![TELTRONICS logo]

Arcata

2826/2806 CIP-D

User Guide

Part Number: 610-0000-0847 Rev B

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(a) Customer, at Customer's cost, shall be responsible for procuring the supply, implementation, connection and support of any required telephone service including emergency 911 call service over the Internet and/or public switched telephone network ("PSTN") from one or more third party service providers as required for use of Products including without limitation, VOIP phone and Soft Phone software and hardware furnished by Teltronics or its distributors or resellers ("Products") for voice over internet protocol ("VOIP") communications.

(b) Customer are responsible for complying with all laws, rules and regulations applicable to the installation and use of Products (collectively, "Laws") including without limitation all Laws relating to 911 dialing for emergency service.

(c) 911 dialing to an appropriate public safety answering point ("PSAP") for emergency service is limited when using a VOIP phone and Soft Phone Product co-located with and connected to the switch Product at Customer's enterprise location because VOIP communication service may be interrupted, delayed, lost or terminated due to various causes including but not limited to power outage, excessive bandwidth consumption, termination of service with or by the network service provider and/ or other T1 provider, product, equipment, software, system and/or network failures or computer viruses. It is strongly recommended that Customer make alternative 911 dialing available to employees and other individuals at Customer's enterprise via traditional wire line service over the PSTN.

(d) Prior to initiating the use of Products in conjunction with any IP network including Internet telephone service for VOIP communications, Customer shall notify, in writing, each employee and any other person authorized to use the Products for such VOIP communications (individually and collectively "User(s))" of the following limitations:

911 DIALING TO AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT ("PSAP") FOR EMERGENCY SERVICE IS NOT AVAILABLE WHEN USING ANY PORTABLE VOIP PHONE OR SOFTPHONE PRODUCT AT A STREET ADDRESS THAT IS DIFFERENT FROM THE STREET ADDRESS OF THE END USER'S ENTERPRISE WHERE ITS SWITCH IS LOCATED AND CONNECTED VIA AN IP NETWORK CONNECTION TO THAT REMOTE LOCATION. DO NOT USE SUCH PORTABLE VOIP PHONE OR SOFT PHONE PRODUCT AT THE REMOTE LOCATION TO PLACE 911 EMERGENCY CALLS BECAUSE SUCH PORTABLE VOIP PHONE OR SOFT PHONE IS NOT CAPABLE OF COMMUNICATING THE STREET ADDRESS OF THE REMOTE LOCATION.

EMERGENCY 911 CALLS SHOULD BE PLACED OVER A WIRE LINE PHONE AT THE REMOTE LOCATION WHICH IS CONNECTED TO TRADITIONAL PUBLIC SWITCHED TELEPHONE NETWORK ("PSTN") FOR LOCAL SERVICE OR OTHER PHONE THAT IS CAPABLE OF COMMUNICATING THE STREET ADDRESS OF THE REMOTE LOCATION TO HELP INSURE THAT SUCH EMERGENCY 911 CALLS ARE ROUTED TO THE APPROPRIATE PSAP OPERATOR RESPONSIBLE FOR RESPONDING TO EMERGENCIES AT THE REMOTE LOCATION.

USERS MUST WARN ALL INDIVIDUALS AT THE REMOTE LOCATION THAT SUCH PORTABLE VOIP PHONE

OR SOFT PHONE PRODUCT CAN NOT BE USED TO PLACE ANY SUCH EMERGENCY 911 CALLS FROM THE REMOTE LOCATION BECAUSE OF THIS LIMITATION. USERS MUST INSTRUCT ALL INDIVIDUALS AT THE REMOTE LOCATION TO PLACE ANY 911 CALLS FOR EMERGENCY RESPONSE TO THE REMOTE LOCATION FROM A WIRE LINE PHONE AT THE REMOTE LOCATION WHICH IS CONNECTED TO THE TRADITIONAL PSTN FOR LOCAL SERVICE OR OTHER PHONE THAT IS CAPABLE OF COMMUNICATING THE STREET ADDRESS OF THE REMOTE LOCATION TO HELP INSURE THAT SUCH EMERGENCY 911 CALLS ARE ROUTED TO THE APPROPRIATE PSAP RESPONSIBLE FOR RESPONDING TO EMERGENCIES AT THE REMOTE LOCATION.

      (e) If Customer permits any User to use the VOIP phone or Soft Phone Product at a remote location connected to the switch at Customer's enterprise location, it is strongly recommended that Customer affix a non removable label on the hand set of each VOIP phone or Soft Phone Product, prior to any such use that displays the following clear and conspicuous warning.
DO NOT USE THIS PHONE TO DIAL 911 EMERGENCY SERVICE CALLS UNLESS USER IS PHYSICALLY LOCATED AT THE FOLLOWING ADDRESS: (INSERT CUSTOMER'S ENTERPRISE ADDRESS WHERE THE PSAP WILL RESPOND TO 911 EMERGENCY CALLS DIALED THROUGH THE SWITCH).

(f) Customer agrees to defend, indemnify and hold harmless Teltronics, its subsidiaries, affiliates and their respective officers, directors, employees, distributor, agents and suppliers from any obligations, claims, suits, demands, causes of action, losses, liabilities, fines, penalties, damages, costs, or expenses, (including without limitation, attorneys fees), arising on account of any injury or death of persons, or damage to property asserted or incurred by or on behalf of any User, governmental entity or any other party arising out of or resulting from (i) any of Customer acts or omissions including without limitation, any failure of Customer to comply with any Laws; or (ii) any use, inability to use, removal, failure, delay, error, breakdown, absence, outage or interruption of any telephone service including emergency 911 call service over the Internet and/or PSTN or any software, hardware or Product including without limitation, any VOIP phone or Soft Phone Product.

SUMMARY OF CHANGES

Revision A, January 2010

• Initial Release

Revision B, December 2010

• Added information for Arcata 2826 phone.
• Changed product name from Vision i-Phone to Arcata

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SAFETY INSTRUCTIONS

⚠️ **CAUTION**

To reduce the risk of fire or injury to persons, read and follow these instructions before installing or operating the Arcata 28xx CIP-D:

- Follow all warnings and instructions marked on the unit and in the user and installation documentation.
- Read the installation instructions before you connect the system to its power source or to the LAN/IP connector.
- Do not place this unit on any unstable surface. It could fall causing serious damage or impeding operation.
- Do not use this unit in a location where it may come in contact with liquids. Be careful to not spill any liquids onto or near this unit.

- Never place this unit near or over a radiator or heat register.
- Unplug this unit from all connections before cleaning. Do not use liquid or aerosol cleaners. Use only a damp cloth for cleaning.
- Never push objects of any kind into this unit as they can touch dangerous voltage points or short-out parts that could result in a risk of fire or electrical shock.
- Do not use the unit to report a gas leak while in the vicinity of the leak.
- Do not disassemble the unit. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock during subsequent use.
- Unplug this unit from all connections and refer servicing to qualified personnel when it requires repair work, service, or under the following conditions:

- If the power supply cord or plug is damaged or frayed.
- If liquid is spilled into the unit.
- If the unit is exposed to water or rain.
- If the unit does not operate normally by following the operating instructions.
- If the unit is dropped or the casing is damaged.
- If the unit exhibits a distinct change in performance.

• Ultimate disposal of this product should be handled according to all national laws and regulations.

FAILURE TO FOLLOW THESE INSTRUCTIONS MAY VOID PRODUCT WARRANTY.

SAVE THESE INSTRUCTIONS!

INTRODUCTION

This guide details how to operate the Teltronics Arcata 2826 CIP-D and 2806 CIP-D phones (henceforth referred to as the 28xx CIP-D phone, unless specific differences are noted). See your system administrator for configuration issues or questions about installation and setup.

Be sure to read the *SAFETY INSTRUCTIONS* chapter before using your phone. FCC and Warranty information is detailed in the *FCC REQUIREMENTS* chapter.

Digital Support on the 2826 Phone

The 2826 CIP-D is a business phone that transmits voice data over dedicated two-wire copper pair. The 2826 can connect to either an HDLU or an HDLU2 digital card on the Cerato switch and be configured as a digital endpoint.

See *Configuring the 2826 Phone* on page 24.

IP Support

The 28xx CIP-D is a business phone that transmits voice data using the data network instead of traditional telephone lines, taking advantage of the economies of an existing network while retaining the capabilities and reliability of a standard telephone.

The 28xx CIP-D uses an IPEC to interface with the Teltronics Cerato switch, thereby retaining all the features of the Cerato and adding the advantages of IP telephony.

Voice over the Company Network

The 28xx CIP-D combined with an IPEC can be used on the company data network, as shown in Figure 1.

Voice over Internet

The 28xx CIP-D can also be located at remote sites by using WAN services such as the Internet, as shown in Figure 2.
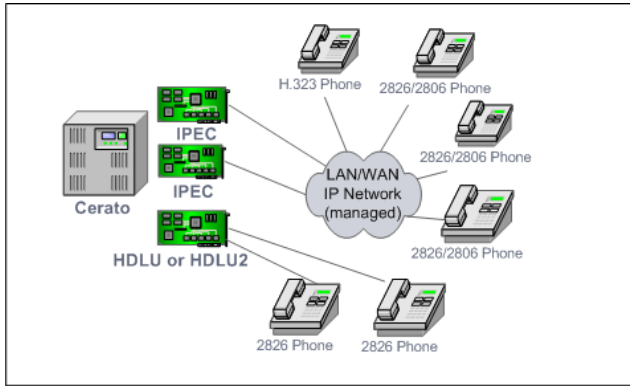
Figure 1. Voice over the company network
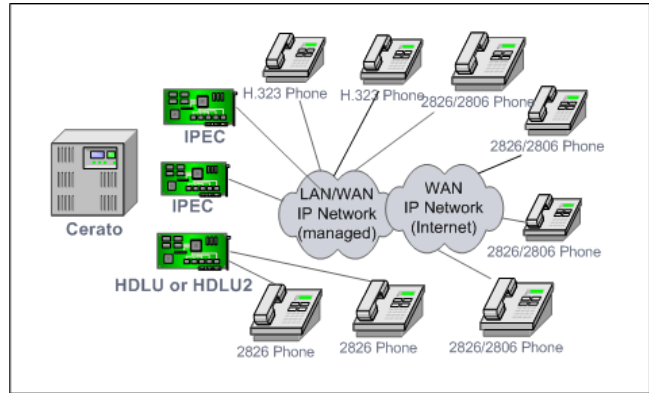
Figure 2. Voice over Internet

28xx CIP-D Features

The 28xx CIP-D has the following features:

* Does not apply to a 2826 phone configured for a digital interface.

Keys and Indicators

- 4 Soft keys
- 6 LED LINE keys (with LED line-in-use indicators)
- 10 Feature/Shared keys
- Optional BEM adds more keys depending on configuration
- Headset indicator
- Speaker indicator
- Mute indicator
- Hold indicator
- Voice mail message indicator
- Privacy indicator
- Forward indicator

Display

- LCD – Text Display (9x22)

Audio

- Adjustable Handset Volume Control
- Hearing-Aid Compatible
- Adjustable Headset Volume Control
- Automatic Headset Detection
- 10 Ring Tones to select from
- 4-position modular headset jack compatible with Plantronics and GN Netcom business headsets
- Adjustable Speakerphone Volume Control

Phone Features

- Date and Time
- 100 Entry Caller ID Log for Call History / Logging
- Last 100 number Redial List for Outbound Call Logging
- Message Waiting Indicator
- 100 Entry Directory
- 10 Entry Speed Dial List
- Advanced Call features (park, conference, transfer)

Voice Mail Navigation

One touch access to:

- Time and Date
- Reply to Sender
- Play
- Save
- Replay
- Skip
- Delete
- Forward

Call Services

Quick access to:

- Call pickup (this extension, group)
- Page (by zone)
- COM
- Privacy
- Forward (all, busy, no answer)
- View Extension

Power options

- Power over LAN (IEEE Standard)
- AC Line Input

NOTE: The power for a 2826 Digital phone is supplied from the tip and ring leads of the digital port of the 20-20 switch.

Mechanical

- Size: 10.75" x 7.75" x 2.25"
- Weight: 2.2 lbs.
- Color: Black

Networking *

- Dual 10/100 Switch full/half-duplex Ethernet ports
- 10/100 Base-T
- Auto Negotiation & Parallel Detection
- RJ-45, Category 5 per IEEE 802.3

Audio Codec Supported *

- G.711, G. 729AB
- Automatic Codec Negotiation
- Voice Activity Detection (VAD)
- Silence Suppression

Voice Transport *

- G.711, G.729AB
- Receive Jitter Buffer Provisioning
- Packetization Rate Provisioning

Quality of Service (QoS) *

- 802.1q
- 802.1p
- VLAN

Certifications *

- TIA 810
- USA FCC Part 15, Class A
- USA ULC
- IEEE Standard 802.3af option B

Protocols *

- TCP/IP (Transmission Control Protocol / Internet Protocol)
- UDP (User Datagram Protocol)
- RTP (Real Time Transport)

DTMF Support *

- In-band DTMF Signaling
- Out-of-band DTMF signaling

IP Address Configuration *

- DHCP
- Static Address

- DNS Support

Configuration

- Password Protection
- Remote software upgrade
- Mass update of software upgrades
- Menu based configuration of system settings
- Directory, speed dial, redial, call record migration

Components
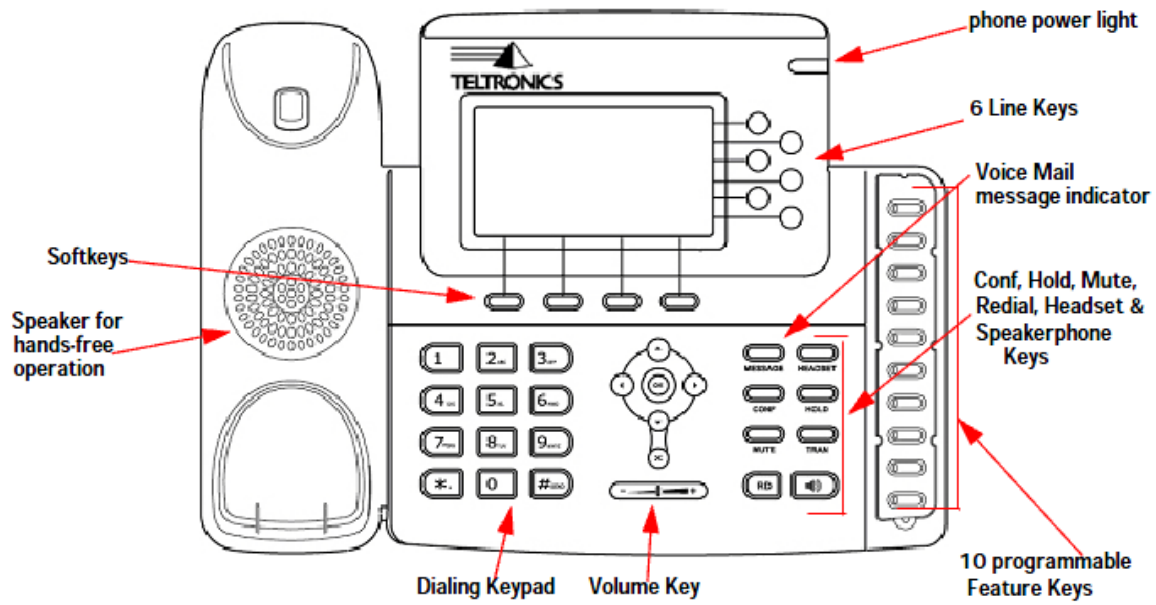
Figure 3. Arcata 28xx CIP-D Components

Navigation Keys

Cancel	Up	Down	Left	Right	Confirm
✕					OK

Use the navigation keys to move within the display menus and to confirm or cancel actions.

