

**Teltronics**

***Telesets***

***ClearCom***

***ClearCom12***

***ClearCom24***

***also Button Expansion Module (BEM24)***



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# **Summary of Changes**

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## **Revision 02C, June 2001**

- Update to Software Release 3.0.
- Remove references to CAPI (ClearCom Analog Pedestal Insert).

## **Revision 02, September 2000**

- Changed logos & company names.

## **Revision 01, January 2000**

- Added CAPI, DSS & DSEQ, HAC, automatic headset detection and logical mode transmission changes.
- Changed “telephone” to “teleset”.
- Revised Introduction.
- minor editing changes throughout

## **Revision 00, November 1998**

- Initial Release





# Introduction

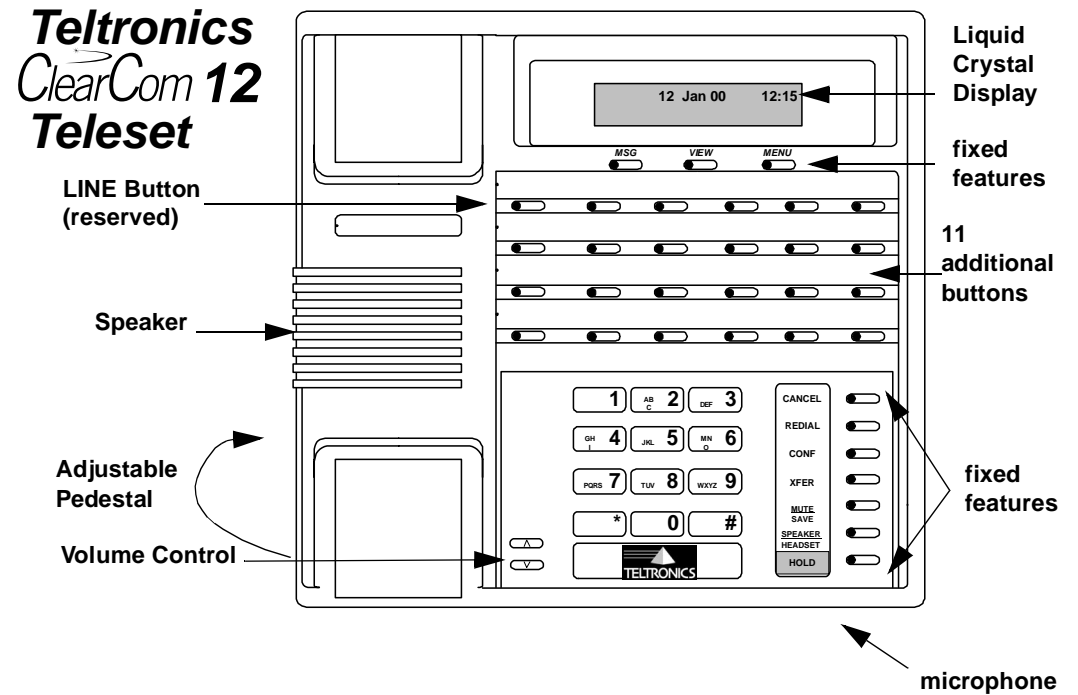


Figure 1. ClearCom12 Teleset

Introduction

# Teltronics ClearCom 24 Teleset

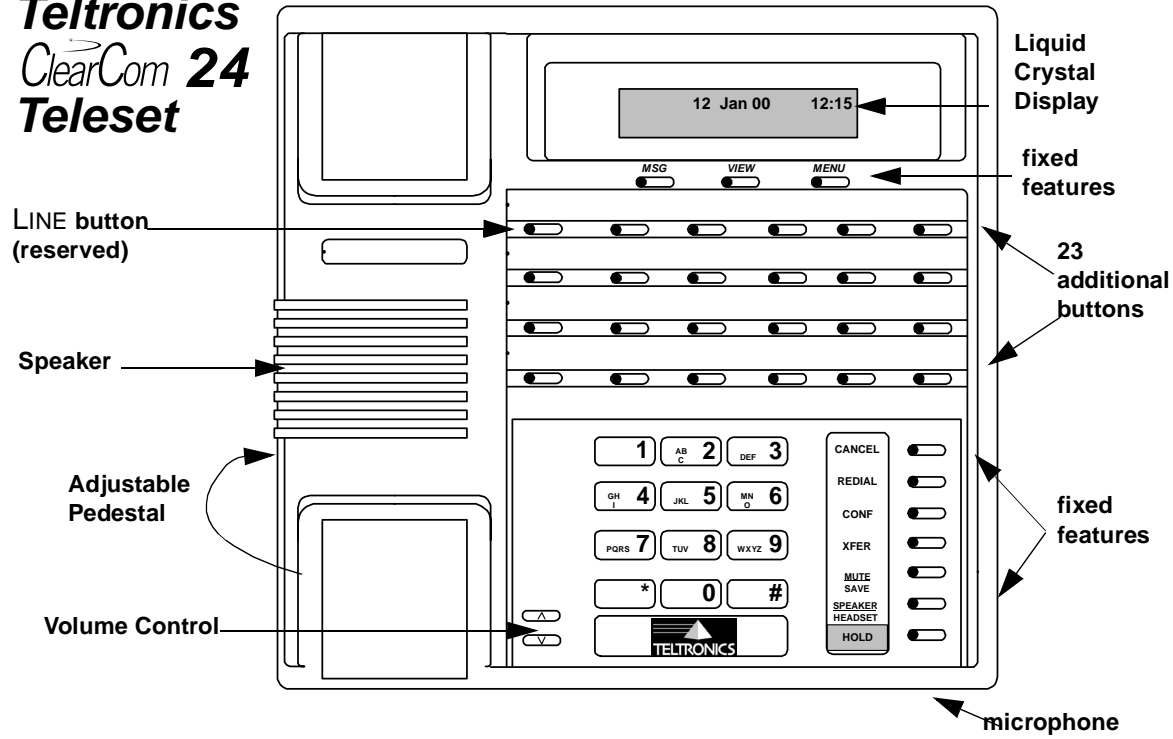


Figure 2. ClearCom24 Teleset

**Teltronics**  
*ClearCom* **BEM24**  
**Button Expansion Module**

24 Buttons, Configurable as  
Features and/or Extensions

Adjustable  
Pedestal

Page (level) buttons  
(not currently used,  
Page 1 is always lit (red steady = On))

