



INDeX DTI ***Telephone Guide***



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Introduction

Using this Guide



This guide is for the DT1 phone used on the INDeX telephone system. To check what type of phone you have, look at the label on its base.

Whilst this guide covers all the features supported by the DT1, your DT1 may not be able to use of them. If unsure of which features you can use, contact your System Manager.

– **Network Features:**

Your phone system may be part of a network linking several sites. Wherever 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.

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:

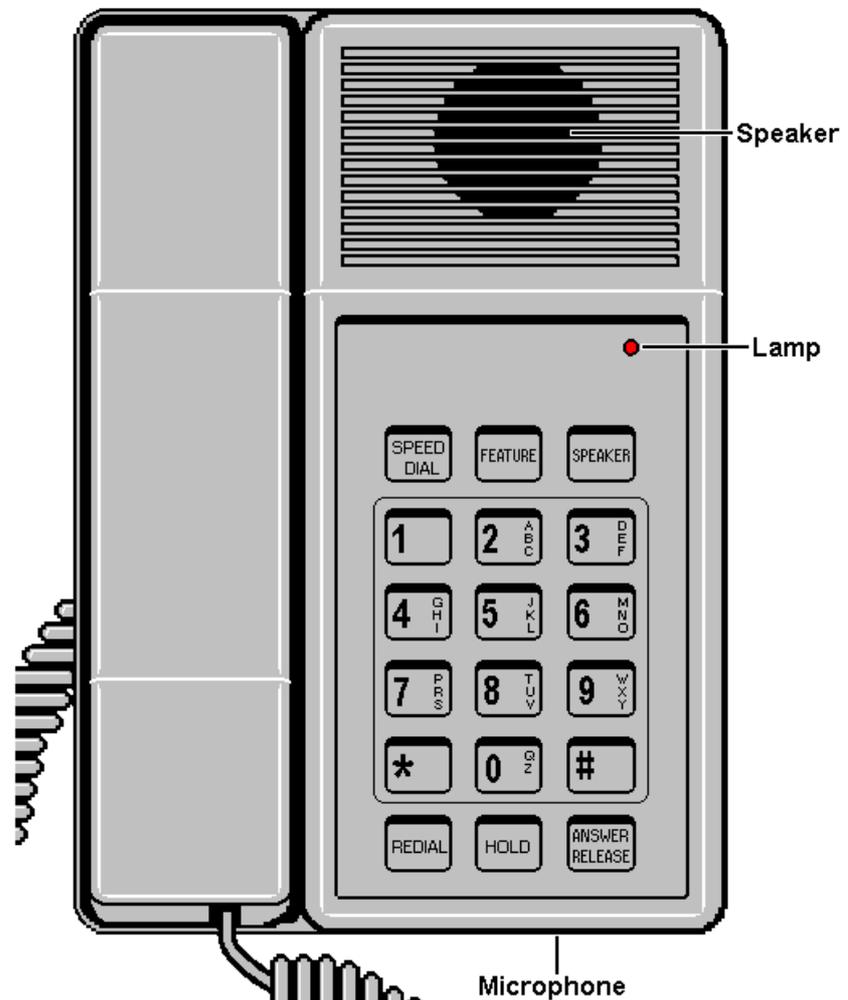
This guide is also available in several computer formats (*eg. Windows Help, Adobe Acrobat*) and as part of a computer based training program. Contact your System Manager to obtain copies or download them from the internet site (<http://www.sdxplc.com>).

DT1 Phone Features

Introduction to the DT1

"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 DT1 phone.



The system supports a wide range of other phone types for different applications and uses (see "Glossary" on page 30).

Handsfree (Speaker) & Answer Release

On all DT phones you can dial and hear the call progress without using the handset (known as "on-hook dialling").

When answered, on the DT1 you can continue the call without using the handset, ie. handsfree. You can switch between handsfree and handset during a call.

On all the DT phones, pressing the **ANSWER RELEASE** key has the same effect as lifting or replacing the handset.

Phone Tones & Ringing

The DT1 uses various tones and ringing to indicate calls and other events. A sample of these appears below. You can alter the ringer volume, sound, switch it on/off, etc. (see page 22).

Incoming Calls:

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

During Calls:

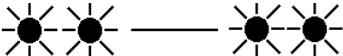
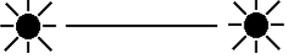
- **Three tones:** Enter PIN or account code (see page 10).
- **Repeated Double Pip:** You have set a camp on (see page 13).
- **Repeated Single Pip:** Another extension is about to intrude or has intruded on your call.

Outgoing Calls:

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

Phone Lamp

The DT1 uses its lamp (just above the **SPEAKER** key) to show calls and messages.

-  – **Fast Flashing Lamp:** Call Waiting (see page 16).
-  – **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 or continue handsfree.

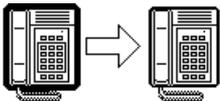
<value> = Enter value required (eg. phone number).

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

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

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: FEATURE, 4, <group number>, , speak, 

To end calls:  (All types)

Speed Dials

For full details, see page 10.



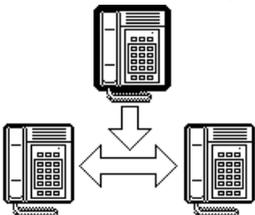
To use a system speed dial: SPEED DIAL, 100...999, 

To use a personal speed dial: SPEED DIAL, 00...09, 

To store a personal speed dial: For external numbers, put **9** before the number.
FEATURE, *, SPEED DIAL, <pass>, 0...9, *, <no.>, #, FEATURE

If Busy or Unanswered

For full details, see page 12.



