

# Businesscom Digital System

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## Multibutton Telephone Quick Reference Guide

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# USING BASIC FUNCTIONS

If your system does not use the standard numbering plan, certain feature access codes may be different than described. Check with your communications manager.

## OUTSIDE CALLS

### Placing a call:

- Lift handset and press Line key. You may **also be able to press ICM and dial a line code (9, 90-98) or a line number (801-816).**

- Dial telephone number.

### Answering a call:

- Lift handset.
- If you are not connected, press flashing Line key.

### Answering a call ringing over paging speakers:

- Lift handset.
- Press ICM and dial \*, 0.

## INTERCOM CALLS

Calling another extension (also see Direct Station Selection):

- Lift handset and press **ICM**. **To have your call ring the other extension, dial 1 before the next step.**

- Dial extension number. **If you hear two beeps, you can speak right away--your voice is broadcast over the other extension's speaker.**

Answering a ringing call (ICM key flashes):

- Lift handset or press flashing **ICM** key.

Answering a call announced over your speaker:

- Speak toward the phone or lift handset for privacy.

## HOLD

### Placing a call on Hold:

- Press HOLD and hang up. **Press HOLD twice for Exclusive Hold.**

Retrieving a held outside call:

- **If the line appears on your phone:**
  - Lift handset and press flashing Line key.
- **If the line does not appear on your phone:**
  - Lift handset and press flashing HOLD.

## HOLD (continued)

### Retrieving a held Intercom call:

- Lift handset.
- Press **KM**.
- Press HOLD.

## TRANSFER

### Transferring an outside call (also see Direct Station Selection):

- Press **ICM**.
- Dial extension number. **Announce call if you wish.**

### Retrieving a transferred call:

- Hang up.
- Lift handset.
- Press flashing Line key for call.

## CONFERENCE

### Setting up a three-way conversation:

- Establish an outside or Intercom call.
- Press **CONF**.
- Establish next call.
- Press **CONF**.

## RESPONDING TO SIGNAL TONES

### Two tones during handset call:

After the tones, you hear a co-worker's voice over your **conversation**.

- To reply, press and hold **MIC/DND**. **To talk to the first caller, release MIC/DND.**

### One tone during speakerphone call:

This means a call is waiting to be answered.

- Press **HOLD**.
- Press flashing **ICM** or Line key.

### Fast busy or warble tone anytime:

This means you made a mistake in-placing a call or using a feature.

- Hang up and start over.

# HAVING YOUR MESSAGE GO THROUGH

## OFF-HOOK SIGNALING

Sending a signal to a busy extension:

- Dial 1 when you hear ring-busy tone.  
*If you hear two beeps, you can speak  
If you hear ringing, wait for an answer.*

## MESSAGE WAITING

Leaving a Message Waiting indication (flashing **MSG** key):

Swing the name or extension number that left a **Message**:

- Place an Intercom call to an extension.  
*Receive busytone or no-answer.*
- Press **MSG** and hang up.
- Do not lift handset.
- Press **MSG**.  
You see: **MSG FROM** in the display. *Repeatedly press MSG to see all messages. Stop at the extension you wish to call.*

Responding to a flashing **MSG** key at your phone:

- Lift handset.
- Press **MSG**.  
You are *connected to the extension that left the Message. If MSG key continues to flash, more messages are waiting.*

## CALLBACK

(For extensions and lines)

Having the system call you when a busy extension or line becomes free:

- **Call the busy** extension or press the busy **Line key**.  
*You can also use this procedure if you dial a line code and receive busy tone.*

- Dial C.
- Hang up.

Answering when the system rings your phone:

- You know it's the system calling you because you hear a series of long rings.
- Lift handset.  
*The system connects you to previously busy extension or line.*

## PAGE

Using page zone codes:

- Lift handset.
- Press **ICM**.
- Dial **page zone number** (1 to 8).
- Dial **\***
- Make 'announcement.
- Hang up.

## PARK/PAGE

Parking a call so it can be answered from any phone:

- Press **ICM**.
- Dial Park Orbit code (**60-69**) or \* + ext.
- Dial **page zone number** (1 to 8).
- Dial **\***.
- Make announcement.
- Hang up.
- Lift handset.
- Press **ICM**.
- Dial Park Orbit code (60-69) or • + ext.

Picking up a parked call:

**CALL FORWARDING**  
Rerouting your incoming calls to another extension:

- Press **ICM**.
- Press **PGM#**.
- Dial extension number to **receive calls**.
- Do one of the following:  
*Dial 1 to forward calls not answered.  
Dial 2 to forward calls nor answered or when busy.  
Dial 3 to forward all calls.  
You hear dial tone.*
- Press **HF** to hang up.  
*Your MSG key flashes.*
- Press **KM**.
- Press **PGM#**.
- Press **HF** to hang up.

**Canceling** your Call Forwarding:

Your access level determines the features you can program. See your communications manager.

Enabling RA or NR disables DRA and vice versa. To disable ringing, disable NR, RA and DRA.

Cut on dotted line and insert into Directory Tray under phone.

## USER-PROGRAMMABLE FEATURES

To program a feature, press PGM# and dial the feature's code. For example, to set Night Ring, press PGM# and dial NR. The remaining slaps vary with each feature.

