages



The system can include a Voice Manager to record messages in your own voice mailbox. You can use this by setting the Voice Manager number as your diverts (see page 20). Remember to check your mailbox regularly as the Voice Manager can delete messages after set periods.

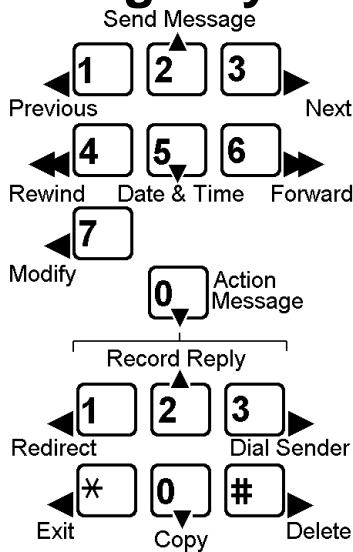
To check your mailbox:

1. Press ●LISTEN or ●VOICE and then ●LISTEN.
2. The display shows **ENTER PASSCODE**. Enter your mailbox passcode (not your phone's passcode).
 - If you make an error, press ●CANCEL to restart.
3. Once in your mailbox, the Voice Manager tells you how many messages you have. Use the controls below.

To control your mailbox messages:

1. To rewind the message, press ●REWIND.
2. To fast forward the message, press ●FFWD.
3. To hear the next message, press ●NEXT.
4. To delete the message, press ●DELETE.
5. To hear the previous message, press ●PREVIOUS.
6. To find out when the message was left, press ●WHEN.
7. To copy the message to a mailbox, press ●COPY.
8. To save the message press **SCROLL** and then ●SAVE.

Using Any Phone



You can dial the Voice Manager and check your mail when away from your desk or even out of the office. The phone you use must have MF tone dialling with * and # keys.

To access the Voice Manager internally:

1. If internal, dial the Voice Manager extension number.
2. If external, either dial in to your company and ask to be transfer to the Voice Manager extension or use a direct number if your company has one set up
3. When you hear the Voice Manager respond, press #.
4. Enter your mailbox ID. and then your mailbox password if requested.
5. Use the MF keys shown to control the messages.

Changing Your Temporary Greeting

You can replace your mailbox greeting with a temporary one. The Voice Manager will delete it during its daily housekeeping (which normally occurs at night).

To add a temporary mailbox greeting:

1. Press **●VOICE** and then **●TEMP MSG**.
2. The display shows **ENTER PASSCODE**. Enter your mailbox passcode.
3. Once the Voice Manager accepts your passcode, it shows **●LISTEN**, **●CHANGE**, **●DELETE** and **●FINISH**.
4. When finished, replace the handset.

Leaving Voice Mail Messages

To leave voice messages:

1. Press **●VOICE** and then **●MESSAGE**.
2. The display shows **DIAL EXTENSION**. Enter the extension for whom you want to leave a message.
3. Voice Manager plays the extension's mailbox name and gives a tone. Speak your message and press **●FINISH**.
 - To check your message, press **●REVIEW**.
 - To change the message, press **●RERECORD**.
 - To send the message if okay, press **●SEND**.
 - To cancel the message, press **ANSWER RELEASE**.
4. If you want to leave another message, press **●NEXT**, otherwise replace the handset.

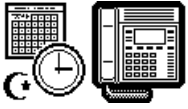
Modifying Your Mailbox

To modify your mailbox name, password and greeting:

1. Press **●VOICE** and then **●MODIFY** (If lines to the Voice Manager are busy, the phone shows a **●WAIT** option).
2. The display shows **ENTER PASSCODE**. Enter your mailbox passcode (*If you make an error, press **●CANCEL** to restart*).
3. Once the Voice Manager accepts your passcode, select the feature you wish to change (each has options to **●LISTEN**, **●CHANGE** and **●FINISH**).
 - To alter your password, select **●PASSWORD**. Do not set an obvious password such as 1234, 0000 or your extension number.
 - To alter your greeting, select **●PERM MSG**.
 - To alter your mailbox name, select **●NAME**.
4. When finished, replace the handset.