To leave a message: FEATURE, 1

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: FEATURE, 3

This flashes the lamp on the busy phone.

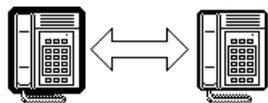
To cancel camp on:  or ANSWER RELEASE

To set/cancel a callback: FEATURE, 2

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

Actions During a Call

For full details, see page 14.



To change volume: FEATURE, 7, 0, 1 (Soft) ... 4 (Loud)

To switch to speaker: SPEAKER

To switch to handset: 

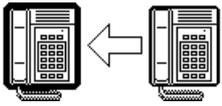
To enter account code: FEATURE, 6, 3, <account code>, FEATURE, #

To create a conference: HOLD, <extension no.>, FEATURE, 5

To split a 3-way conference: FEATURE, 6, 1

Answering Calls

For full details, see page 16.



To answer a call: ANSWER RELEASE or

To answer a message: FEATURE, 0

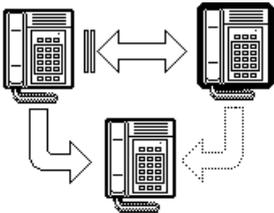
To cancel a message: FEATURE, 6, 4

To pickup calls: To use this feature you must first have a pickup group number set. FEATURE, 9, ANSWER RELEASE or

To set pickup no.: You can set a group or extension as your pickup number. FEATURE, *, 4, 2, <pass>, * (clear), <group no.>, #, FEATURE

Transfer, Park & Hold Calls

For full details, see page 18.



To transfer a call: HOLD, <extension no.>,

To hold/unhold a call: HOLD

Note: Replacing the handset or pressing ANSWER RELEASE parks the call.

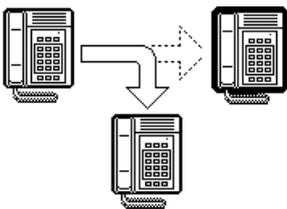
To park call: FEATURE, 7, *

To retrieve a call you parked: FEATURE, 7, #

To retrieve a call parked elsewhere: <line number>

Diverting Calls

For full details, see page 20.



To set a divert: Setting a divert switches its use on.

FEATURE, *, 1, 0 (all) or 1 (busy) or 2 (no answer), <pass>, * (clear), <extension no.>, #, FEATURE

To cancel a divert: Clearing a divert switches its use off.

FEATURE, *, 1, 0 (all) or 1 (busy) or 2 (no answer), <pass>, * (clear), FEATURE

To switch no calls on/off: FEATURE, *, 6, 0 (on) or 1 (off), FEATURE

To forward calls: Enter the passcode of the extension being forwarded.

FEATURE, *, 2, 0, <from extns.>, #, <pass>, * (clear), <to extns.>, #, FEATURE

Ringer Controls

For full details, see page 22.



Volume: The phone rings while changing the volume.

FEATURE, *, 3, 0, <passcode>, * (change volume), #, FEATURE

Sound: The phone rings while changing the sound.

FEATURE, *, 3, 1, <passcode>, * (change sound), #, FEATURE

External call ringer: FEATURE, *, 3, 5 (on) or 6 (off), <pass>, FEATURE

Internal call ringer: FEATURE, *, 3, 7 (on) or 8 (off), <pass>, FEATURE

Ringer Step: FEATURE, *, 3, 2 (none) ... 4 (large), <pass>, FEATURE

Ringer Timeout: Affects Callback, Group Ringing and Divert on No Answer

FEATURE, *, 1, 3, <passcode>, * (clear), <time>, #, FEATURE

Other Features

For full details, see page 24.



Set passcode: FEATURE, *, 7, 0, <old pass>, <new pass>, FEATURE

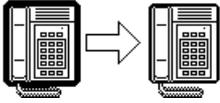
Background music: FEATURE, *, 5, 0 (on) or 1 (off), <pass>, FEATURE

Lock/unlock phone: FEATURE, *, 6, 3 (lock) or 2 (unlock), <pass>, FEATURE

Enter/exit group: FEATURE, *, 4, 0 (enter) or 1 (exit), <pass>, FEATURE

Making Calls

Notes on Making Calls



Your DT1 phone allows very simple and quick dialling to make calls. To simplify dialling further, the system can store several hundred speed dials for use by any extension (*see page 10*). You can also store your own frequently needed numbers as speed dials.

Call Barring

The system can bar you from dialling particular numbers or types of numbers (eg. national, international). Typically call barring increases when the system puts the phone's area into night service.

Call barring can also change according to time, date and day of the week. As the call barring settings vary for each site, this guide cannot fully detailed their effect.

Making External Calls

"E.T. phone home" **Steven Spielberg 1982.**

Redial - Alias:

- Last number redial
- Saved number redial.

The system may apply call barring to some or all external numbers (*see Call Barring above*). You can also lock you DT1 (*see page 25*) or bar it by wrong passcode entry (*see page 24*).