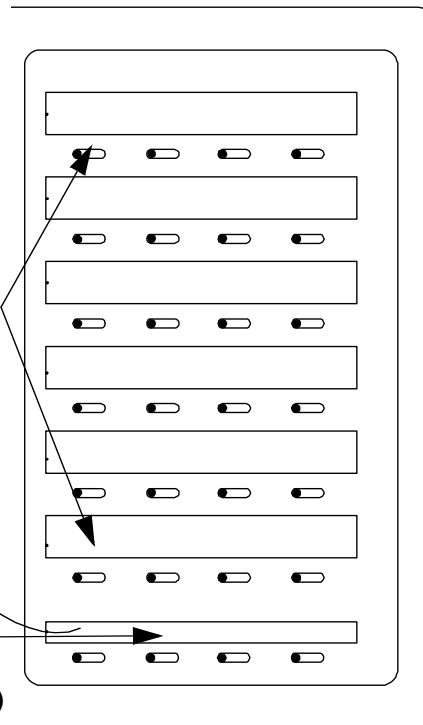


Figure 3. BEM24

## Introduction

### Welcome To the Teltronics ClearCom™ Teleset Family!

This User's Guide will familiarize you with the features of the following ClearCom telesets, Revision 02, and peripheral equipment, and give you instructions on how to use them:

- ClearCom12
- ClearCom24
- Button Expansion Module (BEM24)

ClearCom Revision 02 telesets work only with Release 25.11 and above. To find out which teleset revision you have, check the label on the bottom of the teleset or see your System Administrator.

The ClearCom12 and ClearCom24 telesets are multi-line digital telesets with a liquid crystal display (LCD), 10 fixed features, and data networking capabilities. Depending on which teleset you have, there are either 12 or 24 programmable buttons. Of these, the first button (LINE) is reserved for your own extension. The remaining buttons can be set up by your System Administrator as features or additional extensions that can be shared with others.

Your primary extension number, as well as additional extensions you have set up, can appear as “shared extensions” on other users’ telesets. Those users with ClearCom12 or ClearCom24 telesets (with or without the BEM24) or with Optic Keysets or Key Service Units can also share extensions with you. Anyone who shares an extension is able to monitor the status of the shared extension and answer its in-coming or held calls, if configured to do so.

The LEDs on the LINE, MSG, SPEAKER/HEADSET and configured extension buttons display in different colors and patterns, according to the status of the teleset.

The ClearCom 12 and 24 telesets may use a headset, handset or speakerphone to talk to callers. The user may switch between handset and speakerphone during a call. See Speakerphone on page 53 for more details.

### **The Button Expansion Module (BEM24)**

The optional BEM24 extends your teletest's capabilities by adding 24 more configurable buttons for features or lines. Your System Administrator can modify your teletest to connect a BEM24. If you already have a BEM24, ask your System Administrator to program the extra features and/or extensions you want. Buttons and lamps on the BEM24 operate just like those on your teletest.

### **New Features to the ClearCom 12 and 24 teletests**

- DSEQ - The Digit Sequence (DSEQ) key can be used for easy one-touch dialing to any extension (up to four digits), or to access a feature.
- DSS - Keys or buttons configured for shared extension appearances using the Direct Station Select (DSS) feature, are typically used for easy one-touch dialing of the shared extension. However, they can be configured to access any extension or feature (up to four digits).
- HAC<sup>1</sup> <sup>2</sup>- ClearCom teletests, Revision 02, meet both Hearing Aid Compatibility (HAC) and Volume Control (VC) requirements as defined in Part 68 of FCC Rules and Regulations.
- Auto Headset Detection - when using the separate headset jack for a headset, the system automatically detects the headset, so when making a call you do not need to lift the handset. In addition, when the call completes, you do not need to hang up.
- Logical Mode Transition - when using multiple modes (headset > handset > speakerphone) on the ClearCom12 or 24, you switch from headset to handset simply by picking up the handset, and from either mode to the speakerphone by pressing the SPEAKER/HEADSET button. To switch from handset to headset, simply hang up the handset.

---

1. ClearCom (Revision 02) teletests require Release 25.11.

2. ClearCom (Revision 01) teletests use the ClearCom volume control handset (P/N 832 970 or 832 988) to meet requirements in FCC Rules and Regulations.

## Introduction

### Getting Started

The features in this User's Guide are organized in alphabetical order. Each feature page contains instructions on how to use the features plus miscellaneous notes. In addition, there are a variety of tables for your use included in the Appendix.

**Note:** The instructions in the feature pages of this User's Guide assume a handset is used rather than a speakerphone or headset.

If this is your first time using the ClearCom12, 24 telesets, see the following topics first:

- Making a Call
- Answering Calls
- Adjusting Display Contrast
- Adjusting Voice and Ring Volume

### Liquid Crystal Display

Liquid Crystal Display messages reflect the status of your teleset. These are shown in this User's Guide as grey boxes. The example below shows how the display looks when your teleset is not in use. In this state, the LCD shows the current date and time.



### LINE Button

The LINE button, is the uppermost left button in the feature buttons row and is reserved for your extension number. The LINE button has four basic functions:

<b>Teleset Status</b>	<b>Press the LINE button to...</b>
Not in use...	...activate the speakerphone and get a dial tone.
In conversation, or setting up a feature...	...disconnect the call, or cancel your last action, and get a dial tone.
Ringing...	...answer the call in Speakerphone mode.
Party on hold or pending transfer...	...return to the held or waiting party.