System Manager Phones

What are System Manager Phones?



The System Manager can give special 'System Manager' status to some display phones. Those phones can then access a set of extra features.

Night Service

Tenancies:

The areas on the system also group into tenancies. The system does not allow calls between tenancies, except via operators. This allows separate companies in the same building to share the same phone system.

Phones and lines on the system divide into areas. Each area links to a night service timetable. The system takes the areas in and out of night service using those timetables. Phones with System Manager status can manually switch areas between day and night service.

During night service, DT display phones show a crescent moon symbol at the top-right. Other typical effects are:

- **Lines:** The system directs calls to a night desk number, answerphone extension or Voice Manager (*if installed*).
- **Phones:** The type of external call you can make becomes more restricted, eg. no long distance calls.

To switch areas between Day & Night Service:

1. Press ●**SETUP** and then ●**SERVICE**.
2. To change all areas, press ●**ALL**.
3. To change a particular area, press ●**SELECT**. Enter the area and press ●**DONE**.
4. Press ●**CHANGE** to select **DAY** or **NIGHT SERVICE**.
5. When finished press ●**DONE**.

Changing the Time

Phones with System Manager status can alter the time set on the system and displayed on phones. The time shown is in either 12-hour or 24-hour clock format (set by the maintainer).

To set the time:

1. Press ●**SET UP** and then ●**TIME**.
2. Enter the new time in 24-hour format.
3. If entered wrongly, press ●**CANCEL** and re-enter.
4. To cancel the change press **ANSWER RELEASE**.
5. When finished, press ●**DONE**.

Changing the Date

Phones with System Manager status can alter the date set on the system and displayed on the phones. The date on phones either displays as **day:month:year** or just **day:month**. Your System Manager controls this feature.

To set the date:

1. Press **●SET UP** and then **●DATE**.
2. Enter the new date as day, month and year.
3. If entered wrongly, press **●CANCEL** and re-enter.
4. To cancel the change and exit, press **ANSWER RELEASE**.
5. When finished, press **●DONE**.

Recording ACA Messages

"Once there was an elephant
Who tried to use the telephant
No! No! I mean an elephone
Who tried to use the
telephone"

Laura Elizabeth Richards.

Phones with System Manager status can play and record the messages used on Automatic Call Announcer (ACA) modules. Note that while using these functions, any features that use the ACA module will not run.

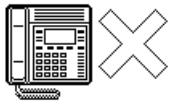
The system uses ACA modules in two ways. It plays to external callers waiting to be answered. It also uses them for system and personal alarms.

To play/record an ACA module:

1. Press **●SET UP** and then **●ACA MSG**. Dial the directory number of the module. If the module is locked, press **●CHANGE** to unlock it.
2. To play the current recording: Press **●PLAY** to start the module. Press **●STOP** to stop the module.
3. To select the recording source: Press **●SOURCE**. Press **●CHANGE** until the source required; **TERMINAL** (*the DT phone*) or **INPUT FROM EXT** (*the control cabinet jack socket*). When selected, press **●DONE**.
4. To record from the selected source: Press **●RECORD** and when the phone asks for confirmation press **●RECORD** again. Record the message and then press **●STOP**.
5. When completed, press **●SECURE** to relock the module so that it can be used.

Good Phone Usage

General Phone Usage



The phone provides a quick method of communication. However, think carefully about how you use it. Your phone manner is a key part of the company's and your image.

- Speak clearly and maintain a friendly manner.
- Position the phone within easy reach for use.
- Keep a pen and paper near the phone and use them.
- Keep a list of company and external numbers handy or use the ●INDeX function (see page 9).
- If you have to talk to someone else in the office during a call, inform the caller and then use **MUTE** or **HOLD**.
- Avoid giving your operator unnecessary work:
 - Transfer callers yourself rather than via the operator.
- Keep your System Manager informed of changes in your department, so that they can keep your pickup groups, phone directories, etc. up to date.