To dial an external call:

1. Dial **9** (*Your System Manager will inform you if you need to dial a different number*).
2. If the DT1 gives three tones, it requires either a PIN or account code before allowing the call.
3. Dial the external telephone number.
4. When answered, either pickup the handset or continue the call handsfree.
5. During the call you can do several actions;
 - Park, hold or transfer the call (*see page 18*).
 - Perform various other actions (*see page 14*).
6. To end, dial **ANSWER RELEASE** or replace the handset.

To redial the last external number used:

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

Making Internal 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 1969.**



The method below uses normal dialling to make internal calls.

To dial an internal call:

1. Dial the extension number. A triple-tone means that the extension called is diverting calls to an external number (*DT-3/4/5 phones*).
2. If unanswered, the DT1 provides options to wait or notify the extension you called (*see page 12*).
3. If answered, either pickup the handset or continue the call handsfree. During the call, the DT1 provides a range of further actions (*see page 14*).
4. To end, dial **ANSWER RELEASE** or replace the handset.

Making a Page Call

Page Call - Alias:

- Broadcast
- Zone paging.

You can page any INDeX DT or TT phone or group of such phones. They hear the call without doing anything though you cannot hear them. If wanted, they can 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. Dial **FEATURE 4**.
2. Pickup the handset or continue handsfree.
3. Dial the extension or group number.
4. If the extension is busy or set to No Calls, you can wait or leave a message (*see page 12*).
5. Speak and then dial **ANSWER RELEASE**.

Speed Dials, PIN's & Account Codes

Using Speed Dials



Speed Dials - Alias:

- Abbreviated dialling

The system can store telephone numbers in speed dial stores. You can then ring those numbers by dialling the number of the speed dial store.

- **System speed dials:** All extensions can use these, though still subject to call barring. Ask your System Manager for a list .
- **Personal speed dials:** You can store up to 10 speed dials for your own use (*see below*).

To use a speed dial:

1. Dial **SPEED DIAL** and then the speed dial store number (00 to 09 for personal speed dials and 100 to 999 for system speed dials).
2. If the DT1 gives three tones, it requires either a PIN code or account code before allowing the call, check with your System Manager.
3. Continue as for a normal external call (*see page 8*).

Storing Personal Speed Dials

If external, prefix a **9** to the speed dial 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

To store a personal speed dial number:

1. Without lifting the handset, dial **FEATURE ***.
2. **Short-chirp:** Dial **SPEED DIAL**.
3. **Double-tone:** Enter the DT1's 4-digit passcode. If you make a mistake dial ***** to restart entry.
4. **Double-ring:** Passcode not accepted. Dial the passcode again or dial **FEATURE** to stop.
5. **Single Ring:** Passcode accepted. Dial the number of the personal speed dial store to use (0 to 9).
6. **Double-ring:** The DT1 has a number set. Either dial ***** to cancel it or dial a new number (prefixed with a **9** if external) followed by **#**.
7. **Single-ring:** The DT1 has no number set. Dial a new number (prefixed with a **9** if external) followed by **#** or dial **FEATURE** to stop
8. **Deep double-ring:** Number entered invalid. Repeat the step above or dial **FEATURE** to stop.
9. **Short-chirp:** Select a feature or dial **FEATURE** to finish.

Forced Account Code Entry

Account Code:

The system can store up to 200 12-digit codes. Ask your System Manager for a list of valid codes.

Three tones when making an external call may indicate that you must enter an account code to continue. Check with your System Manager. If so, the system checks any code against its list of codes before allowing the call. You can also enter an account code at any time during a call (*see page 14*).

To enter a forced account code:

1. Dial an account code. If you make a mistake, dial **FEATURE 6 4** to restart entry.
 2. When you have entered the full code, dial **FEATURE #**.
 3. If you hear the three tones being repeated, the system did not recognise the account code. Either repeat the steps above or dial **ANSWER RELEASE** to end your call.
 4. If the tones stop repeating, you can continue the call.
-

Forced PIN Code Entry

PIN Codes:

The system stores up to 200 PIN codes of up to 6 digits. Ask your System Manager for a list of valid PIN codes.

Three tones when making an external call may indicate that you must enter a PIN code to continue. Check this with your System Manager. If so, the system checks any code against its list of codes before allowing the call. The PIN code you use sets your call barring and phone status for that call.

To enter a PIN code:

1. Dial your PIN code. If you think you have made a mistake, dial * to delete the last digit entered.
 2. When you have entered your PIN code, dial #.
 3. **Continuous Tone:** The system did not recognise the code. Dial **ANSWER RELEASE** to end your call.
 4. If the three tones stop repeating, you can continue the call as normal.
-

Roaming Pins

Roaming PINs - Alias:

- Mobile access.

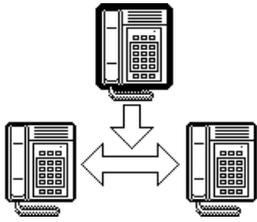
You can use PIN codes to override the call barring settings of the phone from which you dial. Note that the system automatically prefixes digits to force the call externally.

To use a roaming PIN:

1. Dial #. The DT1 gives three tones. Enter your PIN in the same way as for forced PIN entry (*see "Forced PIN Code Entry" above*).

Busy or Unanswered

If Busy or Unanswered



Your DT1 phone provides several methods for contacting an extension that is busy, not answering calls 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.
- **Callback**: Rings your phone when the extension called becomes free or is next used.
- **Camp On**: Flashes the extension's lamp to warn them 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).