### ClearCom12 and ClearCom24 Fixed Features

Your ClearCom 12 or 24 teleset has 10 fixed features. The first three fixed features are associated with and located under your Liquid Crystal Display (LCD):

- MSG: alerts you with a flashing red light and an LCD message of a Voice Mail message or a message waiting (see page 38).
- VIEW: displays Extension Status or programmed numbers for speed dial and other features (see page 60).
- MENU: shows option messages for Privacy (see page 47), Forward (see page 27), Paging (see page 42), and Appointment Reminder (see page 17).

The other seven fixed features are located on the vertical strip next to the dialing pad:

- CANCEL: disconnects your conversation or cancels your last action.
- REDIAL: automatically dials the last sequence of numbers you dialed.
- CONF: lets you set up or add a caller to a conference.
- XFER (TRANSFER): lets you transfer a call to another extension.
- MUTE/SAVE: operates in two ways: (1) pressing MUTE/SAVE when in conversation mutes your voice but lets you hear the other party. (2) pressing MUTE/SAVE when your teleset is idle lets you select or save

## Introduction

feature settings. The Mute/Save button lights up flashing red when in a muted conversation.

- **SPEAKER/HEADSET:** turns on the speakerphone for on-hook dialing and conversation (see page 53). Whenever you enter Speakerphone mode, the **SPEAKER/HEADSET** button lights up steady green.
- **HOLD:** places a caller on hold (see page 29). While your caller is on hold, your **LINE** button flashes green. Press your **LINE** button to return to the held party.

## Other Features

In addition to these fixed features, there are other features which your System Administrator can assign to available feature buttons on your teletset, or which you can use by first dialing an access code. These features are described in this User's Guide.

## Lamp Display

**LINE**, **MSG**, and **SPEAKER/HEADSET** lamps display in different colors and patterns, according to the following chart:

<b>Lamp</b>	<b>Description</b>	<b>Teletset Status</b>
Your <b>LINE</b> and Shared Extensions, including <b>DSS</b> & <b>DSQ LINE</b> Buttons	Off	Not In Use
	Quick-Flash Amber	Incoming Call
	Steady Green	In Use (by you)
	Slow-Flash Green	Your Party On Hold
	Steady Red	Shared Extension In Use
	Slow-Flash Red	Shared Extension's Party On Hold
<b>MSG</b>	Quick Flash Red	Voice Mail or Message Waiting
Speaker/Headset	Steady Green	Speakerphone In Use

As noted above, the calls you place on hold slow-flash green on your teletset, while if you share the extension and the other teletset puts a call on hold, it will slow-flash red on your teletset. Similarly, those who share your extension number see your held calls slow-flashing red on their teletsets. The different colored lamps help avoid mistakes, since users of shared extensions are able to pick up each other's held calls (for **DSS** this is configurable).



## Access Codes

Access codes are numbers assigned to certain features in your teletype system. When you use these features, you have to dial the access code first. One common example is dialing a number (such as “9”) before making an outside call.

There are two kinds of access codes:

- System access codes: These come with your telephone system and are identified in this User’s Guide by a bold number in parentheses. For example: “Dial the Callback access code **(2)**.” In this example, “2” is the System access code for Callback (see page 19).
- Local access codes: These are assigned by your System Administrator. For example, your teletype’s paging system accommodates up to eight paging zones. Each zone is assigned its own code. Your System Administrator makes these assignments.

Ask your System Administrator for the various access codes in your system. The features in this User’s Guide provide empty boxes where you can note access codes (or use the Access Code table in the Appendix, or on the Quick Reference Card).

## Confirmation Tones and Error Tones

A confirmation tone (often followed by a dial tone) indicates you have successfully completed a step in setting up or using a feature, such as parking or setting up call forwarding.

Once familiar with a feature, you can choose to ignore the confirmation tones and dial straight through. An error tone alerts you if you dial incorrectly or have timed out. See the Appendix for a list of audible tones that accompany set-up and use of ClearCom features.

## The Pedestal

Your ClearCom teletype (and the BEM24) has an adjustable pedestal to support your teletype and allow you to select the most comfortable viewing

## Introduction

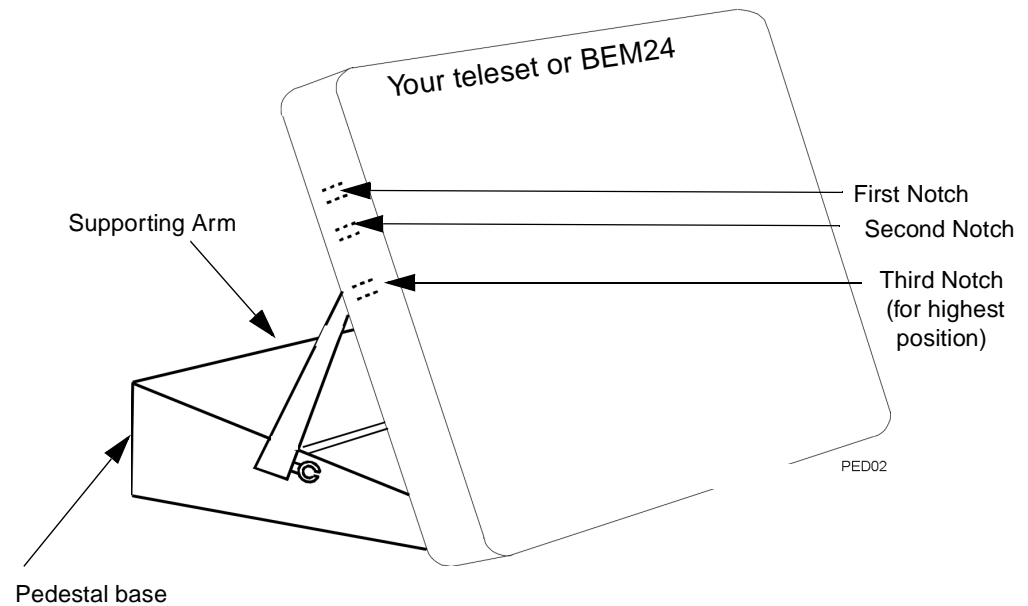
position. When you receive your teleset (and/or BEM24), the pedestal is in its lowest position—flush against the bottom of the teleset.