Answering Calls

"Speak now and I will answer; how shall I help you, say."
A.E.Houseman 1896.

- Answer the phone promptly and identify yourself.
- Sound helpful and friendly.
- Get the caller's name and use it.
- Do not be bad mannered to wrong numbers, always accept the apology. Transfer the call to the correct extension if you can.
- Listen to the caller and let them know you are listening.
- If taking a message, include your name, the callers name, date, time and subject.
- If cut-off, wait for the original caller to call back.

Making Calls

"Well, if I called the wrong number, why did you answer the phone?"
James Thurber, New Yorker Magazine 1937.

- Know what you want to say, avoid rambling. If necessary, prepare key point notes before the call.
- If you get a wrong number, always apologize, it is not the other person's fault.
- If cut-off, call back as soon as possible.
- If an extension diverts to Voice Mail, leave a message. Do not hold for another person unless urgent.

Telephone Numbers

Personal Speed Dials

Store	Name	Number
00		
01		
02		
03		
04		

Store	Name	Number
05		
06		
07		
08		
09		

– To store a personal speed dial, see page 10.

System Speed Dials

Store	Name

Store	Name

Store	Name

Internal Phone Numbers

Extn	Name

Extn	Name

Extn	Name

Glossary

Account Codes

A code of up to 12 digits that the system outputs to its call log with call details. Codes entered are checked against up to 200 stored on the system.

Area

Each extension and line on the system belongs to one of up to 250 areas. They then follow the night service timetable linked to that area.

BLF

(Busy Lamp Field) Lamp which shows the status (busy, ringing, etc.) of a particular number. Normally associated with the number stored under a DSS key.

Call Log

The system can log calls that match set criteria, eg. length, direction, line, extension. The log includes call details such as number, account codes, time, etc.

Camp On

A function which leaves your phone set to ring a busy extension or line as soon as it becomes free. Stops you receiving any other calls in the meantime.

Collective

A group where the system rings all the free group members at the same time.

DSS

(Direct Station Select) Keys which store line, extension or group numbers. For use when making calls, etc.

Longest Waiting

A group where the system rings the free group members in order of how long they have been free.

Manager Secretary Working

A name for functions that help one user to make and receive calls for transfer to another user.

Page

A one-way call which connects without ringing and uses the speaker of the phone(s) called. Also called a broadcast call.

Pickup Group

A group of phones within which you can pickup and answer calls ringing at member extensions.

Pilot Number

A special number used to route DDI calls on the phone system.

PIN Code

The system stores up to 200 6-digit PIN codes. Each has its own call barring and phone settings. When you

use a PIN, its settings override those of the phone from which you dial.

POT

(Plain Ordinary Telephone) Also called two-wire telephones, includes fax and answer phones.

Rotary

A group where the system starts with the first free group member after the last member rung. If unanswered, the system tries the next free member and so on.

Sequential

A group where the system rings the first free group member, always starting from the front of the group. If unanswered, the system tries the next free member and shuttles between the first two free members.

Speed Dials

Speed dials store phone numbers (and sometimes account codes). The phone number can then be dialled by keying the number of the speed dial store.

Tenancy

The system divides into tenancies, each containing different extensions and lines. Calls between tenancies are normally not allowed. Tenancies sub-divide into areas.

TT-3/5

(Turret Terminal) Similar to the DT phones, TT phones are designed for headset working in ACD (telesales) environments.

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- "So essential did I consider an Index to be to every book, that I proposed to bring a Bill into parliament to deprive an author who publishes a book without an Index of the privilege of copyright ; and, moreover, to subject him, for his offence, to a pecuniary penalty" **Lord Chief Justice Baron Campbell 1861.**

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