Arrange a Callback

Callback - Alias:

- Ringback.
- Callback when free.
- Callback when next used.

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. When you answer, the other extension rings. After setting a callback you can make other calls, the callback will not take place if 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 22*). The system also cancels any callbacks that have not taken place after a set period (default 2 hours).

To arrange a Callback:

1. Dial **FEATURE 2**.
2. The system ends your call (unless you already had a callback set).
3. You can make and receive other calls while waiting.

To clear the Callback:

1. Dial **FEATURE 2** again

Leaving a Message

If the extension you call has a message lamp, you can leave a message (*see page 16*). This lights that phone's lamp and stores your number for a return call (*supported on INDeX DT and TT phones*). If your call is diverted, the message goes to the extension you first called.

To leave a message:

1. Dial **FEATURE 1**.
2. Your call ends unless the phone called has already reached its limit of 5 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. Also, if the busy extension has a suitable display, it sees your name, number and **CALL WAITING**. While camped on you cannot make or receive other calls. Your DT1 phone gives regular pips to remind you of the camp on.

To Camp On to a busy extension:

1. Dial **FEATURE 3**.
 2. To replace the handset without cancelling the camp on, dial **SPEAKER** first.
 3. To end the camp on, dial **ANSWER RELEASE**.
-

Intrude

Intrude - Alias:

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

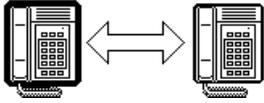
Some phones on the system can intrude on calls. After the intrusion the system gives regular warning pips. Your System Manager controls which extensions can intrude and be intruded on.

To intrude on a call:

1. Dial **FEATURE, 6, 0**.
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.

Actions During a Call

General



The system provides a range of actions that you can take during a call. These are besides transferring, holding and parking the caller (*see page 18*).

Changing the Call Volume

"Can you hear me mother"
Sandy Powell 1975.

You can change the caller volume during a call. The DT1 has separate volume levels for the speaker and handset.

To change the call volume:

1. During the call, dial **FEATURE 7 0** (*to do this without making a call just press ANSWER RELEASE first*).
2. Dial **1** (*low*), **2** (*medium-low*), **3** (*medium high*) or **4** (*high*).
3. Repeat the process to change the volume again.

Switching to Handsfree

You can switch between handsfree (speaker) and handset operation without interrupting the call.

To switch from the handset to speaker:

1. Dial **SPEAKER**.
2. You can replace the handset without ending the call.

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 stored codes. Ask your System Manager for a list of valid codes.

To enter a voluntary account code:

1. During the call, dial **FEATURE 6 3**.
2. Dial the account code. If you make a mistake, dial **FEATURE 6 3** to restart entry.
3. When you have dialled the full account code, dial **FEATURE #**. The DT1 does not indicate whether the account code was accepted or rejected.

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 dial a recall:

1. Dial **FEATURE 6 ***.
-

Create a Conference Call

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

During a call, you can add callers to create a conference (of up to 64 calls!). If your exchange uses digital lines, you can conference several of these. However, if your exchange uses any other types of line, you can only include one of those in a conference. Check with your System Manager.

To start a conference or add to a conference:

1. Dial **HOLD** to hold your current call (or conference).
2. Dial the number of the person you want to join the call.
3. If answered, ask if they wish to join a conference.
 - If "yes", dial **FEATURE 5**.
 - If "no", dial **HOLD**.
4. If unanswered, dial **HOLD** to return to the first call.

To exit the conference:

1. Dial **ANSWER RELEASE**. If only two callers remain, the conference becomes a normal call.

To park all the conference parties: (see page 18)

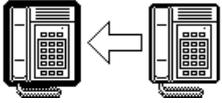
1. Dial **FEATURE 7 ***.

To split a 3-way conference:

1. Dial **FEATURE 6 1** to hold one caller and connect the other.
2. To switch between parties, dial **HOLD**.

Answering Calls

Answering Normal Calls



"Phone call from God ... if it had been collect, it would have been daring" **Robin Williams (Dead Poet Society)**

When calls arrive, the phone lamp gives a repeated double flash for external calls, 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 23*).

To answer the call:

1. Dial **ANSWER RELEASE** or lift the handset.
 2. During the call, you can take a range of actions (*see page 14*).
 3. To end, dial **ANSWER RELEASE** or replace the handset.
-

Answering a Page Call

When someone pages your DT1 (*see page 9*) or a group to which it belongs (*your DT1 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. If you answer a page it turns into a normal call.

To answer a page:

1. Dial **ANSWER/RELEASE**. Pickup the handset or continue the call handsfree.
-

Answering a Call Waiting

A fast flashing lamp during a call means someone has 'camped on' to your DT1 (*see page 13*).

To answer a call waiting:

1. Either park (dial **FEATURE 7 ***) or end (dial **ANSWER RELEASE**) your current call.
 2. The waiting call rings your DT1. Dial **ANSWER RELEASE** and continue as a normal call.
-

Answering a Message

Other extensions can leave their number on your DT1 (*see page 12*). Your DT1 can store five such messages. When you have a message the DT1's lamp comes on. If your system has a Voice Manager attached, it lights the DT1's lamp when you have new voice mail (*see page 27*).

To answer a message:

1. Without lifting the handset, dial **FEATURE 0**.

To cancel a message:

1. Without lifting the handset, dial **FEATURE 6 4**.
-

Answering Other Extensions - Call Pickup

Pickup - Alias:

- Call pickup.
- Take.