*To Open a Closed Pedestal on a teleset or BEM24:*

1. Hold the top end of the pedestal in one hand and the frame of the unit in the other.
2. In a quick movement, detach the top of the pedestal (you will hear a sharp “click”).
3. Open the pedestal fully.

*To Adjust the Pedestal (see the next illustration)*

1. Grasp the rear of the pedestal base firmly with one hand while lifting the rear portion of the teleset upward with your other hand.
2. While pivoting the teleset upward with one hand, pivot the teleset-supporting arms upward with your other hand, while feeling for the notches under the teleset. Notice there are three sets of notches under the teleset corresponding to the three available positions.
3. When the teleset is at the desired height, find the closest pair of notches and place the supporting arms in the notches. Press down slightly on the teleset until you feel the supporting arms snap into place.



**Conclusion**

You should now be familiar with the basic features of your ClearCom teletype. As you read through the rest of this User's Guide, if you have any questions or difficulties, please check with your System Administrator.

**Note:**

In general, feature availability and function depend on the class of service assigned to your teletype by the System Administrator. Since some features are software related, your system may not be equipped with all the features described here. To find out which features you have, or if the directions for a particular feature seem to work differently on your extension, please check with your System Administrator.

## Introduction

# Account Code Calling

## To Bill a Call to an Account or Project:

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, including numbers for an outside line and area code.

Place access code numbers in these boxes.

2345

2345 \*

DDD 00:05

A name, given by your System Administrator, for the outside line handling your call.

### Note:

Use Account Code Calling to bill a call to a specific account.

Your system's method for entering account or project identification numbers may vary from the operation shown above. Check with your System Administrator for more information.

# Adjusting Display Contrast

---

## To Adjust the Display Contrast:

When the teletext is idle:

1. Locate the volume increase and decrease buttons at the bottom left of the dialing pad.
2. Press the increase button to raise the LCD brightness, or the decrease button to lower it.

increase contrast → 

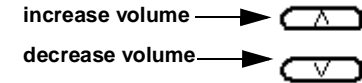
decrease contrast → 

12 JAN 00	12:15
LCD CONTRAST :04	

# Adjusting Voice and Ring Volume

## To Adjust the Voice Volume:

1. Locate the volume increase and decrease buttons at the bottom left of the dialing pad.
2. Using the handset, headset or speakerphone, press the increase button to raise voice volume, or the decrease button to lower it.



## To Adjust Ring Sound and Ring Volume:

1. Leave the handset on-hook and press MUTE/SAVE.
2. Press MENU. (Optional)
3. Press **1**. Hear the current ring type.
4. Press any digit from **0** to **9** to hear different ring types.
5. Select a ring type and press the increase or decrease buttons to adjust the volume.
6. Press MUTE/SAVE to confirm your selection.

SELECT SAVE FUNCTION  
OR PRESS MENU KEY

1 - RING    2 - ANSWERBACK

RING TYPE-3    ...USE  
DIGITS AND SPKRPHONE

RING TYPE - 4    ...USE  
RINGER VOLUME: 07

### **Note:**

If your phone is configured for headset, you must unplug it and then follow steps to adjust the ring sound and volume. You can adjust the ring volume whenever your extension rings.

ClearCom telesets, Revision 02, meet both Hearing Aid Compatibility (HAC) and Volume Control (VC) requirements as defined in Part 68 of FCC Rules and Regulations. ClearCom (Revision 02) requires Software Release 25.11 or higher.

# Answering Calls

---

## To Answer Calls To Your Own Extension:

Lift the handset or press the quick-flashing amber button for Speakerphone mode. The flashing amber light changes to steady green.

J WESTMARK	1150
J WESTMARK	00:05

## To Answer Calls Appearing On Lines Other Than Your Own:

Press the quick-flashing amber button of the call you want to answer *first*. The light changes to steady green (Speakerphone mode). You can then use the handset if you wish.

## To Disconnect a Call:

Hang up (replace the handset in its cradle), press CANCEL, or press LINE to make a new call.

12 JAN 00	12:15
-----------	-------

### Note:

Users who share your extension may be configured to answer your incoming calls.

Different types of calls can have different ringing patterns, such as:

<i>Internal Calls</i>	<i>External Calls</i>	<i>Attendant Calls</i>	<i>Callbacks</i>	<i>Intercom (COM) Calls</i>
Single Ring	Double Ring	Double Ring	Triple Ring	Single, Short Ring

When you answer a call, your LCD shows the caller's name and briefly shows the extension, followed by the call duration time. With external calls, the display shows the trunk group name (such as PTEL) and the call duration time.



# Appointment Reminder

## To Set Up an Appointment Reminder On Your Extension

1. Lift the handset and press MENU. Hear the confirmation tone.
2. Press **4**. Hear the confirmation tone.
3. Press **1**. Hear the confirmation tone.
4. Press **1**. Hear a dial tone.
5. Enter the Appointment Reminder time using the 24-hour format.

1-PRIVACY	2-FORWARD
3-PAGE	4-REMINDER

1 - SETUP	2 - CANCEL
-----------	------------

1-SELF	2-EXTENSION
--------	-------------

For example: 9:15 a.m. = 0915, and 2:00 p.m. = 1400.

TIME: 24-HOUR FORMAT
-------------------------

Hear the confirmation tone.

TIME: 0915 24-HOUR FORMAT
------------------------------

## To Cancel All Appointment Reminders On Your Extension:

Follow steps 1 and 2 above, then press **2** (Cancel), followed by **1** (Self). Hear the confirmation tone.