DELAYED RING ASSIGNMENT ● PGM# + DRA + Line key + Y(es) or N(o) + SAVE

DSS ■ PGM# + DSS + DSS key + ext. + SAVE

HEADSET ■ PGM# + HS + Y(es) or N(o) + SAVE

HOTLINE ■ PGM# + HL + Hotline key + ext. + SAVE

NIGHT RING ■ PGM# + NR + Line key + Y(es) or N(o) + SAVE

PAGE ■ PGM# + VP + Y(es) or N(o) + SAVE

PRIME LINE ■ PGM# + PLA + Line key + Y(es) or N(o) + SAVE

RING ASSIGN. ■ PGM# + RA + Line key + Y(es) or N(o) + SAVE

RINGING LINE PREFERENCE ■ PGM# + ALP + Y(es) or N(o) + SAVE

SPEED DIAL ● PGM# + SD + One-Touch Speed key (or bin number + PGM#) + line key (or line/group code + PGM#) or ICM + number (32 digits max.) + SAVE

TIME AND DATE ■ PGM# + TD + Month (01-12) + PGMX + Dale (1-31) + PGMX + YEAR (2 digits) + PGM# + Hour (99.23) + PGM# + Minutes (00-59) + PGM# + SAVE

- V O I C E - - ■ PGMX + VA + Y(es) or N(o) + SAVE  
ANNOUNCE

VOICE OVER ● PGM# + VO + Y(es) or N(o) + SAVE

# PLACING YOUR CALLS QUICKLY

Your access level **determines** the features you can program. See your communications manager.

Enabling RA or NR disables DRA and vice versa. To disable ringing, disable NR, RA and DRA.

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DSS ■ PGM# + DSS + DSS key + ext. + SAVE

HEADSET ■ PGM# + HS + Y(es) or N(o) + SAVE

HOTLINE ■ PGM# + HL + Hotline key + ext. + SAVE

NIGHT RING ■ PGM# + NR + Line key + Y(es) or N(o) + SAVE

PAGE ■ PGM# + VP + Y(es) or N(o) + SAVE

PRIME LINE ■ PGM# + PLA + time key + Y(es) or N(o) + SAVE

RING ASSIGN. • PGM# + RA + Line key + Y(es) or N(o) + SAVE

RINGING LINE PREFERENCE ■ PGM# + RLP + Y(es) or N(o) + SAVE

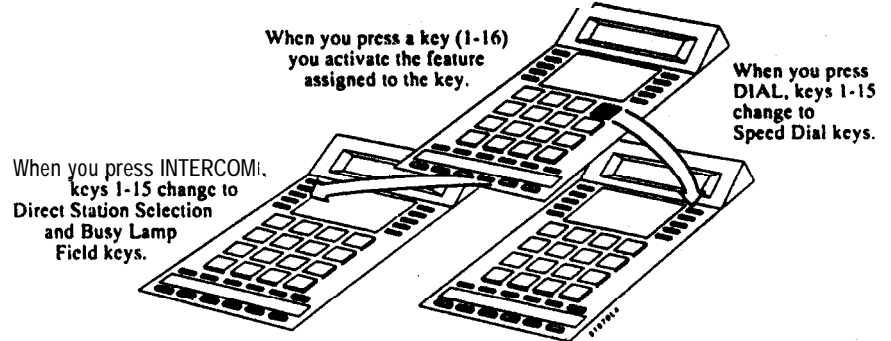
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VOIC E ANNOUNCE • PGM# + VA + Y(es) or N(o) + SAVE

VOICE OVER ■ PGM# + VO + Y(es) or N(o) + SAVE

## YOUR KEYS HAVE THREE FUNCTIONS



### REDIAL

Redialing the last outside number you called:

- Lift handset.
- Press DIAL.
- Press LAST.

*If you hear busy tone right away, you must manually select an idle line before pressing DIAL.*

### SAVE

Saving a number to be dialed later:

Calling a saved number:

- Press DIAL after dialing your number.
- Press SAVE.
- Lift handset.
- Press DIAL.
- Press SAVE.

*If you hear busy tone right away, you must manually select an idle line before pressing DIAL.*

## DIRECT STATION SELECTION

Assigning a DSS key to an extension:

- Press **KM**.
- Press **PGM#**.
- Press desired DSS key (1-15) and dial extension number.  
*To program more keys, repeat from: "Press PGM#".*

Calling an extension using a DSS key:

- Press **HF**.
- Lift handset and press **ICM**.  
*If a DSS key lights, the extension is busy or in DND.*

Transferring an outside call using a DSS key:

- Press **DSS key** for desired extension.
- Press **ICM** and **DSS key** for extension.  
*Announce call if you wish.*
- Hang up.

## SPEED DIAL

Storing a telephone number for Personal Speed Dial:

- Press **DIAL, PGM#**.
- Press Personal Speed Dial key (1-15).  
**OR**  
Dial **Speed Dial bin (20-29, 50-50)**.  
*A Display phone may ask you to assign a name. To skip this step, dial N. To enter a name, see the instructions in your Administrative Guide.*
- Press a Line key (or **ICM** to store an Intercom feature).  
*You may also be able to store a line group by dialing a code (9, 90-98).*
- Dial telephone number to be stored.  
*To enter a pause, press HOLD. For example, to have your system dial 9, pause and then dial 888-8000, enter: 9 (HOLD) 888-8000.*
- Press **HF**.

## SPEED DIAL (continued)

Calling a Personal or System Speed Dial number:

- Lift handset  
*You can preselect a line by pressing a line key. If you preselect, you must press ICM instead of DIAL before dialing a bin number.*
- Press **DIAL**.
- Press Personal Speed Dial key (1-15).  
**OR**  
Dial the **Speed Dial bin (20-29, 50-59)**.  
*If you stored a pause, the dialing may stop. Dial \* to restart dialing. Your System bins are normally 700-799.*

## SPEED DIAL DIRECTORY

50 (key 1)	58 (key 9)
51 (key 2)	59 (key 10)
52 (key 3)	20 (key 11)
53 (key 4)	21 (key 12)
54 (key 5)	22 (key 13)
55 (key 6)	23 (key 14)
56 (key 7)	24 (key 15)
57 (key 8)	

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