Your DT1 can store a pickup group number (*see below*). You can then pick up calls ringing any phone in the group.

To pick up ringing phones:

1. Without lifting the handset, dial **FEATURE 9 ANSWER RELEASE** to pickup the longest ringing call.
2. Lift the handset or continue handsfree.

Setting the Pickup Group

To set the DT1's pickup group:

1. Without lifting the handset, dial **FEATURE ✖**.
2. **Short-chirp:** Dial **4 2** (*pickup group*).
3. **Double-tone:** Dial the DT1's 4-digit passcode (if you make a mistake dial ✖ to restart entry).
4. **Deep double-ring:** Passcode not recognised. Dial the passcode again or dial **FEATURE** to stop.
5. **Double-ring:** The DT1 has a pickup number set. Either dial ✖ to cancel it or **FEATURE** to stop.
6. **Single-ring:** The DT1 has no pickup number set. Dial **FEATURE** to stop or dial a new number and then #.
7. **Deep double-ring:** Number entered invalid. Dial **FEATURE** to stop or dial a new number and then # again.
8. **Short-chirp:** Select a feature or dial **FEATURE** to finish.

Answering a Callback

You can arrange a callback from a busy or unanswered extension (*see page 12*). When the callback takes place, your DT1 rings. When you answer, you hear the other extension ringing. If you do not answer, the callback cancels after a short time (*see page 22*).

To cancel the callback:

1. Dial **FEATURE 2** at any time to cancel the callback.

Alarms - Triple Ring, Music or Recorded Message

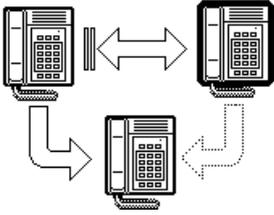
The System Manager can set system alarms to call a group to which your phone belongs. To receive a group alarm your phone does not have to be in group. The alarm can consist of ringing, music or a recorded message.

To answer an alarm:

1. Dial **ANSWER RELEASE**.

Transfer, Park & Hold Calls

Using Transfer, Park & Hold



After answering a call, you can hold it or transfer it. You can also make an enquiry call and then switch between calls. You can hold a call (where only you can retrieve it) or park the call (where other extensions can retrieve it). Remember that calls transferred to an extension with diverts set, follow those diverts just like normal calls.

Transferring Calls

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. Dial **HOLD** to hold your current call (Do not dial **ANSWER RELEASE** or replace the handset as this parks the call, then to retrieve it you must dial **FEATURE 7 #**).
2. Dial the extension to which you want to transfer the call.
3. For an **announced transfer**, wait for the call to be answered.
 - If okay to transfer the call, dial **ANSWER RELEASE** to transfer the call.
 - If unanswered or not okay to transfer the caller, dial **HOLD** to retrieve the first call.
4. For an **unannounced transfer**, dial **ANSWER RELEASE** immediately (even if you hear ringing or busy tone).

Parking Calls

Park - Alias:

- Common hold.

Any extension can retrieve a parked calls by dialling the line number if known. You can park several calls. Calls parked and not retrieved may recall your extension after a short time.

To park an external call:

1. During the call, dial **FEATURE 7 ***.
2. You can also park a call by dialling **HOLD** and then replacing the handset or dialling **ANSWER RELEASE**.

To unpark calls parked at your extension:

1. Dial **FEATURE 7 #**.

Holding Calls

Ring Transfer - Alias:

- Ring inward transfer.

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, the caller may hear music if installed on your system. You can only hold one call.

To hold a call:

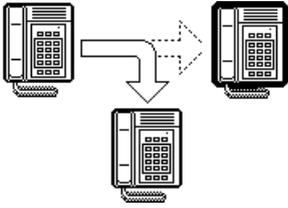
1. Dial **HOLD**.
2. If you now dial **ANSWER RELEASE** or replace the handset, the system parks the call (*see page 18*).
3. Retrieve the call by dialling **HOLD** again or while holding the call, make another call (enquiry call) and:
 - To switch between calls, dial **HOLD**.
 - To transfer the held call, dial **ANSWER RELEASE**.
 - To conference the calls, dial **FEATURE 5** (*see page 15*).

To transfer a call using hold:

1. Dial **HOLD** to hold your current call (Do not dial **ANSWER RELEASE** or replace the handset as this parks the call, to then retrieve it you must dial **FEATURE 7 #**).
2. Dial the extension to which you want to transfer the call.
3. For an **announced transfer**, wait for the call to be answered.
 - If okay to transfer the call, dial **ANSWER RELEASE** to transfer the call.
 - If unanswered or not okay to transfer the caller, dial **HOLD** to retrieve the first call.
4. For an **unannounced transfer**, dial **ANSWER RELEASE** immediately (even if you hear ringing or busy tone).

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 DT1 can store diverts for different situations, ie. when busy, not answering or diverting all calls.

- **Divert on busy:** Calls divert when your DT1 is on a call. When set, callers cannot set a callback or camp on to your phone.
- **Divert on no answer:** Calls divert after ringing your DT1 for a set period (*see page 22*).
- **Divert all:** All calls to your DT1 are diverted. Only the extension to which you divert your calls can ring you.
- **No calls:** Switching no calls on stops **all** calls. Callers hear continuous tone or divert to the divert all number if set.
- **Remote forward:** Allows you to remotely change the divert all number and switch it on/off

Switching a Divert On

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.