### **Note:**

“Appointment Reminder” lets you set up a reminder call that rings your extension at a specified time. You can set up to three reminders within 24 hours.

If you choose the Cancel option in step 3 above, you cancel *all* reminder calls. The system can try up to four times (the default is two) to reach you. Reminders are automatically canceled if you do not respond.

## Appointment Reminder (Remote)

---

### To Set-Up an Appointment Reminder On Another Extension:

1. Lift the handset and press MENU.
2. Hear the confirmation tone.
3. Press the following sequence of options: **4** (Reminder), **1** (Set-Up), and **2** (Extension). Hear the confirmation tone after dialing each option.
4. Dial the remote extension number. Hear the confirmation tone followed by a dial tone.
5. Enter the reminder time using a 24-hour format.

1-PRIVACY 3-PAGE	2-FORWARD 4-REMINDER
1-SETUP	2-CANCEL
1-SELF	2-EXTENSION
EXTENSION:	
TIME: 24-HOUR FORMAT	

For example: 9:15 a.m. = 0915, and 2:00 p.m. = 1400.

### To Cancel All Appointment Reminders:

1. Press MENU, followed by option **4** (Reminder).
2. Press **2** *twice*, followed by the remote extension number. Hear the confirmation tone.

#### **Note:**

“Appointment Reminder (Remote)” lets you set up a reminder call that rings an extension other than your own at a specified time. You can set up to three appointment reminders within 24 hours.

The cancel option cancels *all* reminders. The system can try a reminder call up to four times (the default is two). Reminders are automatically canceled if the remote extension does not respond.

# Callback

---

## To Place Automatic Callback on an Internal Extension:

1. Lift the handset and dial the desired extension or press a designated DSS button.

*If you hear a ring-no-answer or a busy tone:*

2. Press the CALLBACK button (if set up) or dial the Callback access code **(2)**. Hear the confirmation tone.
3. Hang up and wait for the callback's triple ring.

R HALEY

R HALEY

CALLBACK

*If the dialed party is forwarded to a destination:*

Use the "COM" feature to override the forward (see "Intercom (COM) Calling" on page 32).

## To Reactivate Callback if you miss the Call:

Lift and replace the handset.

## To Cancel Callback:

1. Lift the handset.
2. Dial the called extension number and hang up immediately.

### **Note:**

"Callback" places an automatic callback on an internal extension. When it occurs, the callback rings your extension in a triple ringing pattern.

When you answer, the system automatically calls the party back.

## Call Waiting (Camp-On)

---

### To Place Call Waiting (Camp-On):

1. Dial the desired extension, or press a designated DSS button. Hear a busy tone.
2. Press the CALL WAITING button (if set up) or dial the Call Waiting (Camp-On) access code **(8)**.  
Hear a beep, followed by a hold tone.
3. Wait off-hook until the party answers.

P LUCKMANN

STAND BY

*If the dialed party is forwarded to an extension:*

Use the “COM” feature to override forwarding (see “Intercom (COM) Calling” on page 32).

#### **Note:**

“Call Waiting (Camp-On)” alerts a busy party to a waiting internal call with one short beep tone, or a waiting external call with two short beep tones. While camped-on, you receive a hold tone and a **STAND BY** message on your display. For “Call Waiting (Camp-On) Pick-Up,” see page 21.

If you hang up before your call is picked up, your Call Waiting (Camp-On) is cancelled. If the called party hangs up without taking your call, they will immediately receive a ring from your extension.

If you hear a triple beep tone after you dial **(8)**, it means that the called party is either using the phone but is not in conversation, or already has a party camped-on. You are successfully camped-on, but the called party does not know it. If you remain camped-on, the busy party receives notification of your presence when they start a new conversation, or when they pick up the camped-on call ahead of you.

## Call Waiting (Camp-On) Pick-Up

---

### To Pick-Up a Call Waiting (Camped-On Call):

1. In conversation, hear the beep tones. The name of the waiting party and a **CALL WAIT** message displays for five seconds.
2. Press the **CALL WAIT** button (if set up) to answer. Your current party is placed on temporary hold.

K HART	CALL WAIT
--------	-----------

K HART	00:01
--------	-------

or

1. Press **XFER** to put the current party on temporary hold.
2. Dial the Call Waiting (Camp-On) Pick-Up access code to answer.
3. Press **LINE** to return to the held conversation and disconnect the call waiting party.

#### **Note:**

“Call Waiting Pick-Up” lets you retrieve a camped-on call by pressing a feature button or dialing an access code.

Your display shows a “CALL WAIT” message with the name of the camped-on caller.

If you choose not to pick up the call waiting, as soon as you hang up from your current call, the waiting call immediately rings your extension.

## Call Waiting (Camp-On) Transfer

---

### To Place a Call in Queue on a Busy Extension:

1. In conversation, ask the party to wait.
2. Press XFER. Hear the stutter dial tone.
3. Dial the “transfer to” extension number, or press the DSS button for that extension, if available. Hear a busy tone.
4. Press XFER. Hear the confirmation tone. The party is now camped-on to the “transfer to” extension.

P LUCKMANN	02:15
------------	-------

T LEEMAN
----------

#### **Note:**

“Call Waiting Transfer” (also known as “Camp-On Transfer”) lets both internal and external callers wait in queue for a dialed extension that is busy.

The “transfer to” party hears short beep tones, indicating a call waiting: one beep for an internal call; two beeps for an external call. External callers hear Music-On-Hold, if enabled, while they wait.

If you decide not to transfer the call, press LINE to return to the waiting party.

# Cancel

---

## To Drop or Cancel an Operation:

Press CANCEL.

## *Results after pressing CANCEL.*

**Speakerphone mode:** causes a disconnect and the teleset becomes idle.

### **Handset mode:**

- not configured (by System Administrator) for headset: cancels the last operation, hangs up a call and gives you dial tone.
- configured (by System Administrator) for headset: causes a disconnect and teleset becomes idle.