Audio Device Control Keys

Use the audio device control keys to perform the following actions depending on your phone type:

Adjust the volume of the handset, headset, speaker, and ring tone.

Speakerphone: allows for hands-free communication during calls.

Place and receive calls through an optionally connected headset. The LED is on when the phone is in Headset mode.

Mute audio transmission locally during

Hard Feature Keys

Allow users to access voice mail directly.

Enable setup of a local multiple line conference.

Place a call on hold or resume it.

Transfer current call to third party.

Dials most recently dialed number.

Icon Instruction

The phone displays different kinds of icons on its LCD. Refer to the following table for their meanings:

Icons	Description
↗	Missed calls
↘	Call in
↖	Call out
Ab3	Input Method: all letters and
123	Input Method: numbers
abc	Input Method: letters in lower case
ABC	Input Method: letters in upper case
🔇	Call mute
⏸	Call hold
◻◻	Voice mail

↱	Call forward
DND	DND (Do not Disturb)
☎	In Handset mode
🎧	In Headset mode
🔊	In Speakerphone mode

Quick Tour of the 28xx CIP-D

The 28xx CIP-D was designed to be easy to operate. The functionality of the phone is detailed in alphabetical, step-by-step instructions in the *Using the Arcata 28xx CIP-D* chapter.

This section gives extra tips on using the LCD menus so you can quickly start using the phone. Refer to *Figure 1, Arcata 28xx CIP-D Components*, when reading this section.
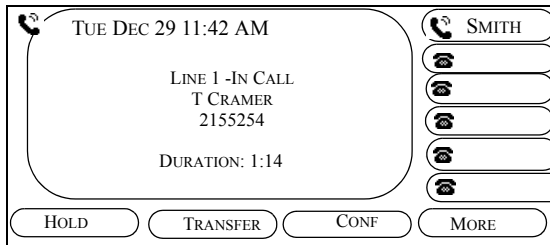
Call Answered LCD Screen

LCD Operation

The 28xx CIP-D has Feature/Share keys that the System Administrator can configure for various features, such as:, Intercom (COM), Park, Redial, Account Code Calling, Appointment Reminder, and Callback.

Note that you can create soft labels the first six features via the Line Key Labels menu accessed via the **Menu** soft key.

In addition to the feature/share keys and the traditional physical keys on the 28xx CIP-D has four soft keys located below the LCD that are used with menus that display on the LCD.

Soft keys change functionality depending on what screen is displayed on the LCD.

Soft keys

5 Feature Keys + 1 Line key

10 Feature Keys
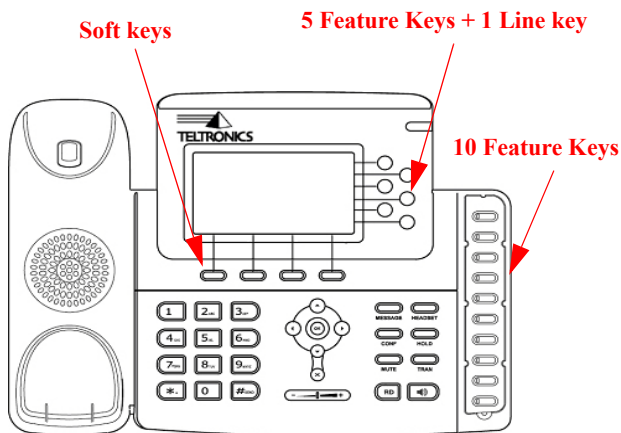
Purpose of LCD

The LCD is used for viewing system information and to set up and use the phone's features. In addition, the system administrator uses the screens on the LCD to install and configure your 28xx CIP-D.

Accessing LCD menus

You can access the LCD by pressing the following keys:

- Soft keys located directly below the LCD (i.e. **HISTORY**, **DIRECTORY**, **FEATURES**, **MENU**)
- *VOLUME* key
- **NAVIGATE** keys - changes LCD pages
- and the Feature/Shared keys

To view system information about your phone, see *VIEWING PHONE SETTINGS on page 81*. Note that only the System Administrator can change system settings.

Navigating the LCD menus

The following list describes how to navigate menus displayed on the LCD:

- Selecting an option on LCD menu - press the LCD key below the option.

- **BACK** - returns to the last LCD menu page.

- **SAVE** - saves the changes and returns to the last LCD menu page.

- **CANCEL** - deletes the changes on the selected LCD page and returns to the previous LCD menu page

- Dialing Keypad - Press keys on the Dialing Keypad to enter letters and numbers on the LCD. Press the key more than once to select subsequent letters (for example, press the '2' key 3 times to get a 'C').

- Period Delimiter - To get the period delimiter (e.g. 172.168.40.2) to display, use the Asterisk (*) key on the Dialing Keypad.

- **NAVIGATE** keys - Press the Up and Down and Left and Right Arrows on the NAVIGATE group of keys to access subsequent pages on multiple page menus on the LCD (for example, PG 1 of 2). LCD Menu pages display corresponding arrows.

- **RIGHT** - used to add a space, such as between a first and last name.

- **BACK** - used to replace a wrong character.

- **CLEAR** - used to quickly remove the entire character string.

- **DIAL** - dials the entry

- **ADD TO SPEED DIAL** - copies the current entry to the Speed Dial List

- **ADD TO CONTACTS** - copies the current entry to the Contact List

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PHONE SETUP

Getting Started

Packing List

The following components are included in your package. Check this list before installation to ensure that you have received each item. If you are missing any items, contact your IP phone reseller.

• Arcata 28xx CIP-D
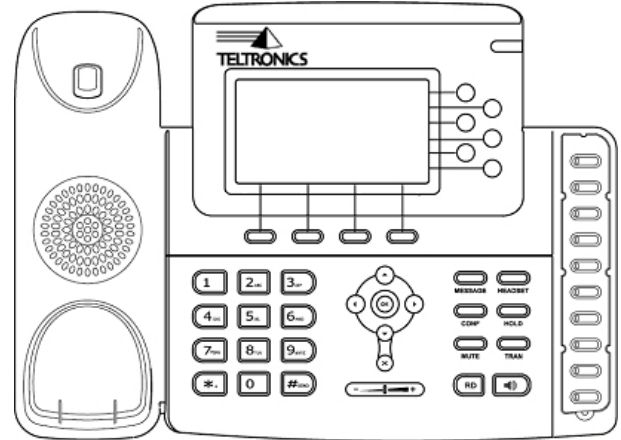
• Phone Stand
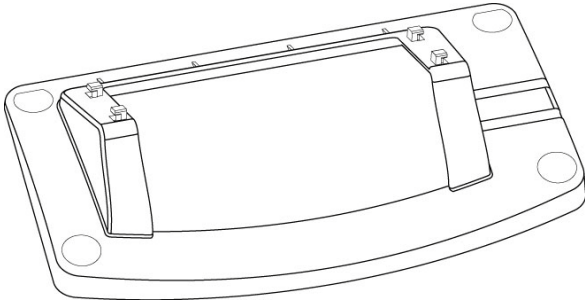
• Power Adapter

• Ethernet Cable
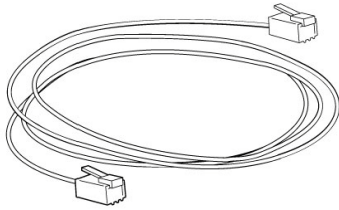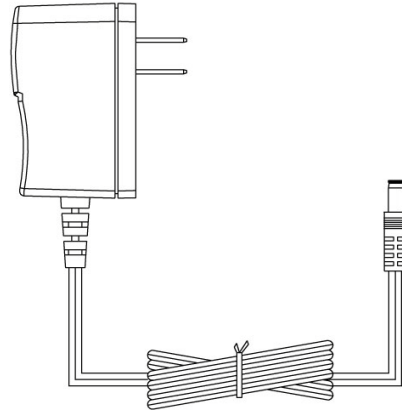
Note The AC Power Adaptor is not provided in the packing list. Please contact your distributor for more information

- Handset & Handset Core

- RJ11-to-RJ45 cable

  This cable is provided for 2826 phones configured as a digital endpoint. Use the cable to connect the PC port on the back of the 2826 phone to the RJ11 connection on an HDLU or HDLU2 card in the 20-20.

  A 10' cable (p/n: 551-2000-0182) is supplied with the phone. A 20' cable (p/n: 551-2000-0183) can be ordered separately.
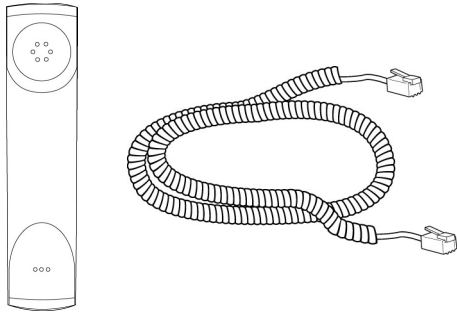
Figure 4. RJ11-to-RJ45 Cable
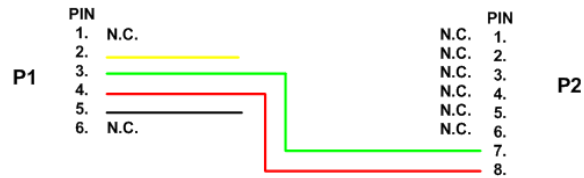
*Wire colors are shown for reference only and depict the color scheme for standard, 4-wire, silver-satin type phone cord.

Figure 5. RJ11-to-RJ45 Cable Pinout

Assembling the Phone

This section shows how to assemble the phone with the components in the packing list.

1. Attach the stand.

Stand attached
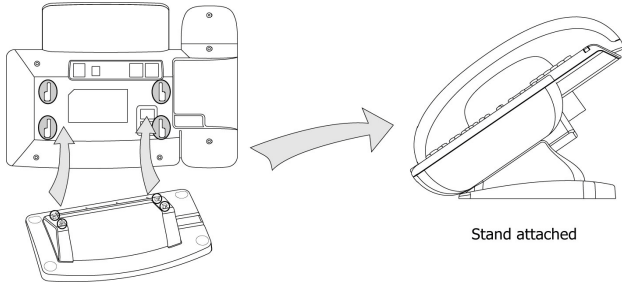
2. Connect the handset and headset.

> **Note** Headset is not provided in the packing list. Please contact your distributor for more information
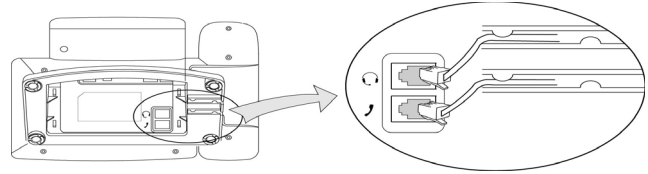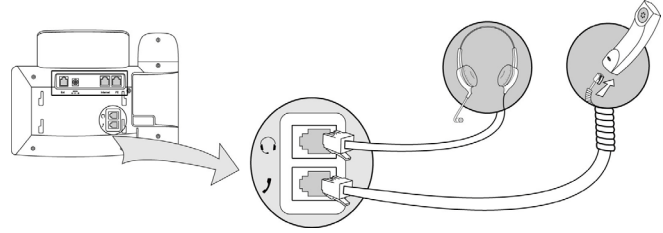
3. Connect to the network and power.

> **NOTE**: If you are using a 2826 phone as a digital endpoint, see *Configuring the 2826 Phone* on page 24.

> You can connect the network and power source in either of two ways. (Your system administrator will advise you on which one to use):
>
> - Use a PoE-compliant switch or hub.
>
>   **IMPORTANT**: Do not connect a 2826 phone configured as a digital endpoint to a PoE-compliant switch or hub.
>
> - Connect the phone to the AC power directly using the power adapter.

Note If inline power is provided, do not install the AC adapter. Make sure the Ethernet cable and switch/hub is PoE compliant (except for a 2826 configured as a digital endpoint).

The Internet Port can also be connected to a Hub/Switch/IP PBX or other internet devices.
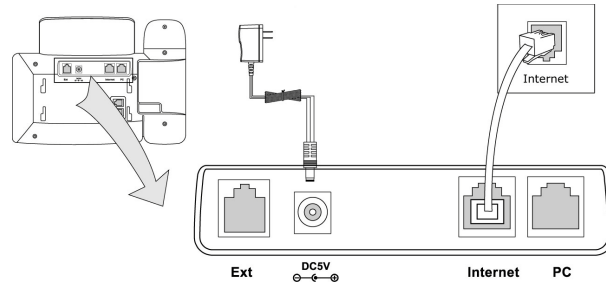
4. The 28xx phone can also share the network connection with other network devices, such as a PC. Connect the phone's PC port and the computer's network port using an Ethernet cable, as shown below.