A divert is switched on by setting a divert number. It is switched off by cancelling that number.

When divert all is on, you hear broken dial tone if you lift the handset or press **Answer Release** but you can still make calls. Switching divert all on takes the DT1 out of group or no calls.

To set a divert number:

1. Without lifting the handset, dial **FEATURE ***.
2. **Short-chirp:** Dial **10** (*divert all*), **11** (*divert on busy*) or **12** (*divert on no answer*).
3. **Double-tone:** Dial the phone's 4-digit passcode. If you make a mistake, dial ***** to restart entry.
4. **Deep double-ring:** Passcode not accepted. Dial the passcode again or press **FEATURE** to stop.
5. **Double-ring:** The phone already has a divert number set. To stop press **FEATURE**. To clear the stored divert number press *****.
6. **Single-ring:** The phone has no divert number set. Either press **FEATURE** to stop or dial a new divert number followed by **#**.
 - For divert all, you can also press **SPEED DIAL** and enter a system speed dial number followed by **#** for an external divert.
7. **Deep double-ring:** The number entered was invalid. Dial **FEATURE** to stop or repeat the step above.
8. **Short-chirp:** Number entered okay, dial **FEATURE** to finish.

Switching a Divert Off

A divert is switched off by cancelling the stored divert number. To do this, follow the process for setting a divert (*see page 20*) up to step 5 where you should press * and then **FEATURE**

Switching No Calls On/Off

If you switch on no calls after setting a divert all number, it diverts all callers and even the divert extension cannot call you. If you switch it on without setting a divert all number, all callers hear continuous tone.

Whilst on, you hear broken dial tone if you lift the handset or press **ANSWER RELEASE**, but you can still make calls. Switching no calls on takes the phone out of group. **Note:** Your System Manager can prevent use of the no calls feature.

To switch no calls on/off:

1. Without lifting the handset, dial **FEATURE ***.
2. **Short-chirp:** Dial **60** (*no calls on*) or **61** (*no calls off*).
3. **Short-chirp:** Feature set, dial **FEATURE** to finish.

Forwarding Calls

Forward - Alias:

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

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

To set a forward:

1. Without lifting the handset, dial **FEATURE ***.
2. **Short-chirp:** Dial **20** (*remote forward*).
3. **Single-ring:** Dial the number of the phone you want to forward and then #.
4. **Double-tone:** Dial **that** phone's 4-digit passcode. If you make a mistake, dial * to restart entry.
5. **Deep double-ring:** Passcode not accepted. Dial the passcode again or dial **FEATURE** to stop.
6. **Double-ring:** The phone already has a Divert All number set. Dial * to cancel it or dial **FEATURE** to stop.
7. **Single-ring:** The phone has no divert all number set. Either dial a number followed by # or dial **FEATURE** to stop.
8. **Deep double-ring:** Number invalid. Dial **FEATURE** to stop or repeat the step above.
9. **Short-chirp:** Number entered okay, dial **FEATURE** to finish.

To cancel a forward:

1. Follow the process above and when you hear a double-ring, dial * and then **FEATURE** to finish.

Ringer Controls

Changing the Ringer Volume



While altering the volume, the phone rings.

To change the ringer volume:

1. Without lifting the handset, dial **FEATURE *.**
 2. **Short-chirp:** Dial **30** (*ringer volume*).
 3. **Double-tone:** Dial the phone's 4-digit passcode. If you make a mistake, dial * to restart entry.
 4. **Deep double-ring:** Passcode not accepted. Dial the passcode again or dial **FEATURE** to stop.
 5. **Repeated ringing:** Passcode accepted. Dial * for the next volume level. Repeat until you hear the volume preferred, then dial #.
 6. **Short-chirp:** Dial **FEATURE** to finish.
-

Setting the Ringer Timeout

The ringer timeout controls several actions:

- **Callback:** How long a callback rings before cancelling.
- **Group hunting:** How long calls to a group of which your DT1 is a member, ring your DT1 before trying another 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. Without lifting the handset, dial **FEATURE *.**
2. **Short-chirp:** Dial **13** (*ringer timeout*).
3. **Double-tone:** Dial the phone's 4-digit passcode. If you make a mistake, dial * to restart entry (*see page 24*).
4. **Deep double-ring:** Passcode not accepted. Either dial the passcode again or dial **FEATURE** to stop.
5. **Double-ring:** Timeout already set. Either dial * to cancel it or **FEATURE** to stop.
6. **Single-ring:** No timeout set. Either dial a timeout (0 to 999 seconds - 10 seconds ≈ 3 rings) or dial **FEATURE** to stop.
7. **Short-chirp:** Dial **FEATURE** to finish.

Changing the Ringer Sound

The DT1 provides a number of different ringer sounds. While selecting the sound, the phone rings.

To change the ringer sound:

1. Without lifting the handset, dial **FEATURE ***.
2. **Short-chirp**: Dial **31** (*ringer sound*).
3. **Double-tone**: Dial the phone's 4-digit passcode.
4. **Deep double-ring**: Passcode not accepted. Either dial the passcode again or dial **FEATURE** to stop.
5. **Repeated ringing**: Passcode accepted. Dial ***** until you hear the sound you prefer, then dial **#**.
6. **Short-chirp**: Dial **FEATURE** 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. The DT1's lamp still shows new calls.