**Headset mode:** causes a disconnect and teleset becomes idle

### **Note:**

If you are in conversation and have a held party, pressing CANCEL will cause a Call Transfer by hang up (if enabled by the System Administrator.)

## Conference (CONF)

---

### To Place Three or More Parties in Conversation Together:

1. In conversation, ask the first party to wait.
2. Press CONF. Hear the stutter dial tone.
3. Dial the second party (or press a designated DSS or DSEQ button) and wait for an answer.
4. Press CONF and start the three-way conference.

A MUTO	2:05
--------	------

H. COBHAM	00:05
-----------	-------

CONFERENCE	00:25
------------	-------

### To Add a Party to a Conference:

1. In conference, press CONF. Hear the stutter dial tone.
2. Dial the new party and wait for an answer.
3. Press CONF and continue the conference.

N HOOPER	00:05
----------	-------

CONFERENCE	00:01
------------	-------

### To Exit a Conference:

Hang up, or press CANCEL.

#### **Note:**

If you hear a busy tone, ring-no-answer, or receive a Voice Mail message when attempting to add a caller to a conference, press LINE to return to the conference.

While taking part in a conference, you can place the conference on hold the same way that a regular call is placed on hold (see page 29).



## ***Digit Sequence (DSEQ)***

---

### **To Use a Digit Sequence (DSEQ) Button:**

Press a designated DSEQ button. The sequence of stored numbers is dialed.

**Note:**

The DSEQ feature can be used for easy one-touch dialing of any extension (up to 4 digits), or to access a feature. Check with your System Administrator about setting up DSEQ buttons for these functions.

## Direct Station Select (DSS)

---

### To Use a DSS Button:

Press a DSS button for easy one-touch dialing to a shared extension. The called phone rings.

DSS buttons can also be configured to access any extension or feature (up to four digits.)

6449

S VALDEZ

DSS buttons work together with the following ClearCom features:

Callback: see page 19.

Call Forward: see page 27.

Call Waiting (Camp On): see page 20.

Call Waiting (Camp On) Transfer: see page 22.

Conference: see page 24.

Intercom (COM) Calling: see page 32.

Making a Call: see page 35.

Park: see page 44.

Pick-Up (Directed and Group): see page 46.

Transfer: see page 59.

View (Extension Status Inquiry): see page 60.

### **Note:**

Check with your System Administrator about getting the DSS feature set up.

The lamp display on a DSS button indicates the status of the shared extension. If the extension is busy (steady red lamp), pressing the DSS button gives you a busy tone when the DSS extension number is the same as the shared line.

# Forward

## To Forward an Incoming Call to Another Extension:

- Lift the handset and press MENU, then select **2**.  
*or*  
Dial your own extension number.
- Dial the destination number or press a designated DSS button. Hear the confirmation tone, followed by a dial tone.
- Dial a one or two digit code.

1-PRIVACY	2-FORWARD
3-PAGE	4-REMINDER

DESTINATION: OLD FORWARD ERASED
------------------------------------

DESTINATION: 6334 OLD FORWARD ERASED
---

TYPE: 5-BSY	6-N/ANS	4-ALL 7-B/NA
----------------	---------	-----------------

FWRD	12 JAN 00	12:15
------	-----------	-------

1st Digit (optional)		2nd Digit	
1	Internal Only	4	Forward without checking
2	External only	5	When BUSY only
	(If no 1st digit is entered, both internal and external calls will be forwarded)	6	When NO ANSWER only
		7	When BUSY or NO ANSWER

Hear the confirmation tone, then a dial tone, and hang up

## To Cancel Call Forward:

Follow Step 1 above, then hang up.

### **Note:**

To see Forward status, press "View", then press "4". "Call Forward" does *not* affect outgoing calls.

If you have the "External Call Forwarding" feature, you can forward your calls to an external number.

# ***Headset Operation***

---

## **To Answer a Call when Using a Headset:**

Press the LINE button where the call is ringing.

## **To Place a Call when Using a Headset:**

Press any idle line button, a DSS button or use on-hook dialing, then dial.

## **To Disconnect a Call when Using a Headset:**

Press Cancel.

## **Changing Modes:**

- To toggle between handset or headset mode to speaker, press SPEAKER/HEADSET:
- To go to handset mode when using a headset, lift the handset.
- To go to headset mode when using a handset, replace the handset.

### ***Note:***

The SPEAKER/HEADSET LED will be an amber color (looks almost red) when you are in headset mode.

See your System Administrator for changes needed for headset use (e.g. Extension Config - 'Headset = Y'.)

This operation is possible when a headset is plugged in (on the bottom of a teleset, next to the handset jack) and the handset is in its jack.

Headset operation as described above is only available on ClearCom Revision 02 telesets.

# Hold

---

## To Place a Party on Hold:

1. In conversation, ask the party to wait.
2. Press HOLD. Your LINE button lamp slow-flashes green while your party is on hold.

ACTION CONFIRMED

12 JAN 00 12:15

## To Return to the Held Conversation:

Press the flashing LINE button.

### **Note:**

Pressing REDIAL, while in conversation, places the party you are speaking with on hold and automatically redials the last number called. Pressing CONF or XFER also places the party on hold. Press LINE to return to the held conversation.

Others in your group who share your extension may be configured to pick up your held calls. To avoid mistakes, their own held calls slow-flash green on their telesets, while your held calls slow-flash red on their telesets. For an overview of lamp displays, see the Introduction of this User's Guide.

## Intercom Auto-Answerback

### To Have Your Extension Automatically Answer Intercom (COM) Calls:

1. Hear the distinctive ring of an Intercom (COM) Call.
2. Follow the directions below according to how you set up your Intercom Auto-Answerback (see the next page):

*If set up for Ring (no auto-answer):*

Lift the handset, press SPEAKER/HEADSET, or press LINE to answer.

E SANDIFUR	5667
------------	------

*If set up for Mute (auto-answers in Mute mode):*

Listen to the Caller. If you want to answer, lift the handset, or press MUTE/SAVE to activate two-way conversation.