NOTE: If you have a 2826 phone configured as a digital endpoint, you connect the PC port to the Cerato 20-20 using the special cable provided. See RJ11-to-RJ45 cable on page 17.
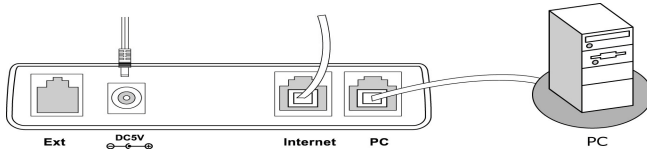
Ext   DC5V   Internet   PC   PC

5. Press the **OK** button on the Navigation Keys.

   The phone will reboot, and on your PC you should see the phone connecting and downloading the rom file.

   When the phone comes back up, verify that the correct firmware version has been loaded by pressing the **Menu** soft key and then the DTMF digit **2**.

6. Disconnect the Ethernet Cable from the phone.

Installing an Expansion Module (Optional)

The Teltronics EXP38 Expansion Module is designed for improving the power and flexibility of Teltroncis phones. It features 38 fully programmable DSS keys each with a dual-color LED, connected to and controlled by the phone with an RJ-12 cable line.

NOTE: The Cerato System supports a total of 48 buttons. In addition to the 19 buttons on the 28xx phone, you can configure up to 29 buttons on the Expansion Module.

Teltronics phones support the functions such as speed dialing, BLF, Shared, and Park on each of the programmable buttons on the EXP38.

The Teltroncis EXP38 is ideal for receptionists, administrative assistants, power users, and executives who need to monitor and manage a large volume of calls on a regular basis.

Packing List

The Expansion Module includes the following parts:

Expansion module　　Stand　　connecting sheet　　spiral shell　　connecting cord
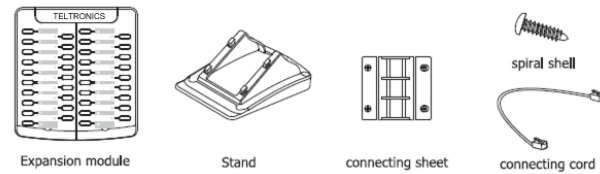
Specifications

- 2xRJ-12(6P6C) ports for data in and out
- Weight: 255g
- Dimensions: 132x143x42mm
- Operating humidity: 10~95%
- Storage temperature: max 140 F (60 C)

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Steps

1. Use the connecting sheet and screw to connect the EXP38 to the phone.
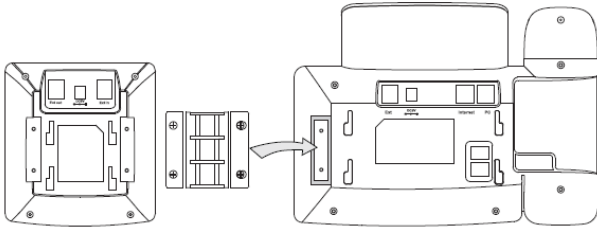
The EXP38 and the phone should be connected as shown below:
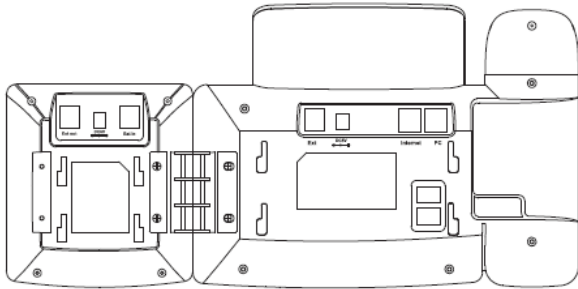
2. Plug the connecting cord into the **Ext** jack of the phone and then to the **Ext** jack on the Expansion Module.
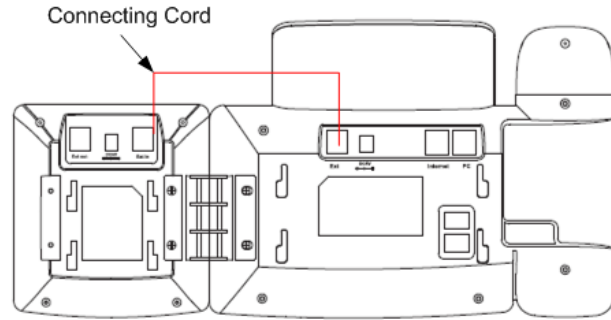
3. Connect the stands and the user-supplied power adapter.

Expansion Module Numbering

When configuring the Expansion Module buttons in the Cerato System, the buttons are numbered as shown below:
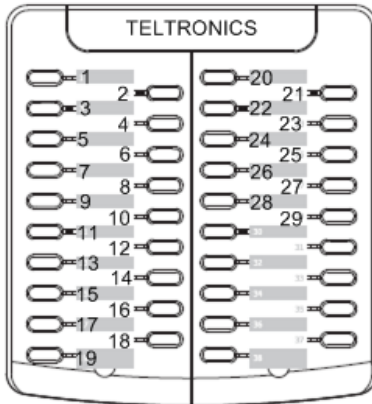
Downloading Firmware from the Cerato 20-20

This section is intended for System Administrators. Do not make any changes to youre phone without consulting System Administrator.

NOTE: Requires Cerato 20-20 switch software release 4.3 or above.

If you have no other way to download firmware to the phone, you can enable the Switch Download feature to have the phone download new firmware from the Cerato 20-20.

Note that this method takes considerably longer than TFTP. You should disable the feature after downloading firmware.

1. Press the **Menu** button.
2. Press DTMF digit **3** (Modify Settings).
3. Press DTMF digit **3** (Phone Settings).
4. Press DTMF digit **4** (Switch Dwld).
5. Use the right Navigation Key to select *Enable*.

Configuring the 2826 Phone

NOTE: This section is intended for System Administrators. Do not make any changes to youre phone without consulting System Administrator.

Digital Interface Loop Limits

- Digital Interface Loop Limits
  26 AWG - 500 m for Tip and Ring

- Digital Interface Power Requirements
  2.5 W supplied by the switch

Line Type

The 2826 can connect to either an HDLU or an HDLU2 digital card on the Cerato switch. Configure the Line Type according to the card to which the phone is connected.

To configure the Line Type:

1. Press the **Menu** button.
2. Press DTMF digit **3** (Modify Settings).
3. Press DTMF digit **3** (Phone Settings).
4. Press DTMF digit **3** (Line Type).
5. Use the right Navigation Key to select the desired Line Type.

Converting the 2826 to CIP-D or SIP

The 2823 phone is configured as a digital endpoint. To change the phone to a CIP-D or SIP endpoint, perform the following:

1. Setup a TFTP Server and load the appropriate firmware files provided by Teltronics:
   T28.rom (SIP)
   ccip.rom (CIP-D)
2. Connect an Ethernet Cable to the Ethernet port on the back of the phone.

   The phone will come up using DHCP.
3. On the phone, press the **Menu** soft key followed by the DTMF digit **2**.
4. Write down the IP configuration that the phone received from DHCP: IP Address, IP Netmask, and IP Gateway.
5. Power down the phone by disconnecting the Ethernet cable.

6. Press and hold the **Speaker** button while you plug the Ethernet cable back into the Internet port and <u>continue pressing while the phone boots up</u>.
   The phone will boot up in "Safe Mode", allowing you to upgrade the phone.

7. Enter the IP address from step 4.

8. Enter the IP address of the TFTP Server where the rom files are located.

9. In the **Protocol** field select the desired application (SIP or CIP-D).

NOTE: Use the down Navigation Keys to move through fields. Use the right Navigation Key to select the Protocol.

10. Press the **OK** button on the Navigation Keys.

    The phone will reboot, and on your PC you should see the phone connecting and downloading the rom file.

11. When the phone comes back up, verify that the correct firmware version has been loaded by pressing the **Menu** soft key and then the DTMF digit **2**.

12. Disconnect the Ethernet Cable from the phone.

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USING THE ARCATA PHONE

This chapter details step-by-step instructions (in alphabetical order) on how to use the Arcata 28xx CIP-D. Click on a procedure to go to that page.

ACCOUNT CODE CALLING

The Account Code Calling feature is used to bill a call to an specific account or project.

Check with your system administrator about the exact method of entering an account or project identification number.

Note See the *ACCESS CODES AND AUDIBLE TONES* chapter for a table of access codes for your phone.

To set up Account Code Calling:

1. Lift the handset and dial the Account Code Calling access code _____.

2. Dial the specific account or project identification number.

3. Dial * to indicate the end of the specific account or project identification number. Hear a dial tone.

4. Dial the desired external telephone number, using the access code for an outside line (e.g., '9') and area code.

ANSWERING CALLS

When an incoming call comes into the Arcata 28xx CIP-D, the following screen appears on the LCD:
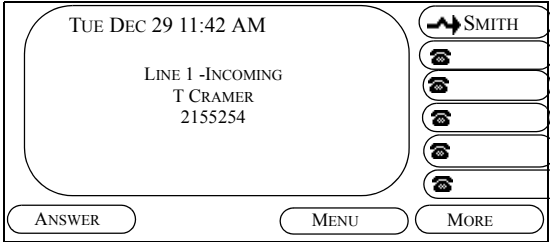
```
┌─────────────────────────────────────────┐
│ TUE DEC 29 11:42 AM          ⤳ SMITH     │
│                             ☎             │
│         LINE 1 -INCOMING    ☎             │
│           T CRAMER          ☎             │
│           2155254           ☎             │
│                             ☎             │
│  ANSWER           MENU        MORE        │
└─────────────────────────────────────────┘
```
Incoming Call LCD Screen

To answer a call:

1. Do one of the following:
   - Lift the handset. or press the **ANSWER** soft key

     or

   - Press the **SPEAKER** or **LINE** key to turn on the Speakerphone.
   - Press the **HEADSET** key. The headset is automatically detected if connected to the Headset port on the back of the phone.

Note The Line Key LED turns green.

2. Start speaking to the caller.
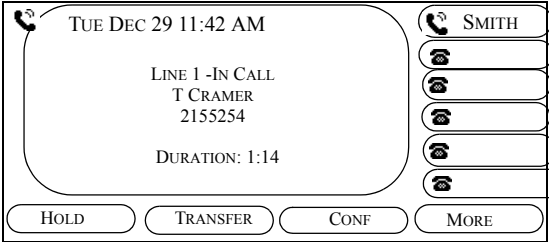
```
┌─────────────────────────────────────────┐
│ 📞 TUE DEC 29 11:42 AM        📞 SMITH    │
│                             ☎             │
│         LINE 1 -IN CALL     ☎             │
│           T CRAMER          ☎             │
│           2155254           ☎             │
│                             ☎             │
│         DURATION: 1:14                    │
│  HOLD    TRANSFER    CONF     MORE        │
└─────────────────────────────────────────┘
```
Call Answered LCD Screen

Automatic Ringing Line Selection:

If multiple calls come in simultaneously, when you lift the handset, press SPEAKER, LINE X, or HEADSET, the lowest numbered line is answered.

Automatic Idle Line Selection:

If you have a call on hold (or accessed from a Shared appearance on another phone) when you lift the handset, press SPEAKER, LINE X, or HEADSET, the next available Line is selected.

To hang up:

Do one of the following:
- Replace the handset or press the **LINE** key.
- Press the **SPEAKER** key.
- Press the **HEADSET** key.

Related topics: Park, Conference, Hold, Transfer, Hangup, Speakerphone, Headset

APPOINTMENT REMINDER

The Appointment Reminder feature lets you set up a reminder call that will ring at a specified time. You can set up a maximum of three reminder calls within 24 hours.

Note See the *ACCESS CODES AND AUDIBLE TONES* chapter for a table of access codes for your phone.

Note See the System Administrator to see if the Timed Reminder or Remote Timed Reminder features have been enabled for your phone.

To set up a reminder call:

1. Dial the Set Up Access Code:_____
2. Hear the confirmation tone,
3. Enter the time of the reminder in a 24-hour format (i.e., 0600 = 6:00 am).
4. Hear the confirmation tone.
5. Replace handset.

To cancel a reminder:

1. Dial the Cancel Access Code:_____
2. Hear the confirmation tone. The reminder is cancelled.

Remote Appointment Reminder:

The Remote Appointment Reminder lets you set up or cancel a reminder call for another extension.

To set up a remote reminder call:

1. Dial the Remote Set Up Access Code:_____
2. Hear the confirmation tone.
3. Dial extension number.
4. Hear the confirmation tone.
5. Enter the time of the reminder in a 24-hour format (i.e., 0600 = 6:00 am).

6. Hear the confirmation tone.

7. Replace handset.

To cancel a remote reminder:

1. Repeat Steps 1 - 4 using the Remote Cancel Access Code: _____

CALLBACK

There are several types of Callback described here:

- station
- trunk

Note See the *ACCESS CODES AND AUDIBLE TONES* chapter for a table of access codes for your phone.

Station Callback

The Callback feature places an automatic callback on an extension that is busy or does not answer. When the party you called hangs up or returns and uses his or her phone once, your extension will ring. If you answer the callback, the system dials the extension.

To set up a Station Callback:

1. When making a call, you hear the busy signal or the call rings without being answered.
2. Dial the Callback Access Code (2) or press the Callback feature button if configured by the System Administrator. Hear the confirmation tone.
3. Replace the handset.
4. Hear ringing.
5. Lift the handset and wait for answer.

To cancel a Station Callback:

1. Dial the extension with Callback set up and then replace the handset.

To set up On-Hook Queueing (Trunk Callback):

1. After you dial for an outside line, hear the Off-hook Queue tone (three beeps followed by a hold tone), or the On-Hook Queue tone (a repeated sequence of three tones in a rising scale).

2. Dial the Callback Access Code (2) or press the Callback feature button if configured by the System Administrator. Hear the confirmation tone.

3. Hang up.

4. When you hear the triple ring callback, lift the handset and wait for the called party to answer.

Note When there are no available outside lines to place your call, "On-Hook Queueing" lets you hang up and remain in queue for one. Once an outside line is available, "Off-Hook Queueing" automatically calls you back with a triple-ring. After you answer the callback, "On-Hook Queuing" redials the party's number for you.

CANCEL/HANG UP

Depending on the current procedure in progress, there are several ways to hang up or cancel a call or operation.

To cancel or hang up a call:

Do one of the following:
- Replace the handset or press the **LINE** key.
- Press the **SPEAKER** key.
- Press the **HEADSET** key.

To cancel an LCD operation:

Press the **CANCEL** or **BACK** soft key.