To switch the internal or external ring on/off:

1. Without lifting the handset, dial **FEATURE ***.
2. **Short-chirp**: Dial **35** (*external ring on*), **36** (*external ring off*), **37** (*internal ring on*) or **38** (*internal ring*).
3. **Double-tone**: Dial the phone's 4-digit passcode.
4. **Deep double-ring**: Passcode not accepted. Either dial the passcode again or dial **FEATURE** to stop.
5. **Short-chirp**: Passcode accepted. Select another feature or dial **FEATURE** to finish.

Setting a Ringer Step

If a call rings unanswered, the DT1 can increase the volume on each ring until it reaches its maximum. This feature is call **Persuasive Ringing**.

To set the ringer volume step size:

1. Without lifting the handset, dial **FEATURE ***.
2. **Short-chirp**: Dial **32** (*no step*), **33** (*small step*) or **34** (*large step*).
3. **Double-tone**: Dial the phone's 4-digit passcode.
4. **Deep double-ring**: Passcode not accepted. Either dial the passcode again or dial **FEATURE** to stop.
5. **Short-chirp**: Passcode accepted. Dial **FEATURE** to finish.

Phone Settings

The Phone Passcode



If the phone gives a deep double-tone, it requires you to enter its four-digit passcode. 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 change the phone's passcode:

1. Without lifting the handset, dial **FEATURE ***.
2. **Short Chirp**: Dial **70** (*passcode*).
3. **Double-tone**: Dial the phone's 4-digit passcode. If you make a mistake, dial ***** to restart entry.
4. **Deep double-ring**: Passcode not accepted. Either dial the passcode again or dial **FEATURE** to stop.
5. **Single-ring**: Passcode accepted. Dial the new 4-digit passcode.
6. **Short-chirp**: Dial **FEATURE** to finish.

Background Music

If your system has external Music-on-Hold installed, you may be able to play when the DT1 is not in use. The phone's speaker volume controls the loudness of the background music (*see page 14*).

To switch background music on/off:

1. Without lifting the handset, dial **FEATURE ***.
2. **Short-chirp**: Dial **50** (*music on*) or **51** (*music off*).
3. **Double-tone**: Dial the phone's 4-digit passcode. If you make a mistake, dial ***** to restart entry.
4. **Deep double-ring**: Passcode not accepted. Either dial the passcode again or dial **FEATURE** to stop.
5. **Short-chirp**: Passcode accepted. Dial **FEATURE** to finish.

Locking/Unlocking the Phone

You can lock your phone. This stops people using it to make external calls (they hear continuous tone instead). Locked phones can still make external calls to some special numbers, eg. emergency numbers.

To lock/unlock a phone:

1. Without lifting the handset, dial **FEATURE *.**
2. **Short-chirp:** Dial **63** (*lock*) or **62** (*unlock*).
3. **Double-tone:** Dial the phone's 4-digit passcode. If you make a mistake, dial * to restart entry.
4. **Deep double-ring:** Passcode not accepted. Either dial the passcode again or dial **FEATURE** to stop.
5. **Short-chirp:** Passcode accepted. Dial **FEATURE** to finish.

Group

Your System Manager can include your phone in a group (or even in several groups). When 'in group', you receive calls made to the group number. The group's type sets the order in which group members ring when a call to the group arrives. The types are rotary, collective, sequential and longest waiting (*see "Glossary" on page 30*).

When in a group where each member rings in turn, your phone rings for the time set by its ringer timeout (*see page 22*). Going into group switches divert all and no calls off.

To join/leave group:

1. Without lifting the handset, dial **FEATURE *.**
2. **Short Chirp:** Dial **40** (*in group*) or **41** (*out of group*).
3. **Short Chirp:** Dial **FEATURE** to finish.

Night Service

The system takes different areas into and out of night service automatically. It does this following timetables setup by the System Manager. The effects of night service vary, but typically are:

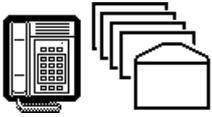
- **Lines:** The system directs calls to a night desk number, answer phone extension.
- **Phones:** The type of calls you can make becomes more restricted, eg. no international or long distance calls.

Hotline Operation

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

Voice Manager

Using Voice Manager



The system can include a Voice Manager to record messages for you in your own voice mailbox. You can use this by setting the Voice Manager number as your diverts (*see page 20*). Your mailbox ID, normally matches your extension number.

Customising Your Mailbox

You can customise your mailbox in many ways. We strongly recommend that you set a passcode to keep your mailbox private.

To customise your mailbox:

1. Dial the Voice Manager extension number (_____).
2. When answered, dial # for the message desk.
3. Dial your ID. (____) and your password if requested.
4. If you have fax messages, the Voice Manager will tell you. Dial 3 to skip fax collection.
5. Dial 7 and select one of the following.
 - **Record Name:** Dial 1.
 - **Permanent Greeting:** Dial 4. The Voice Manager plays this to callers diverted to your mailbox.
 - **Set Password:** Dial 2. Do not set an obvious password such as 1234, 0000 or your extension number.
 - **Temporary Greeting:** Dial 0. This replaces your permanent greeting until it is automatically deleted at a set time (__:__ am/pm).
 - **Fax Number:** Dial 5. If your Voice Manager also takes fax messages, you can set a fax number to which it should forward your faxes (do not add the normal external dialling prefix).
 - **Message Light Number:** Dial 6. The Voice Manager can light the lamp on some phones when you have new messages (*supported on all DT, TT, FT-1M and FT-2/3/4 phones*). The lamp goes off once you check your mailbox.
 - **Day Alert Number:** Dial 3. During day service, the Voice Manager rings this number if you have new messages. This is not used if you set a message light number.