VOICE MUTED	S	00:00
-------------	---	-------

CURRENT CHOICE FLASHES

*If set up for Speaker (auto-answers in Speakerphone mode):*

Talk into the Speaker.

E SANDIFUR	S	00:00
------------	---	-------

#### **Note:**

“Intercom Auto-Answerback” automatically engages your teleset’s speakerphone mode, if you select either option 2 (Mute) or option 3 (Speaker).

If you do not press any feature button, your extension disconnects when the caller hangs up.

To view the current Intercom Auto-Answerback mode, press VIEW > MENU > 3, or see “View (Self Status Inquiry)” on page 63.

## **Intercom Auto-Answerback (Set-Up)**

### **To Set-Up or Change Intercom Auto-Answerback:**

1. Press MUTE/SAVE. Hear the confirmation tone.
2. Press MENU. (Optional) Hear the confirmation tone.
3. Press option 2. Hear the confirmation tone.
4. Select option 1, 2, or 3 (see explanations below).
5. Press MUTE/SAVE.

SELECT SAVE FUNCTION  
OR PRESS MENU KEY

1-RING    2-ANSWERBACK

1-RING    2-MUTE    3-SPEAKER

CURRENT CHOICE FLASHES

1-RING    2-MUTE    3-SPEAKER

NEW CHOICE FLASHES

**Note:**

OPTION	DESCRIPTION
1 - RING	RING is the default option. It disables Intercom Auto-Answerback.
2 - MUTE	The MUTE option answers Intercom Calls after a single ring and mutes your extension's microphone. To use the microphone, press MUTE/SAVE or lift the handset.
3 - SPEAKER	The SPEAKER option automatically answers Intercom Calls after a single ring, enabling a two-way conversation over the speakerphone.

Unless you press MUTE/SAVE after making your selection, the previous mode is restored.

To view the current COM set-up, press VIEW > MENU > 3. See "Self-Status Inquiry" on page 63.

## Intercom (COM) Calling

---

### To Make an Intercom (COM) Call:

If the COM button is set up:

1. Lift the handset, then press the COM button.
2. Dial the desired extension number, or press the DSS button for the desired extension number, if available.  
or  
Press the COM button a second time if the extension number you want to COM call is stored.

EXT: OR PRESS COM KEY
--------------------------

EXT: 5422 OR PRESS COM KEY
-------------------------------

R MADHAVAN	00:05
------------	-------

If the COM button is not set up:

Lift the handset and dial the COM Calling access code,  followed by the desired extension number.

**Note:**

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.

COM calls to shared “primary” (extension of teletest) will only ring at the “primary” teletests (the red lamp will be steady Red on shared teletests.)

### 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 button, or dial the COM Calling access code, followed by the extension number.  
Hear a busy tone or ringback.
3. Dial the Callback access code **(2)** while hearing a busy tone or ringback or the Call Waiting access code **(8)** while hearing a busy tone.



## ***Intercom (COM) Calling (Changing Numbers)***

---

### **To Change a Stored Intercom (COM) Calling Number Using the COM button:**

1. Press MUTE/SAVE. Hear the confirmation tone.
2. Press the COM button. Hear a short busy tone, indicating a number is stored.
3. Dial the new extension number.  
*or*  
Press a DSS button for the new extension number, if available.
4. Press MUTE/SAVE.

SELECT SAVE FUNCTION  
OR PRESS MENU KEY

NUM?

NUM? 5490

### **To Erase an Intercom (COM) Calling Number:**

1. Follow steps 1 and 2 above.
2. Press MUTE/SAVE.

#### ***Note:***

You cannot store or change stored COM numbers unless you have a COM button set up.

To view the current COM button entry, press VIEW, followed by the COM button (if set up). Also see “View (Self Status Inquiry)” on page 63.

## ***Intercom (COM) Calling (Storing Numbers)***

---

### **To Store Intercom (COM) Calling Numbers Using the COM Button:**

1. Press MUTE/SAVE. Hear the confirmation tone.
2. Press the COM button. Hear the confirmation tone.
3. Dial the desired extension, or press the DSS button for the desired extension number, if available.
4. Press MUTE/SAVE.

SELECT SAVE FUNCTION  
OR PRESS MENU KEY

NUM?

NUM? 6837

#### **Note:**

You cannot store COM numbers unless you have a COM button set up.

To change or erase an existing Intercom (COM) Calling number, see page 33.

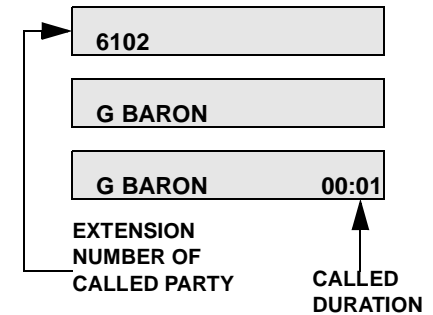
To view the current COM button entry, press VIEW, followed by the COM button (if set up).

# Making a Call

---

## To Make a Call:

1. Lift the handset.  
*or*  
Press your LINE button (the green lamp lights up) or any extension button that is not in use.
2. Dial the desired number or a DSS or DSEQ button (if these features have been configured).



### **Note:**

You can also dial without lifting the handset (On-Hook Dialing); the speakerphone automatically turns on (for speakerphone operation, see page 53).

Internal calls are to extensions within your telephone system. External calls are to locations outside of your telephone system and may require an access code.

# Messaging (“No-Answer” Messages)

## To Display a Short “No-Answer” Message for Callers When You Are Away:

1. Press MUTE/SAVE. Hear the confirmation tone.
2. Press MSG. Hear the confirmation tone.
3. Press a digit key from **2** to **6**, corresponding to the kind of message you want to leave.
4. Enter the numbers for times and/or dates. Use \* for a colon (:), and # for a dash (-).
5. Press MUTE/SAVE. Hear the confirmation tone.