Related topics: Answering calls, Speakerphone, Headset

<div align="center">**CONFERENCE**</div>

The Conference feature allows you to talk with two or more parties simultaneously.

To use the Conference feature:

1. While in conversation with the first party:

2. Press the **CONF** key or soft key. The first party is put on hold as you hear dial tone.
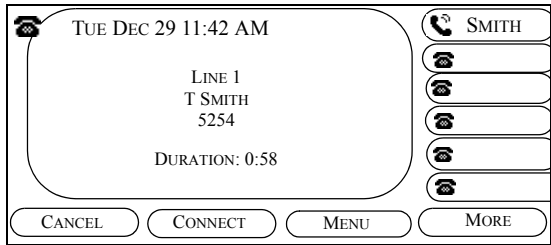
Call in Progress LCD Screen

3. Dial the extension or phone number of the second party.

4. When the second party answers, you may

speak with him or her while the first party is still on hold.

5. Press the **Conf** key or the **Connect** soft key to connect all three parties in conference..
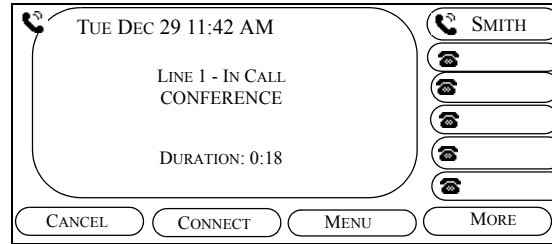
In Conference Screen

6. Repeat steps 3 through 5 to add more parties to the conference call.

Note Press the **More** soft key, then the **End Call** soft key to cancel the conference.

Related topics: Answering calls, Speakerphone, Headset, Cancel/Hangup, Transfer

CONTACT LIST

The Contact list enables you to build your own list of contacts to quickly dial, get detail about the call, or add to the Speed Dial list.

```
╭─────────────────────────────────────╮
│  ╭─────────────────────────────────╮ │
│  │   CONTACT LIST        1/3        │ │
│  ╰─────────────────────────────────╯ │
│ ┌─────────────────────────────────┐ │
│ │ CAROL BAKER         2110        │ │
│ │ JOHN SMITH          2113        │ │
│ │ TERESA DUNN         2117        │ │
│ │                                 │ │
│ ╰─────────────────────────────────╯ │
│ ╭──────╮ ╭──────╮ ╭──────╮ ╭──────╮ │
│ │ BACK │ │ ADD  │ │OPTION│ │ DIAL │ │
│ ╰──────╯ ╰──────╯ ╰──────╯ ╰──────╯ │
╰─────────────────────────────────────╯
```
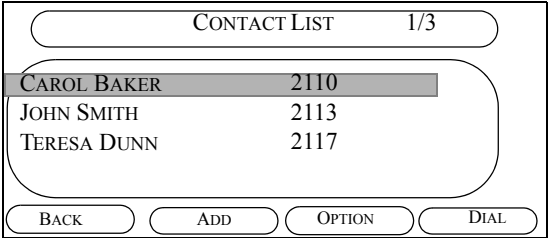
Contact List screen

To open the Contact List:

1. Press the **Directory** soft key.

2. Scroll to the Contact List option and press OK. The Contact List page appears.

To Dial a contact:

Scroll to the entry of the caller you wish to dial and press the Dial soft key. The extension rings.

To Copy a contact to Speed Dial:

1. From the main Contact List screen, scroll to the desired caller, then press the **Option** soft key. A submenu opens.

2. Scroll to the **Add to Speed Dial** option and press OK. The Select Position screen appears.

```
╭─────────────────────────────────────╮
│  ╭─────────────────────────────────╮ │
│  │      SELECT POSITION            │ │
│  ╰─────────────────────────────────╯ │
│ ┌─────────────────────────────────┐ │
│ │ 0. CAROL BAKER      2110        │ │
│ │ 1. JOHN SMITH       2113        │ │
│ │ 2. TERESA DUNN      2117        │ │
│ │                                 │ │
│ ╰─────────────────────────────────╯ │
│ ╭──────╮ ╭──────╮ ╭──────╮ ╭──────╮ │
│ │ BACK │ │DELETE│ │OPTION│ │ DIAL │ │
│ ╰──────╯ ╰──────╯ ╰──────╯ ╰──────╯ │
╰─────────────────────────────────────╯
```
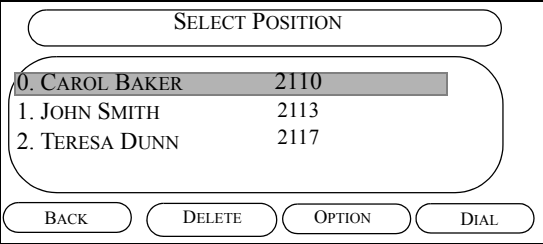
Select Position screen

3. Scroll to the position in the list you wish to add the contact to and press the **Select** soft key. The Detail screen for that contact appears.

4. Press the **Save** soft key.

The call record is added to the Speed Dial list.

To add a new listing to the Contact List:

1. Press the **Add** soft key. The Add Contact screen displays.
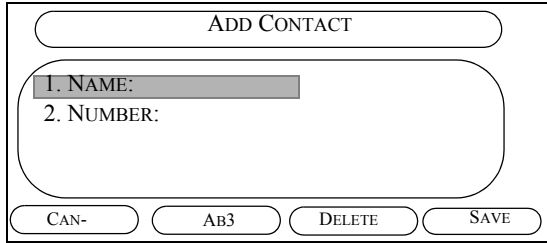
```
┌─────────────────────────────────────┐
│      ╭────── ADD CONTACT ──────╮     │
│      │                         │     │
│   1. NAME: ▓▓▓▓▓▓▓▓▓▓▓▓             │
│   2. NUMBER:                        │
│                                     │
│                                     │
│  ╭─────╮ ╭─────╮ ╭──────╮ ╭──────╮  │
│  │CAN- │ │ AB3 │ │DELETE│ │ SAVE │  │
└─────────────────────────────────────┘
```
Add Contact Screen

2. Press the **Ab3** soft key to toggle to the ABC soft key, then enter the name of the new contact

3. Scroll down to the Number: field.

4. Press the **ABC** soft key to toggle to the 123 soft key, then enter the extension of the new contact.

5. Press the **Save** soft key. The new contact appears in the Contact List.

.To edit an existing contact:
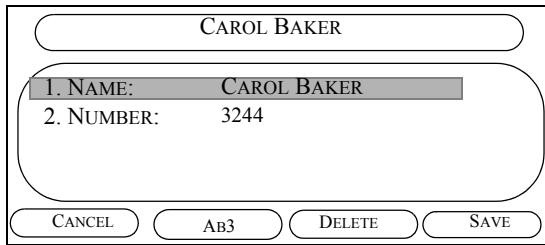
1. Press the **Option** soft key. A submenu opens.
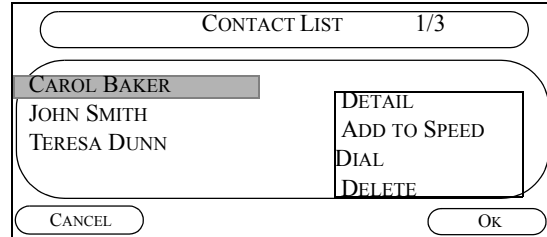
```
┌─────────────────────────────────────┐
│    ╭────── CONTACT LIST    1/3 ──────╮│
│    │                                │
│  ▓CAROL BAKER▓▓▓▓▓▓     ┌──────────┐ │
│  JOHN SMITH            │DETAIL    │ │
│  TERESA DUNN           │ADD TO SPEED│
│                        │DIAL      │ │
│  ╭──────╮              │DELETE    │ │
│  │CANCEL│              └──────╮OK╮─┘ │
└─────────────────────────────────────┘
```
Contact Screen

2. Scroll to the **Detail** option on the submenu and press the OK soft key. The edit screen for the selected contact opens.

Related topics: Answering calls, Speakerphone, Headset, Directory, Speed Dial

```
        CAROL BAKER

  1. NAME:        CAROL BAKER
  2. NUMBER:      3244



 CANCEL      AB3       DELETE      SAVE
```

3. Use the **Delete** soft key and the **Ab3/ABC/123/abc** toggle soft keys to change the name and/or number of the contact.

To delete a Contact:

1. Scroll to the desired contact.

2. Press the **Option** soft key.

3. Scroll to the **Delete** option and press OK. The contact is removed from the Contact List.

DIAL

To Dial a call:

Note The Arcata 28xx CIP-D has six LINE keys for incoming and outgoing calls.

1. Do one of the following to get dial tone:
   - Lift the handset or press a **LINE** key
   - ◀)) Press the **SPEAKER** key to turn on the Speakerphone, or start dialing digits to automatically select the Speakerphone
   - Press the **HEADSET** key. The headset is automatically detected if connected to the phone.

On Hook Screen

2. Press the keys on the Dialing Keypad of the number you wish to dial, using the outside line access code, if necessary. The number is dialed.
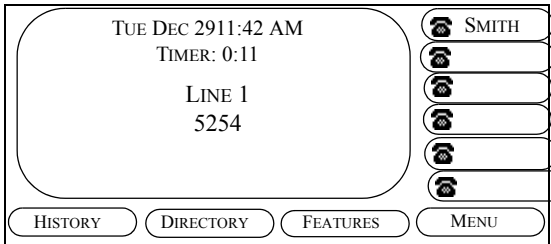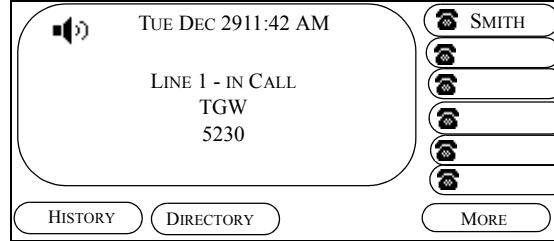
Dialing Ext 5230 screen

Note See the *ACCESS CODES AND AUDIBLE TONES* chapter for the outside line access code for your phone.

3. When the other party answers, the LCD screen below appears:

🔊 TUE DEC 2911:42 AM	📞 SMITH
LINE 1 - IN CALL	☎
R JONES	☎
5230	☎
DURATION: 0:49	☎
	☎
HOLD TRANSFER CONF MORE	
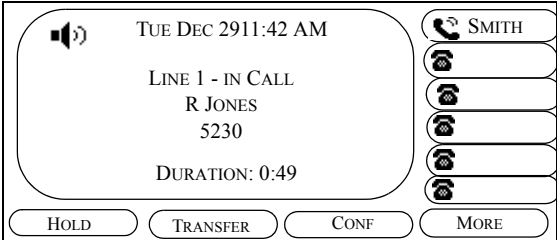
Connected to Ext 5230 Screen

DIRECTORY

The Directory soft key provides access to the Contact and Speed Dial lists.

1. Press the Directory soft key. The Directory Menu page appears:

```
┌──────────────────────────────────────┐
│  ╭────────────────────────────────╮   │
│  │        DIRECTORY MENU          │   │
│  ╰────────────────────────────────╯   │
│  ┌──────────────────────────────┐     │
│  │ 1. CONTACT LIST              │     │
│  │ 2. SPEED DIAL LIST           │     │
│  │                              │     │
│  └──────────────────────────────┘     │
│  ╭─────────╮                          │
│  │  BACK   │                          │
│  ╰─────────╯                          │
└──────────────────────────────────────┘
```
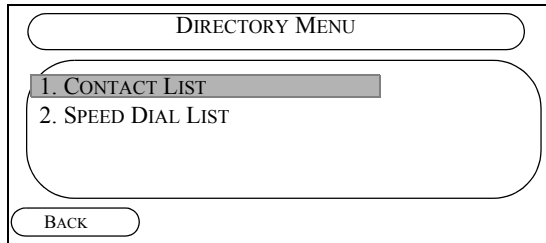
Directory Screen

To access the Contact List:

1. Scroll to the Contact List option and press OK.

2. See the instructions on using the Contact List in this chapter.

To access the Speed Dial List:

1. Scroll to the Speed Dial List option and press OK.

2. See the instructions on using the Speed Dial List in this chapter.

Related topics: Contact List, Speed Dial

FEATURES

The Features soft key allows you to access several miscellaneous features as shown on the Features LCD screen:
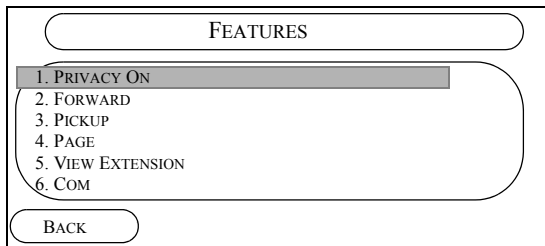
Features LCD Screen

To access Features:

1. From the mainscreen, press the **Features** soft key. The Features menu appears.

2. Scroll down to a desired feature and press OK. The Features page accesses the following features:

- PRIVACY
- FORWARD
- *PARK PICKUP*
- PAGE
- VIEW EXTENSION
- INTERCOM (COM) CALLING

3. Click on a feature in Step 2 to see details about it.

Related topics: Privacy, Forward, Park, Pickup, Page, View Extension, Intercom (COM) Calling

FORWARD

The Forward feature allows you to specify what type of calls to forward to another extension when the Forward feature is turned on:

- all calls
- busy
- no answer
- busy or no answer

To Forward a call:

1. Press the **Features** soft key to display the Features menu:

```
          FEATURES

  1. PRIVACY ON
  2. FORWARD
  3. PICKUP
  4. PAGE
  5. VIEW EXTENSION
  6. COM

    BACK
```
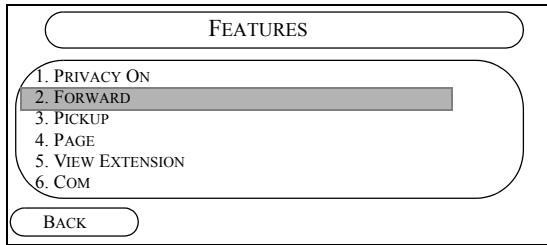
Features Screen

2. Scroll to the **Forward** option and press OK.

```
          FORWARDING

  FORWARD
  TO:



    CANCEL
```
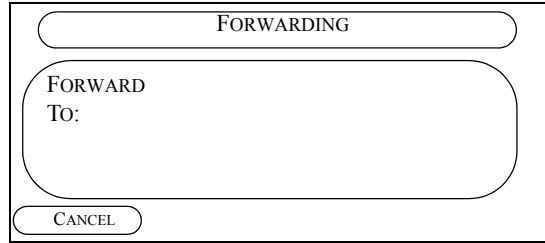
Forwarding Screen

3. Enter an extension to forward calls to on the Dialing Keypad.

The Forwarding Mode menu displays.
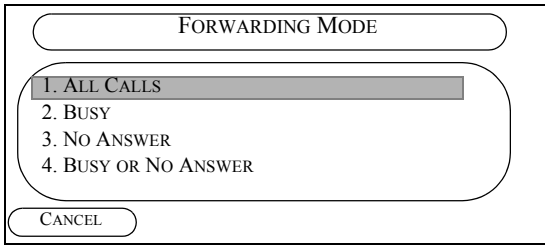
```
┌─────────────────────────────────────────┐
│   ╭─────────────────────────────────╮    │
│   │      FORWARDING MODE            │    │
│   ╰─────────────────────────────────╯    │
│  ╭────────────────────────────────────╮  │
│  │ 1. ALL CALLS                       │  │
│  │ 2. BUSY                            │  │
│  │ 3. NO ANSWER                       │  │
│  │ 4. BUSY OR NO ANSWER               │  │
│  ╰────────────────────────────────────╯  │
│   ╭──────────╮                           │
│   │  CANCEL  │                           │
│   ╰──────────╯                           │
└─────────────────────────────────────────┘
```
Forwarding Mode Screen

4. ➡ Select a Forwarding option. The Forward feature is activated and a blinking **Forward** icon appears on the main screen to indicate the feature is on, until you cancel it as described in the next section.