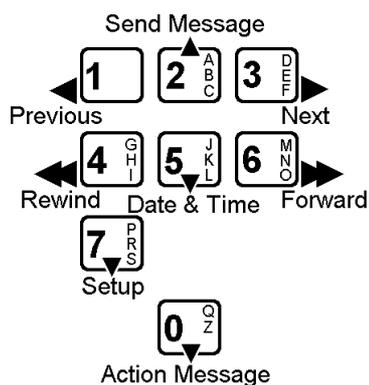
Collecting Voice Messages

Check your mail regularly. The system deletes new and old messages after set periods. You can check your mailbox from an external phone. It must have touch tone (MF) dialling with * and # keys.

After entering your mailbox the Voice Manager tells you how many messages you have and their type (new or old).

To collect voice messages:

1. Dial the Voice Manager extension number (_____).
2. When answered, dial # for the message desk.
3. Dial your ID. (____) and your password if requested.
4. If you have fax messages, the Voice Manager tells you.
5. To skip collecting your faxes, dial 3.
6. To collect your faxes, dial 9. Dial a fax number to which to send the faxes (do not prefix 9).
7. The Voice Manager plays the newest voice message.
8. Use the options below to play/action your messages.



Playing Messages

While playing messages, use the following controls.

To play messages:

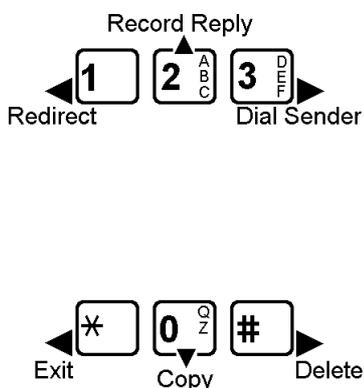
- To hear the next message: Dial 3.
- To hear the previous message: Dial 1.
- To rewind the message: Dial 4.
- To fast forward the message: Dials 6.
- To hear the message details (date, time & sender): Dial 5.
- To record a message in another mailbox: Dial 2.

Actioning Messages

While playing a message, you can action it in several ways:

To action a message:

- Dial 0 and select one of the following:
 - To delete the message: Dial #.
 - To copy the message to another mailbox: Dial 0 .
 - To redirect the message to another mailbox: Dial 1.
 - To record a reply in the senders mailbox: Dial 2.
 - To call the sender: Dial 3.
 - To finish actioning the message: Dial *.



Good Phone Usage

General Phone Usage



The phone provides a quick method of communication. However, think carefully about how you use the phone. Your manner is a key part of the company's and your image. Since the phone does not convey smiles, shrugs, nods, etc, how you speak is all important.

- Speak clearly and maintain a friendly manner.
- Be precise and avoid rambling.
- 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.
- If you have to talk to someone else in the office during a call, inform the caller and then use **HOLD** (see page 19).
- 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, callback as soon as possible.
- If the extension diverts to Voice Mail, leave a message. Do not hold for the operator 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

ACA

(Automatic Call Announcer) Equipment which plays messages to callers waiting to be answered.

ACCOUNT CODES

A code of up to 12 digits which the systems outputs to its call log along with other call details. Codes entered are checked against up to 200 stored on the system before being accepted.

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.

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

COLLECTIVE

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

DT-3

Similar to DT-5 but with no BLF status lamps on the DSS keys.

DT-4

Similar to DT-5 but with no handsfree operation.

DT-5

Fully featured digital display phone. Includes full handsfree operation and 8 DSS keys with BLF status lamps.

LONGEST WAITING

The system tries the free members in order of how long they have been free, starting with the longest free.

MANAGER SECRETARY WORKING

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

OFFLINE

A term used to mean out of service/not working.

PAGE

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

PICKUP GROUP

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

PIN CODE

The system stores up to 200 PIN codes of up to 6 digits. Each PIN code has its own associated call barring and phone settings. When you use a PIN code, its settings temporarily override those of the phone from which you are dialling. Your System Manager will keep a record of the valid PIN codes stored on your system.

POT

(Plain Ordinary Phone) These are also called two-wire telephones. POT's include devices such as fax machines and answerphones.

ROTARY

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

SEQUENTIAL GROUP

The system tries the first free members, always starting from the front of the group. If unanswered, after a short time the system tries the next free member and continues to shuttle between the first two free members.

SOFTWARE RELEASE

The release (or version/level) of software used by a system determines what features are available to users and how those features work.

SPEED DIALS

Speed dials are used to store phone numbers (and sometimes account codes). The number can then be dialled by entering just the number of the speed dial store.

TENANCY

The system can be divided into several tenancies, each containing different extensions and lines. Calls between tenancies are not normally allowed. Each tenancy sub-divides into areas.

TT

(Turret Phone) Similar to the INDeX DT phones, TT phones are designed for headset working in ACD (telephone sales) 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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