To Cancel Forwarding:

1. Press the **Features** soft key to display the Features menu.
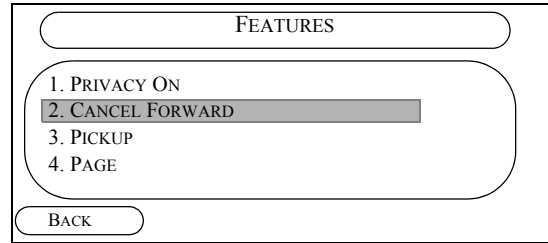
```
┌─────────────────────────────────────────┐
│   ╭─────────────────────────────────╮    │
│   │           FEATURES             │    │
│   ╰─────────────────────────────────╯    │
│  ╭────────────────────────────────────╮  │
│  │ 1. PRIVACY ON                      │  │
│  │ 2. CANCEL FORWARD                  │  │
│  │ 3. PICKUP                          │  │
│  │ 4. PAGE                            │  │
│  ╰────────────────────────────────────╯  │
│   ╭──────────╮                           │
│   │   BACK   │                           │
│   ╰──────────╯                           │
└─────────────────────────────────────────┘
```
Features Screen to toggle off Forward

2. Toggle to the **Cancel Forward** option. The Forward icon is removed from the main screen and the feature toggled off.

Related topics: Answering calls, Speakerphone, Headset.

HEADSET

The Arcata 28xx CIP-D automatically detects a headset when a headset is connected to the phone as described here.

To connect a headset to the Arcata 28xx CIP-D:

1. Plug the headset into the **HEADSET** port on the bottom of the phone.
2. ? Unplug the handset from the **HANDSET** port on the left side of the Arcata 28xx CIP-D and plug it into the Headset.

To toggle from headset/handset:

1. Press the **HEADSET** key. The phone will toggle between the headset and the Phone port on the handset.

Note To change the volume on the headset, see *VOLUME section* on page 75.

To hang up a call:

1. Press the **HEADSET** or **LINE** key.

Related topics: Answering calls, Speakerphone, Headset

HISTORY

The History list provides several different ways of viewing the last up to 100 previous calls:

- All Calls
- Dialed Calls
- Received Calls
- Missed Calls

To scroll from list to list, press the left or right Navigate keys.

◀ ▶

The lists are menus of the last 100 callers in the order they were received. When a call is received, the caller's information (a call record) is stored in the History list. If the maximum number of calls is reached for the History list, when the newest (101st) call record comes in, the oldest (1st) is overwritten.

You can review details, dial, delete and copy the call record to the Speed Dial or Contact lists with the History feature.

The History lists use icons to the left of the caller's name to describe the type of call.

See the following table for a description of the icons:

Icon	Description
↖	dialed calls
↴	missed calls
↘	received calls

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```
┌─────────────────────────────────────┐
│ ◄      ALL CALLS        1/100    ►   │
│  ┌────────────────────────────────┐  │
│  │ TGW                  5220      │  │
│  │ J JONES              5208      │  │
│  │ C KRAMER             5217      │  │
│  │ B SMITH              3232    ↓ │  │
│  ├────────┬────────┬────────┬─────┤  │
│  │  BACK  │ DELETE │ OPTION │ DIAL│  │
│  └────────┴────────┴────────┴─────┘  │
└─────────────────────────────────────┘
```
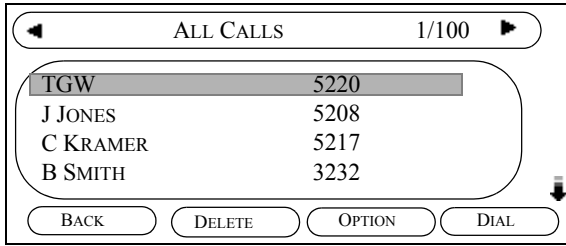
History screen

To open the History list:

Press the **History** soft key.

To scroll through the History lists:

From the **History** list main page, use the left and right Navigation keys to scroll through the four types of organized History lists: All Calls, Dialed Calls, Received Calls, Missed Calls.

To Dial a caller:

Scroll to the entry of the caller you wish to dial and press the Dial soft key. The extension rings.

To get details about a caller:

When calls come in that you miss, a text message '1 missed call' appears on the phone main

˅

screen. Details about these calls can be viewed on the History screen, as follows.

1. From the main History screen, scroll to the caller you wish to get details for, then do one of the following:
   • press the **Option** soft key, then select **Detail**
   • press OK

The call record for that person displays.

```
┌─────────────────────────────────────┐
│  ╭─────────────────────────────╮     │
│  │        J JONES              │     │
│  ╰─────────────────────────────╯     │
│ ╭──────────────────────────────────╮ │
│ │ 1. NAME:          J DENVER       │ │
│ │ 2. NUMBER:        5208           │ │
│ │ 3. TIME:          12/29/09 04:51 PM │
│ │ 4. DURATION       1:14           │ │
│ ╰──────────────────────────────────╯ │
│ ╭────╮ ╭──────╮ ╭──────╮ ╭──────╮   │
│ │BACK│ │DELETE│ │OPTION│ │ DIAL │   │
│ ╰────╯ ╰──────╯ ╰──────╯ ╰──────╯   │
└─────────────────────────────────────┘
```
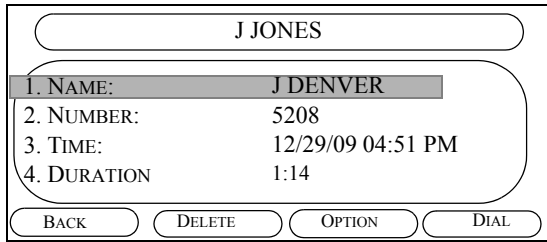
Call Detail Screen

To Copy a call record to Speed Dial:

1. From the main History screen, scroll to the desired caller, then press the **Option** soft key.

2. Scroll to the Add to Contacts option and press **OK**.

The call record is added to the Speed Dial list.

To Copy a call record to the Contacts list:

1. From the main History screen, scroll to the desired caller, then press the **Option** soft key.

2. Scroll to the Add to Contacts option and press **OK**.

The call record is added to the Contacts list.

To delete a record from the History list:

1. From the main History screen, scroll to the desired caller, then press the **Option** soft key.

2. Scroll to the Delete All option and press **OK**.

The call record is deleted from the History list.

To delete all records from the History list:

1. From the main History screen, press the **Option** soft key.

2. Scroll to the Delete All option and press **OK**. The Warning screen appears.

3. Press the **Yes** soft key to answer the question 'Delete all records?'

Related topics: Park, Conference, Transfer, Hangup, Speakerphone, Headset

<p style="text-align:center; color:red;">**HOLD**</p>

To place a caller on hold:

1. While in conversation:

```
┌─────────────────────────────────────┐
│ ■))   TUE DEC 2911:42 AM    (☎ SMITH)│
│                             (  ☎   ) │
│       LINE 1 - IN CALL      (  ☎   ) │
│          R JONES            (  ☎   ) │
│            5230             (  ☎   )  │
│                             (  ☎   ) │
│       DURATION: 0:49                  │
│ (HOLD)(TRANSFER)( CONF )(  MORE  )    │
└─────────────────────────────────────┘
```
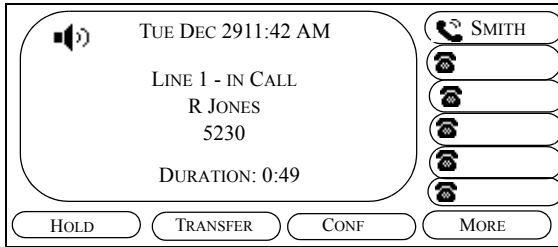
Call Answered LCD Screen

2. Press the **HOLD** key or soft key. The LINE key LED blinks green while the caller is placed on hold.

```
┌─────────────────────────────────────┐
│ ☎     TUE DEC 2911:42 AM    (☎ SMITH)│
│                             (  ☎   ) │
│       LINE HOLDING          (  ☎   ) │
│          R JONES            (  ☎   ) │
│            5230             (  ☎   ) │
│                             (  ☎   ) │
│ (RESUME-)        ( MENU )(  MORE  )   │
└─────────────────────────────────────┘
```
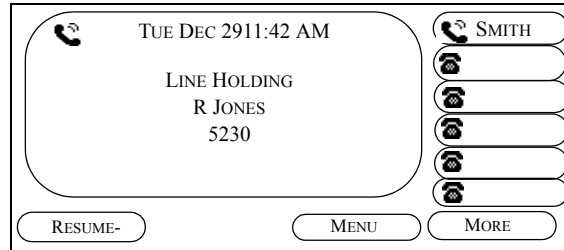
To remove a caller from hold:

3. Press the blinking **LINE** key or the Resume soft key. The caller is removed from hold and you can begin talking.

Related topics: Answering calls, Speakerphone, Headset

INTERCOM (COM) CALLING

COM calls (internal only) override "Call Forward" and ring the called extension with a distinctive tone. COM calls to shared secondary extensions can be answered by anyone in the group.

To establish an intercom call:

1. Press the **Features** soft key to open the Features menu.

2. Scroll to the **Com** option and press **OK**. The dialtone plays.

3. Enter an extension for the Intercom call in the Dialing Keypad. The extension rings, overriding the forwarding feature setup.

.
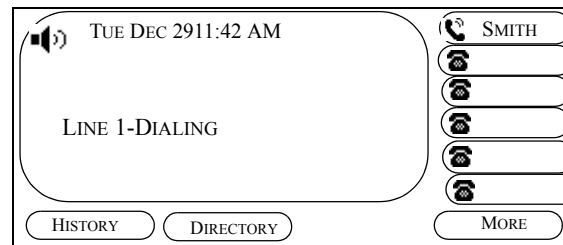
Intercom (COM) calling Screen

To place Callback or Call Waiting on a "Forwarded" extension using COM calling:

1. Hang up after reaching the 'forwarded to' destination.

2. Press the **COM** soft key, or dial the COM calling access code, followed by the extension. Hear a busy tone or ringback.

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3. Do one of the following:

- Dial the Callback access code (2) while hearing a busy tone or ringback
- Dial the Call Waiting access code (8) while hearing a busy tone

LINE KEY LABELS

The first six feature/shared keys on the phone can be labeled via soft labels as follows:

To configure soft labels on the first six feature/shared keys:

1. Press the **Menu** soft key. The Main Menu opens.

2. Scroll to the **Line Key Labels** option and press OK. The Line Key Labels page appears.

```
┌─────────────────────────────────────────┐
│   ╭───────────────────────────────╮      │
│   │      LINE KEY LABELS           │      │
│   ╰───────────────────────────────╯      │
│  ┌─────────────────────────────────┐     │
│  │ 1. LINE 1          EXT 3044     │     │
│  │ 2. LINE 2          EXT 3045     │     │
│  │ 3. LINE 3          GRACE KELLY. │     │
│  │ 4. LINE 4          JOHN THOMAS  │     │
│  └─────────────────────────────────┘     │
│  ╭────────╮ ╭──────╮ ╭────────╮ ╭──────╮ │
│  │ CANCEL │ │ AB3  │ │ DELETE │ │ MENU │ │
│  ╰────────╯ ╰──────╯ ╰────────╯ ╰──────╯ │
└─────────────────────────────────────────┘
```

Line Key Labels Screen

3. Scroll to the desired label position (1,2 or 3)and use the *Ab3/123/ABC/abc* soft keys to enter an alphanumeric label for the line key.

4. Press the **Save** soft key. The 'Settings Changed: Save and Reboot?' screen appears.

5. Press the **Save** soft key again. The phone reboots and the new label appears on the LCD screen.

Related topics: Answering calls, Hold, Dial

MENU

The **Menu** soft key provides access to the following features:

- **Ring Tones** - change ring sounds
- **System Information** - view info about the phone
- **Modify Settings** - *System Administrator use only*
- **Line Key Labels** - add soft labels to the first six feature/shared keys
- **Erase Data** - *System Administator use only*

To access the Main Menu, press the **Menu** soft key.

```
 ╭──────────────────────────────╮
 │         MAIN MENU            │
 │ ┌──────────────────────────┐ │
 │ │ 1. RING TONES            │ │
 │   2. SYSTEM INFORMATION      │
 │   3. MODIFY SETTINGS         │
 │   4. LINE KEY LABELS         │
 │   5. ERASE DATA          ⬇   │
 │ ╭──────╮                     │
 │ │ BACK │                     │
 ╰──────────────────────────────╯
```
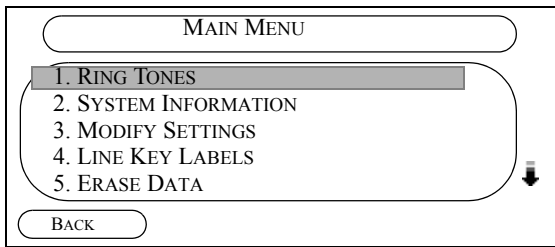
Main Menu Screen

To access a Feature in the Main Menu:

1. Scroll to a desired feature in the Main Menu and press **OK**.

2. See the instructions on using the feature in this chapter.

Related topics: Contact List, Speed Dial

MUTE

The Mute feature allows you to put a caller on a one-way hold; you can still hear them, but they cannot hear you.

To mute a call:

1. While in conversation:

2. Press the **MUTE** key. The call is muted and the MUTE icon and text appear on the main screen.

Mute On Screen

To remove mute:

3. Press the **Mute** key again. The caller is removed from mute and can hear you again.

Related topics: Answering calls, Hold
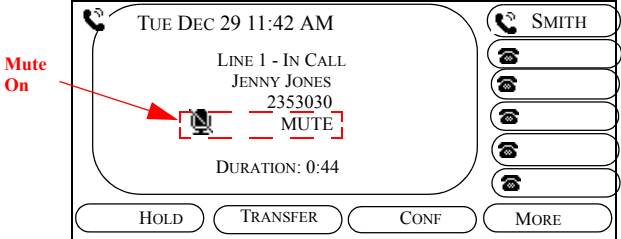
NAVIGATE

The **Navigate** keys (Up, Down, Left, and Right) allow you to scroll through LCD screens with multiple pages (indicated by arrows):

Up	Down	Left	Right	Confirm
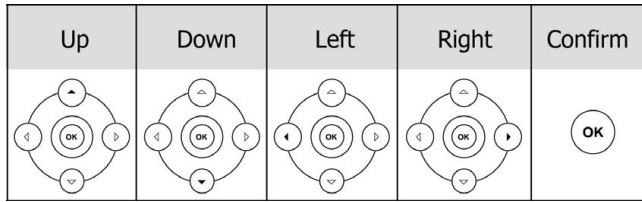
Navigation Arrow Keys
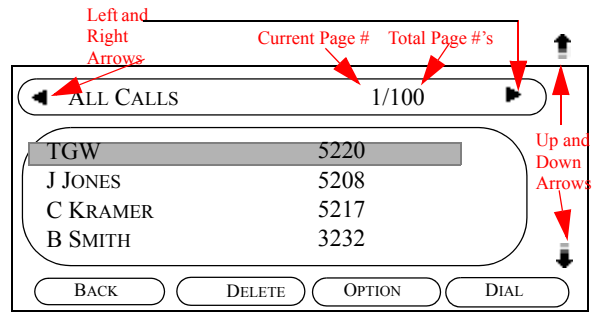
History Screen, Page 1 of 100

Related topics: Answering calls, Speakerphone, Headset

PAGE

The Page feature connects you to one of the pre-configured zones in order to announce a page. See your System Administrator for details on the zones configured for your system. Note that the number of zones available depends on the paging system used.

Use this form to note the page zones configured for your system:.

Zone	Area Description
1	typically used for 'all zones'
2	
3	
4	
5	
6	
7	
8	

To make a page:

1. Press the **Features** soft key. The Features screen appears.

FEATURES

1. PRIVACY ON
2. FORWARD
3. PICKUP
4. PAGE

BACK
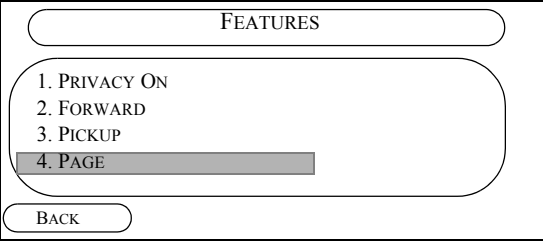
Call Services LCD Screen

2. Scroll to the **Page** option and press **OK**. The Enter Zone prompt appears.
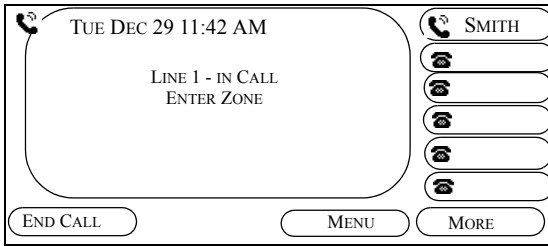
Enter Zone screen

3. Enter the number of the zone you wish to page on the Dialing Keypad.

4. Announce your page. The page is made for the selected zone.

Related topics: Answering calls, Speakerphone, Headset

PARK

The Park feature allows you to transfer or park a call at an extension without ringing that extension, while not interfering with the operation of that extension.

To use Park:

See your System Administrator to set up the Park feature for your phone.

1. While on a call:

```
  ☎     TUE DEC 29 11:42 AM          ☎  SMITH
                                     ☎
             LINE 1 - IN CALL        ☎
             JENNY JONES
             2353030                 ☎
                                     ☎
             DURATION: 4.20          ☎

   (  HOLD  ) ( TRANSFER ) (  CONF  )  (  MORE  )
```
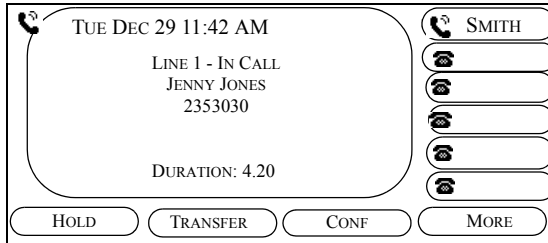
2. Press the **More** soft key.
3. Press the **Park** soft key.

4. Enter the extension to park the call at. The call is parked at that extension.

NOTE: See *PARK PICKUP* on page 60 for details on how to pick up a parked call.

Related topics: Park Pickup (Group and Directed), Answering Calls

<p style="text-align:center;color:red;">**PARK PICKUP**</p>

The Park Pickup feature allows you to pick up a parked call at your or another extension.

To pick up a parked call on your extension:

1. Go to any phone on the system.

2. Press the **Features** soft key. The Features Menu
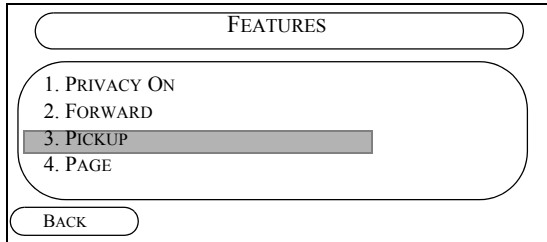
```
┌─────────────────────────────────────┐
│  ╭───────────────────────────────╮  │
│  │          FEATURES             │  │
│  ╰───────────────────────────────╯  │
│  ╭───────────────────────────────    │
│  │  1. PRIVACY ON                     │
│  │  2. FORWARD                        │
│  │  3. PICKUP                         │
│  │  4. PAGE                           │
│                                      │
│  ╭──────────╮                        │
│  │   BACK   │                        │
│  ╰──────────╯                        │
└─────────────────────────────────────┘
```

appears.

3. Scroll to the **Pickup** option and press **OK**. The Pick Up Call page appears and the dial tone plays.

```
┌─────────────────────────────────────┐
│  ╭───────────────────────────────╮  │
│  │        PICK UP CALL           │  │
│  ╰───────────────────────────────╯  │
│  ╭───────────────────────────────    │
│  │  EXTENSION:                        │
│  │                                    │
│  │                                    │
│                                      │
│ ╭────────╮ ╭────────╮ ╭────────╮     │
│ │ CANCEL │ │  SELF  │ │ GROUP  │     │
│ ╰────────╯ ╰────────╯ ╰────────╯     │
└─────────────────────────────────────┘
```
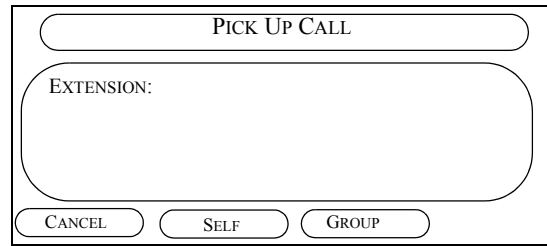
4. Do one of the following:

   • Enter the extension you wish to pick up a parked call from using the Dialing Keypad

   • Press the **Self** soft key to pick up the call at your extension

5. The parked call is transferred to the designated extension and you or the individual answering the call may start speaking to the caller.

Related topics: Answering calls, Speakerphone, Headset, Park, Pickup (Group and Directed)

PICKUP (Group and Directed)

Directed Call Pickup:

A Directed Call Pickup lets you answer another ringing extension from your phone.

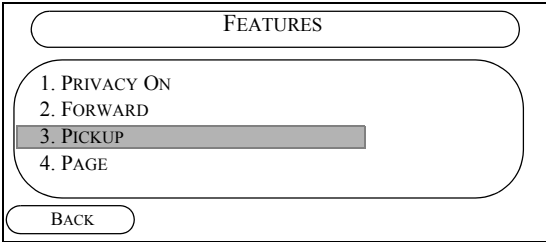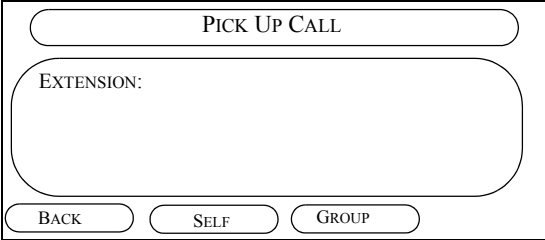To Pickup a ringing, parked, or camped on call:

1. From your phone:

2. Press the **Features** soft key.

The Features Menu appears..

```
┌─────────────────────────────────────────┐
│   ╭─────────────────────────────────╮    │
│   │            FEATURES             │    │
│   ╰─────────────────────────────────╯    │
│  ╭────────────────────────────────────╮  │
│  │ 1. PRIVACY ON                      │  │
│  │ 2. FORWARD                         │  │
│  │ 3. PICKUP                          │  │
│  │ 4. PAGE                            │  │
│  ╰────────────────────────────────────╯  │
│   ╭─────────╮                            │
│   │  BACK   │                            │
│   ╰─────────╯                            │
└─────────────────────────────────────────┘
```

3. Scroll to the **Pickup** option and press **OK**. The Pick Up Call page appears and the dial tone plays.

```
┌─────────────────────────────────────────┐
│   ╭─────────────────────────────────╮    │
│   │          PICK UP CALL           │    │
│   ╰─────────────────────────────────╯    │
│  ╭────────────────────────────────────╮  │
│  │ EXTENSION:                         │  │
│  │                                    │  │
│  │                                    │  │
│  ╰────────────────────────────────────╯  │
│  ╭────────╮  ╭────────╮  ╭────────╮      │
│  │  BACK  │  │  SELF  │  │ GROUP  │      │
│  ╰────────╯  ╰────────╯  ╰────────╯      │
└─────────────────────────────────────────┘
```

4. Enter the ringing, parked, or camped on extension number.
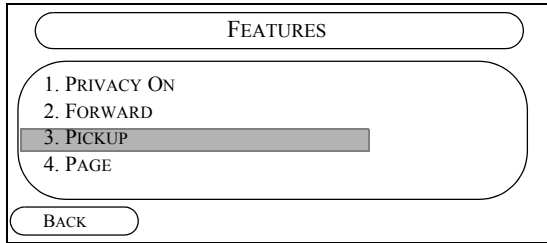
5. Start speaking to the caller.

Group Call Pickup:

A Group Call Pickup allows you to pickup a ringing extension without dialing the extension number, provided the extension is in your pickup group.
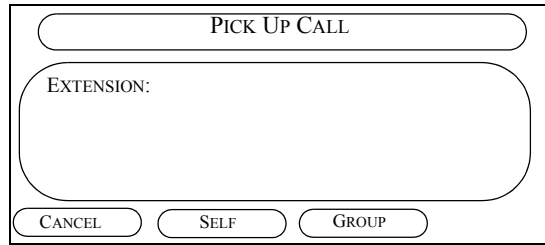
To Pickup a ringing call within your pickup group:

1. From your phone:

2. Press the **Features** soft key.

The Features Menu appears..

```
                 FEATURES

   1. PRIVACY ON
   2. FORWARD
   3. PICKUP
   4. PAGE

     BACK
```

3. Scroll to the **Pickup** option and press **OK**. The Pick Up Call page appears and the dial tone plays.

```
                 PICK UP CALL

   EXTENSION:



    CANCEL        SELF         GROUP
```

4. Do one of the following:
    *   Press the **GROUP** LCD key to answer a call ringing at another extension in your Pickup Group. If more than one extension in your Pickup Group is ringing, you will be connected to the call that arrived first.
    *   Enter the extension number of the phone you wish to answer the ringing call from.

5. Start speaking to the caller.

Related topics: Answering calls, Speakerphone, Headset, Park, Park Pickup

PRIVACY

The Privacy feature allows you to place your telephone in a temporary 'busy' condition to prevent incoming calls. Callers to your extension will hear a busy tone. Outgoing calls are unaffected, but incoming calls will hear a busy signal or are transferred to Voice Mail.

To toggle the Privacy feature:

1. Press the **Features** soft key to display the Features menu:

```
FEATURES

1. PRIVACY ON
2. FORWARD
3. PICKUP
4. PAGE

BACK
```
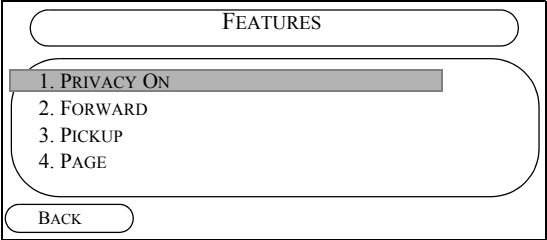
Features Screen

2. Scroll to the **Privacy On** or **Off** option and press **OK** to toggle it on or off. When Privacy is on, and the Privacy icon (DND) appears on the main screen when Privacy is on.

Privacy On Indicator -
DND or Do Not Disturb

```
TUE DEC 29 11:42 AM        DND        SMITH

LINE 1
2304


HISTORY    DIRECTORY    FEATURES    MENU
```
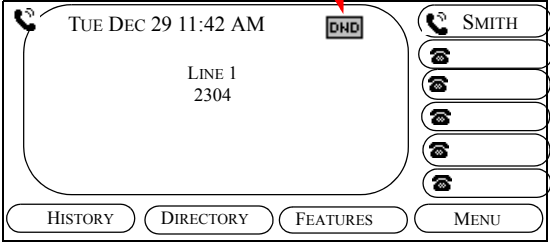
Features Screen

Related topics: Answering calls, Speakerphone, Headset

REDIAL

The Redial feature allows you to quickly redial any of the previous calls you have made.

If the Redial feature is disabled, the **RD** key will still function, but the last number dialed will not be saved to the Call History. This is a security feature so that if you use a Security Code to dial out, it cannot be accessed by another person through your history.

To toggle the Redial feature on or off, see page 65.

To redial a call:

Press the **RD** (Redial) key.

The REDIAL LCD menu appears, and the last number dialed is redialed:
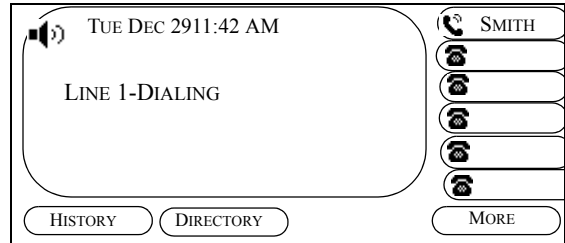
Redial Screen

To toggle the Redial feature on and off:

1. Press the **Menu** soft key. The Main Menu screen appears.

2. Scroll to the **Modify Settings** option and press **OK**.

The System Settings menu appears.

3. Scroll to the **Phone Settings** option and press **OK**.

The Phone Settings menu appears.

```
         PHONE SETTINGS

 1. TIME OFFSET:    SWITCH TIME  ◄►
 2. REDIAL LIST:    ENABLE       ◄►
 3. LINE TYPE       HDLU2
 4. SWITCH DWLD     ENABLE

  BACK      AB3      DELETE      OK
```
Phone Settings screen

4. Scroll to the **Redial List** option and press the left or right Navigate key to toggle the feature to enable/disable.

5. Press the **OK** soft key.

The System Settings menu reappears.

6. Press the **Save** soft key.

The "Settings Changed: Save and Reboot?" question appears.

7. Press the **Save** soft key.

The phone reboots and the Redial feature is now enabled/disabled.

Related topics: Answering calls, Speakerphone, Headset

RING TONES

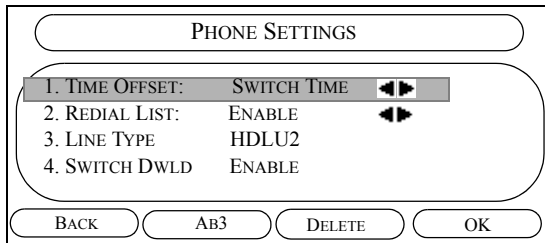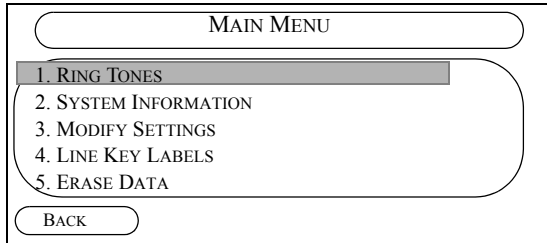The Ring Tone feature allows you to customize the ring sound that calls make when they come in.

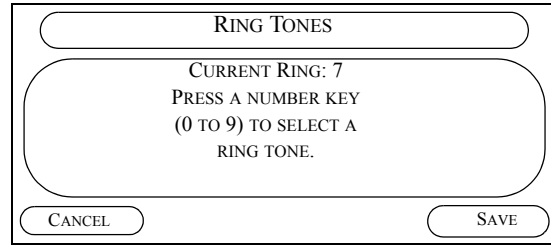### To customize the Ring Tone:

1. From the main screen, press the **Menu** soft key. The Main Menu screen appears:

```
                MAIN MENU

   1. RING TONES
   2. SYSTEM INFORMATION
   3. MODIFY SETTINGS
   4. LINE KEY LABELS
   5. ERASE DATA
     BACK
```

Main Menu screen

2. Scroll to the **Ring Tones** option and press OK.

The Ring Tones screen appears.

```
                RING TONES

           CURRENT RING: 7
         PRESS A NUMBER KEY
         (0 TO 9) TO SELECT A
              RING TONE.

    CANCEL                      SAVE
```

Select Ring Tones screen

3. Press a number key (0 to 9) on the Dialing Keypad to test the associated ring sound. The number appears as the Current Ring.

4. Press the **Save** soft key to save the current ring.

Related topics: Answering calls, Speakerphone, Headset

SPEAKERPHONE

The speakerphone feature allows you to use the built-in speakerphone on the Arcata 28xx CIP-D instead of the handset or headset.

To dial a call using the speakerphone, with the handset onhook, dial the desired number on the Dialing Keypad.

To toggle from the handset to the speakerphone as needed, press the speakerphone key.
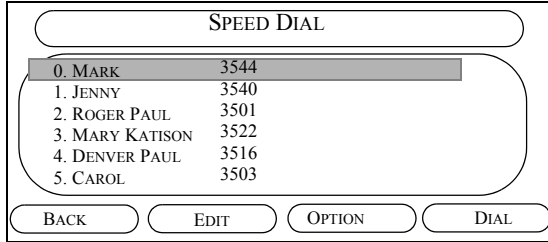
Note To change the volume on the speakerphone, see the *VOLUME section* on page 75.

Related topics: Answering calls, Speakerphone, Headset

SPEED DIAL

The Speed Dial feature allows you configure up to 10 frequently dialed numbers.

Note To quickly open the Speed Dial List, press the OK key.

SPEED DIAL

0. MARK	3544	
1. JENNY	3540	
2. ROGER PAUL	3501	
3. MARY KATISON	3522	
4. DENVER PAUL	3516	
5. CAROL	3503	

BACK   EDIT   OPTION   DIAL

Speed Dial LCD screen

To dial a speed dial call:

1. Do one of the following to open the Speed Dial List:
   • Press the **OK** key

      or

   • Press the **Directory** soft key to open the Directory Menu, then scroll to the Speed Dial option and press **OK**.

The Speed Dial List opens.

2. Scroll to the entry you wish to dial and press the **OK** key.

The number is dialed.

To add or edit a speed dial entry:

1. From the Speed Dial List screen, press the **Edit** soft key. The record for the selected option opens.

```
┌─────────────────────────────────────────┐
│  ╭─────────────────────────────────────╮ │
│  │              JENNY                   │ │
│  ╰─────────────────────────────────────╯ │
│  ┌──────────────────────────────────┐    │
│  │ 1. NAME:        JENNY            │    │
│  │ 2. NUMBER:      3540             │    │
│  └──────────────────────────────────┘    │
│                                           │
│  ╭──────╮ ╭──────╮ ╭────────╮ ╭──────╮   │
│  │CANCEL│ │ AB3  │ │ DELETE │ │ SAVE │   │
│  ╰──────╯ ╰──────╯ ╰────────╯ ╰──────╯   │
└─────────────────────────────────────────┘
```

Speed Dial LCD screen

2. Press the **Ab3** soft key to scroll to the ABC soft key and use the Dialing Keypad to enter or edit the Name for the record.

3. Scroll to the **Number** option.

4. Press the **ABC** soft key to scroll to the **123** soft key, then use the Dialing Keypad to enter or edit the number for the record.

5. Press the **Save** soft key.

To Copy a Speed Dial entry to the Contacts List:

1. From the Speed Dial List, scroll to the desired caller to copy to the Speed Dial List, then press the Option soft key.

2. Scroll to the **Add to Contacts** option and press OK. The entry is added to the Contacts List.
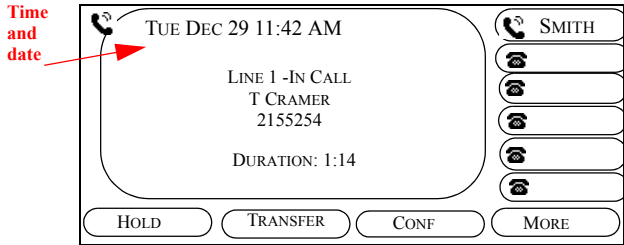
To delete a Speed Dial record:

1. From the Speed Dial List, scroll to the desired contact.

2. Press the **Option** soft key.

3. Scroll to the **Delete** option and press OK. The record is removed from the Speed Dial List.

Related topics: Answering calls, Speakerphone, Headset

TIME AND DATE

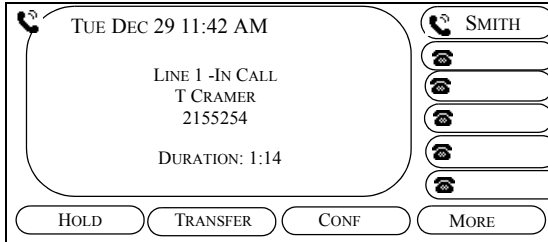The current time and date is displayed on the main screen, as shown below. The time and date are automatically set.

Time and date →

TUE DEC 29 11:42 AM	SMITH
LINE 1 -IN CALL	☎
T CRAMER	☎
2155254	☎
DURATION: 1:14	☎
	☎
HOLD TRANSFER CONF	MORE

TRANSFER

The Transfer feature allows you transfer the current call to another extension.

To transfer a call:

1. While on a call:

```
  TUE DEC 29 11:42 AM          SMITH

        LINE 1 -IN CALL
          T CRAMER
          2155254

        DURATION: 1:14

   HOLD      TRANSFER      CONF      MORE
```

In Conversation LCD Screen

2. Press the **Transfer** soft key. The first party is put on hold as you hear dial tone.

3. Dial the extension to transfer the call to on the Dialing Keypad.
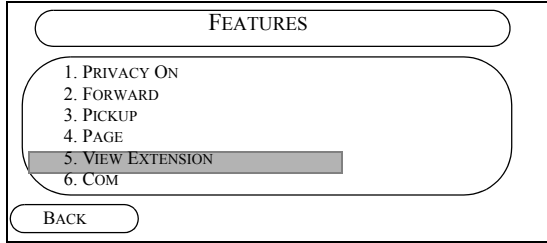
4. Do one of the following:
   - **Unsupervised Transfer**: Listen for ringback, then, hang up to complete the transfer
   - **Supervised Transfer:** When the second party answers, announce the call transfer, then hang up to complete the transfer.

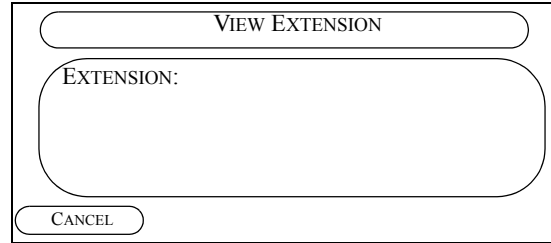**Related topics:** Forward, Park, Conference

VIEW EXTENSION

You can check the status of any extension on the network, including your own.

```
┌──────────────────────────────────────────┐
│        ╭────────────────────────╮        │
│        │        FEATURES        │        │
│      ╭─┴────────────────────────┴─╮      │
│      │  1. PRIVACY ON             │      │
│      │  2. FORWARD                │      │
│      │  3. PICKUP                 │      │
│      │  4. PAGE                   │      │
│      │ ▓5. VIEW EXTENSION▓        │      │
│      │  6. COM                    │      │
│      ╰────────────────────────────╯      │
│   ╭──────────╮                           │
│   │   BACK   │                           │
└───┴──────────┴───────────────────────────┘
```

Features LCD Screen

The View Extension page appears:

```
┌──────────────────────────────────────────┐
│        ╭────────────────────────╮        │
│        │     VIEW EXTENSION     │        │
│      ╭─┴────────────────────────┴─╮      │
│      │ EXTENSION:                 │      │
│      │                            │      │
│      │                            │      │
│      ╰────────────────────────────╯      │
│   ╭──────────╮                           │
│   │  CANCEL  │                           │
└───┴──────────┴───────────────────────────┘
```
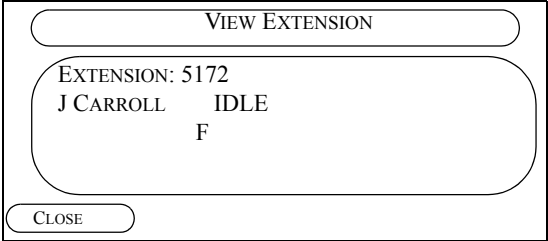
View Extension Screen

To check the status of an extension:

1. Press the **Features** soft key.

2. Scroll down to **View Extension** and press OK.

3. Enter the extension you wish to check on the Dialing Keypad. The status is displayed (idle, busy, etc.) **Note:** 'F' indicates the extension has been forwarded.
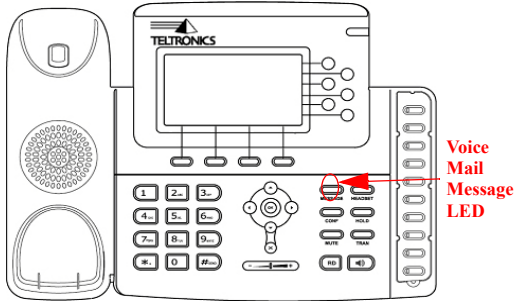
```
┌─────────────────────────────────────────┐
│  ╭─────────────────────────────────────╮ │
│  │          VIEW EXTENSION             │ │
│  ╰─────────────────────────────────────╯ │
│  ╭─────────────────────────────────────╮ │
│  │ EXTENSION: 5172                     │ │
│  │  J CARROLL      IDLE                │ │
│  │               F                     │ │
│  │                                     │ │
│  ╰─────────────────────────────────────╯ │
│  ╭──────────╮                             │
│  │ CLOSE    │                             │
│  ╰──────────╯                             │
└─────────────────────────────────────────┘
```

Status of Ext 5172 Screen

VOICE MAIL

The Voice Mail feature allows you to receive calls to a message box when you are away from your phone, and retrieve the recorded message later on.

The Voice Mail Message LED flashes green when there is new voice mail in your message box.

Voice
Mail
Message
LED

To retrieve voice mail messages:

1. When the Voice Mail Message LED flashes green:

2. Press the **MESSAGE** key.

3. Enter your Voice Mail Password on the dialing keypad at the voice prompt.

4. Follow the voice instructions to record a greeting and check your voice messages.

Note To retrieve you voice mail when away from your phone, see the System Administrator for details.

Related topics: Answering calls, Speakerphone, Headset

VOLUME

The volume on the Arcata 28xx CIP-D can be toggled up or down for voice, headset, ringer or speakerphone.

The Arcata 28xx CIP-D is hearing aid compatible and offers 15 volume levels to select from.

```
┌─────────────────────────────────────────┐
│  ╭─────────────────────────────────────╮ │
│  │          VOLUME CONTROL             │ │
│  ╰─────────────────────────────────────╯ │
│  ╭─────────────────────────────────────╮ │
│  │          RINGER VOLUME              │ │
│  │                                     │ │
│  │  ▬ ■ ■ ■ ■ □ □ □ □ □ □ ✚           │ │
│  │                                     │ │
│  ╰─────────────────────────────────────╯ │
│  ╭────────╮                              │
│  │  BACK  │                              │
│  ╰────────╯                              │
└─────────────────────────────────────────┘
```

To change the Cerato phone's volume level:

1. For each of the following scenarios (either on a call or not):
   - handset - when the handset is off hook
   - headset - with the **HEADSET** key pressed
   - speakerphone - with the **SPEAKERPHONE** key pressed
   - ringer - when the handset is on hook

2. Press the **VOLUME** button to increment/ decrement the volume level, as follows:
   - To increase the volume, press the plus sign to the right on the Volume button
   - To decrease the volume, press the minus sign to the left on the Volume button

Related topics: Answering calls, Speakerphone, Headset

WEB CONFIGURATION

The Web Interface page opens.

NOTE: Web Configuration is not supported for a 2826 phone configured as a digital endpoint.

Typically, the Arcata 28xx CIP-D is configured by the system administrator during initial installation and setup. The phone can also be configured via the Internet, and is a quick way to enter speed dial and directory entries.

To configure the phone via the Internet:

1. Enter the IP address of your phone in Internet Explorer.
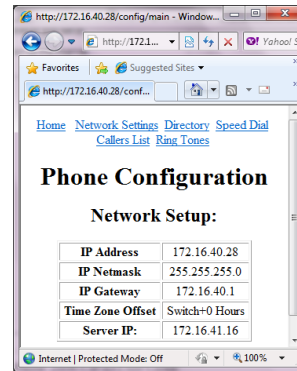
2. Select the field links (i.e., Network Settings, Directory, Speed Dial, Callers List, Ring Tones) to open each area for the phone and configure the settings.

TROUBLESHOOTING

This chapter gives solutions to problems you may encounter while operating the Arcata 28xx CIP-D. Contact your system administrator for problems not referred to here.

PROBLEM/SOLUTION

Blank screen

- Check the AC adapter. Verify that the adapter is not damaged and that it is securely plugged into a working electrical outlet.
- Verify that the ethernet cable is securely attached to the Arcata 28xx CIP-D.

No dial tone

- Check the AC adapter. Verify that the adapter is not damaged and that it is securely plugged into a working outlet.
- Verify that the ethernet cable is securely attached to the Arcata 28xx CIP-D.
- Unplug AC adapter and plug it back in to reset the Arcata 28xx CIP-D.
- Check with the administrator/service provider to make sure the Arcata 28xx CIP-D is provisioned correctly.

Arcata 28xx CIP-D does not ring

- Check the ringer volume.
- Verify that the ethernet cable is securely attached to the Arcata 28xx CIP-D.
- Check with the administrator/service provider to make sure the Arcata 28xx CIP-D is provisioned correctly.

Handset does not work

- Check the handset volume. See *VOLUME section* on page 75.

Speakerphone does not work
- Check that the speakerphone light is lit when **SPEAKER** is pressed.
- Check the Speakerphone volume. See *VOLUME section* on page 75.

Headset does not work
- Verify the headset is securely plugged into the headset jack.
- Check that the headset light is lit when **HEADSET** is pressed.
- Check the Headset volume. See *VOLUME section* on page 75.

Phone appears to be locked
- Force reboot by unplugging the AC adaptor. All LEDs will light up and the LCD will blank out for approximately one minute before reestablishing communication with the Cerato.

Line 2 or 3 lock up
- The Cerato is not set up properly for the circuit. Contact your system administrator.

Line 1 doesn't hang up
- The Cerato is not set up properly for the circuit. Contact your system administrator.

LCD menu displays the wrong date or time
- The time zone offset is probably wrong for your location. Contact your system administrator.

The View Extension Forward indicator 'F' displays without Forward options set
- There may be some CRG 1 forwards set in the switch for your primary extension and your SKEY extension for roll-over purposes and Voicemail.

Daisy-chaining IP phones

- Do not connect an IP phone to another IP phone through the access port. Each IP phone should directly connect to a switch port.

  If you connect IP phones together in a line (daisy-chaining), a problem with one phone can affect all subsequent phones in the line. Also, all phones on the line share bandwidth.

Moving a network connection from the phone to a workstation

- If you are powering your phone through the network connection, you must be careful if you decide to unplug the phone's network connection and plug the cable into a desktop computer.

  The computer's network card cannot receive power through the network connection; if power comes through the connection, the network card can be destroyed. To prevent this, follow the instructions of manufacture of in-line power provider.

  Several seconds of being disconnected may be required for the device to recognize that there is no longer a phone on the line, and to stop providing power to the cable.

Changing the telephone configuration

- Only an administrator should change the phone configuration. Incorrectly changing parameters will result in the phone not Duplicate IP screen
- There may be another device on the network with your phone's IP address. Change the IP address.

DHCP Not Working

- Contact Network Administrator.

A 2826 phone configured as a digital endpoint will not connect to the Cerato System

- Verify that the digital firmware version (ccdig.rom) is loaded on the phone.
- Verify that the **Feature Class** setting on the phone has **Extension status inquiry** set to *YES*.
- Verify that you are using the RJ11-to-RJ45 cable and that it is connected to the phone's PC port and not the Internet port.
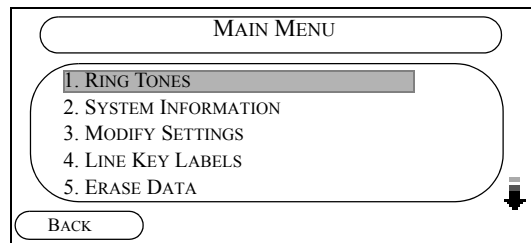
VIEWING PHONE SETTINGS

The Arcata 28xx CIP-D should be configured by the system administrator during initial installation and setup. The phone settings can be viewed at any time as described in this chapter.

System information is viewed via LCD menus which are accessed from the Main Menu LCD screen. Note that you can only view this information and cannot attempt to change any of the settings. Contact your system administrator if you need changes or have questions.

1. To view the settings for your phone, press the **Menu** soft key. T

The Main Menu appears.

MAIN MENU
1. RING TONES
2. SYSTEM INFORMATION
3. MODIFY SETTINGS
4. LINE KEY LABELS
5. ERASE DATA
BACK

Main Menu LCD Screen

NOTE: The **Modify Settings** and the **Erase Data** options are used by the system administrator only. See *RING TONES* in Chapter 2 for details on customizing the ring sound that a phone makes when calls come in.

2. To view information about the system, scroll to the System Information option, and press OK.

The System Information page appears.

SYSTEM INFORMATION
1. VERSION: 4.2.2:0944:IPEC
2. MAC
ADDRESS: 00145233DF11
185.12.45.16
3. SERVER IP: 185.12.44.24
4. IP ADDRESS:
BACK
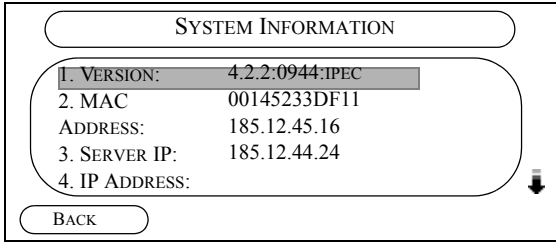
System Information LCD Screen - Page 1

3. Scroll down using the Navigation arrows to view additional pages, as needed.

SYSTEM INFORMATION
5. IP NETMASK 255.255.255.0
6. IP GATEWAY: 168.12.45.1
7. VLAN: ID: 0 PRI: 0
8. TIME OFFSET: SWITCH TIME
BACK
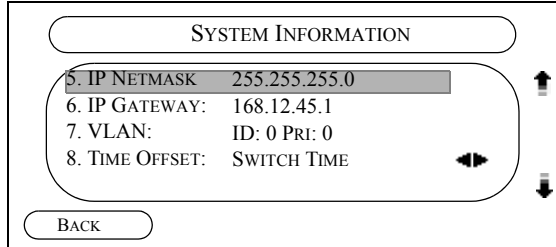
System Information LCD Screen - Page 2

SYSTEM INFORMATION
9. INTERNET 100 MBPS FDX
PORT: LINK DOWN
10. PC PORT: 1.4.2.7
11. BOOT VER-
SION:
BACK
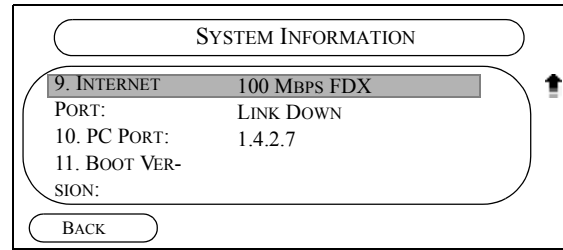
System Information Screen Page 3

4. Use Table 2-A for a description of the settings.

Table 2-A. System Information Settings

Name	Description
Version	Current software version loaded
MAC Address	MAC address of the phone - located on the back label
Server IP	Address of the gateway supporting the phone
IP Address	IP address assigned to the phone
IP Netmask	The IP subnet mask for the phone

Table 2-A. System Information Settings

Name	Description
IP Gateway	The IP gateway for the phone
VLAN	Settings for prioritizing data and voice
Time Offset	Time offset from the Cerato system clock, use arrow keys to select time in 30 minute increments
Internet Port	The current status of the Internet Port (located on the back of the Arcata 28xx CIP-D), which can be one of the following: • 100 MBPS FDX • 10 MBPS FDX • 100 MBPS HDX • 10 MBPS HDX • Link Down

Table 2-A. System Information Settings

Name	Description
PC Port	The current status of the PC Ethernet Port (located on the back of the Arcata 28xx CIP-D), which can be one of the following: • 100 MBPS FDX • 10 MBPS FDX • 100 MBPS HDX • 10 MBPS HDX • Link Down
Boot Ver	Boot loader version

This page intentionally blank.

FCC REQUIREMENTS

FCC PART 15 INFORMATION

This equipment complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply within the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy. If not installed and used in accordance with the instructions, the equipment might cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

Changes or modification to this device not expressly approved by Teltronics could void the user's authority to operate this equipment.

WARRANTY

If your telephone is defective in material or workmanship and you return it within one year from the date of purchase, we will repair it, or, at our option, we will replace it. If we repair it, we might use reconditioned replacement parts or materials. If we choose to replace it, we might substitute an identical reconditioned unit. The repaired/replaced unit is warranted for either (a) ninety days, or (b) the remainder of your phone's original one year warranty, whichever is longer.

WHAT THIS WARRANTY DOES NOT COVER

This warranty does not cover defects resulting from accidents, alterations, failure to follow this manual's instructions, battery leakage, misuse, fire, flood, and Acts of God.

We do not warrant this product to be compatible with party lines, with all types of telephone equipment, or with your specific customer premises equipment. Shipping costs to and from authorized service centers are not covered.

We are not responsible for implied warranties, including those of fitness for a particular purpose and merchantability after the initial one year period. We do not pay for loss of time, inconvenience, loss of use of the product, or property damage caused by this product or its failure to work, telephone company service calls, or any other incidental or consequential damages.

STATE LAW RIGHTS

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of limitation of incidental or consequential damages, so the above exclusions might not apply to you. This warranty gives you specific rights; you may also have other rights, which can vary from state to state.

ACCESS CODES AND AUDIBLE

This section gives tables that list the following:

- access codes used with some features
- audible tones you will hear when using your phone

Access Codes

The following table lists the Access Codes used to operate the named features of the Arcata 28xx CIP-D.

See your System Administrator to get the access codes for your system and fill them in next to their respective features in the table and in the code fields throughout this user guide.

Access Code	Description
	outside line (typically '9')
	appointment reminder • setup • cancel • remote setup • remote cancel
2	callback (station & trunk)
	account code calling
	pick up

Audible Tones

Tones you hear when using your telephone indicate the status of your call or the feature you are initiating. For example, while initiating Call Forwarding you will hear Confirmation Tone after successful completion of each step.

hmmm...

Dial Tone. What you hear when you pick up your handset. Ready for dialing internal numbers or feature access codes. (You also hear this tone when you dial an outside line access code.)
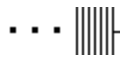
3 beeps, hmm...

Confirmation Tone. What you hear after successfully initiating a feature. It may be followed by dial tone for further dialing.

bzt, bzt, bzt, ...

Busy Tone. What you hear after dialing an extension that is in an off-hook condition.

3 hums, humm...

Stutter Dial Tone. What you hear after successful completion of hookflash with one party on hold. Ready for further internal dialing.

ooooo...

Feature Dial Tone. What you hear after successful completion of hookflash with two parties on hold. Ready for further internal dialing.

Error Tone. What you hear when you make a mistake in dialing (i.e. time-out occurs, the dialed extension number is nonexistent, or you have accessed a disallowed feature).

arrr-e, arrr-ee,...

Off-Hook Queue Tone. What you hear when you reach an all-trunks busy condition and you are allowed to enter Off-Hook Queuing.

3 beeps, ticking...

Hold Tone. What you hear (instead of music) when your phone has been placed on hold.

tick, tick, tick,...

Paging Beep. What you hear just before the system allows your page announcement. After the beep, you hear no tone (silence) so you can page.

extended beep

Queue Prompt Tone. What you hear when you reach an all-trunks busy condition and you are allowed to enter On-Hook Queuing.

musical scale

Extension Security Tone. What the party trying to dial into a secure phone hears.

repeating tones

Message Waiting Tone. What you hear if you initiate dialing when you have a message waiting.

3 tones, 3 times

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