SELECT SAVE FUNCTION OR PRESS MENU KEY
---

1-ERASE	2-CALL	3-MTG
4-LUNCH	5-ABST	6-OUT

USE DIGIT OR	* = :	# = -
OUT TO LUNCH		

12 JAN 00	12:20
OUT TO LUNCH	12:00 - 1:00

## To Cancel a “No-Answer” Message:

1. Follow steps 1 and 2 above.
2. Press option 1 (Erase).

### Note:

Only those internal callers with an LCD display, including Attendant Workstations, can see the “No Answer” message when they dial your extension.

See the next page for examples of “No-Answer” messages you can leave for callers. Examples of “No-Answer” Messages that can be displayed. See *Messaging (“No-Answer” Messages)* for details.

**Table A. Types of “No-answer” Messages**

<i>Type</i>	<i>Example</i>	<i>Purpose</i>
2-CALL	CALL <b>1693</b>	For an alternate number to call (up to 13 digits).
3-MTG	MEETING UNTIL <b>11:00</b>	For a meeting (time or date).
4-LUNCH	OUT TO LUNCH <b>12:30</b>	For lunch.
5-ABST	ABSENT MODE	On ClearCom telesets, this option is reserved for future use.
6-OUT	OUT -RTN <b>6-15-01</b> or <b>12:30</b>	Use to indicate your return time or date.

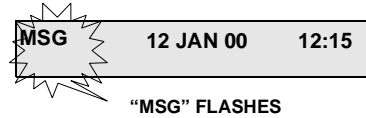
## Message Waiting

---

### To Retrieve a Message Waiting:

If you observe the MSG button flashing red, and see **MSG** flashing on your LED:

Lift the handset and dial your designated location to retrieve the message.



### **Note:**

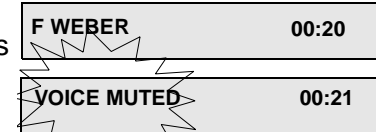
To retrieve a Voice Mail message, see page 66.

## Mute/Save

---

### To Prevent the Calling Party from Hearing your Voice:

1. In conversation, ask the party to wait.
2. Press MUTE/SAVE. VOICE MUTED flashes on your display.



### To Cancel Mute and Speak with the Party Again:

Press MUTE/SAVE.

#### **Note:**

"Mute" temporarily prevents the calling party from hearing you, but you can still hear them.

The MUTE/SAVE button flashes red while you are in the muted state.

SAVE is used in programming teletext features, such as saving individual speed dial numbers and selecting the teletext ring tone.

"VOICE MUTED" FLASHES

# Off-Hook Queuing

## To Queue Off-Hook for an Available Outside Line:

1. After you dial an external number, hear the Off-Hook Queue tone (three beeps followed by a hold tone).
2. Wait off-hook until the system completes the call for you.

STAND BY

DDD 00:05

A name, given by your System Administrator, for the outside line handling your call.

### Note:

When there are no available outside lines to place your external call, “Off-Hook Queuing” lets you remain in queue for one. Once an outside line is available, “Off-Hook Queuing” automatically completes the call for you. If you hang up, you lose your place in the queue and have to try your call again later.

Other alternatives:

<i>If you hear...</i>	<i>...then do this:</i>
a fast busy tone...	...hang up and try your call later.
a repeated sequence of three tones in a rising scale...	<p>...use On-Hook (Callback) Queuing instead (see the next page for details):</p> <ol style="list-style-type: none"> <li>1. Dial the Callback access code <b>(2)</b>. Hear the confirmation tone.</li> <li>2. Hang up.</li> </ol> <p>When you hear the triple-ring callback, lift the handset and wait for the called party to answer.</p>



# On-Hook (Callback) Queuing

## To Queue On-Hook for an Available Outside Line:

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. Press the CALLBACK button (if set up).  
*or*  
Dial the Callback access code **(2)**. 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.

ALL CIRCUITS BUSY

DISCONNECT

OUTSIDE CALLBACK

DDD 00:05

A name, given by your System Administrator, for the outside line handling your call.

### Note:

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

# Paging

---

## To Make an Announcement over the Paging System:

1. Lift the handset and dial the Paging code:

PAGE

PAGING CODES		
ZONE	CODE	LOCATION
1		All Zone (System) Page
2		
3		
4		
5		
6		
7		
8		

PAGE 00:10

2. Wait for the page beep tone.
3. In the silence that follows, make the announcement.
4. Hang up.

**Note:**

DSEQ buttons may be configured for 1-step access to any paging zones.

To Make an Announcement over the Paging System:

*Method 2:*

1. Press MENU. Hear the confirmation tone.
2. Select 3. Hear the confirmation tone followed by a dial tone.
3. Dial the Paging code (see the directory on the previous page). Wait for the page beep tone.
4. In the silence that follows the page beep tone, make the announcement.
5. Hang up.

1-PRIVACY	2-FORWARD
3-PAGE	4-REMINDER

<b>DIAL ZONE DIGIT:</b> <b>DIAL 1 FOR ALL ZONES</b>
--

**Note:**

After dialing the Paging code, a tone indicates the paging system is available.

If the paging system is in use when you initiate the page, you hear a ringback tone. Wait off-hook until you hear the paging tone. Then follow steps 4-5 above.

Up to eight paging zones (with one reserved for All Zone Paging) are allowed for paging, depending on your telephone system. Check with your System Administrator for more information.

Record the Paging codes on these pages, in the Appendix, and/or on the Quick Reference Card.

# Park

---

## To Park a Call on a Specified Extension:

1. In conversation, ask the party to wait.
2. Press the PARK button (if set up).  
*or*  
Dial the Park access code.   
Hear the confirmation tone, followed by a dial tone.
3. Dial the extension number, or press the DSS button (if available) for the extension where you wish to park the call. Hear the confirmation tone, followed by a dial tone.
4. Hang up.

DDD	02:45
-----	-------

DESTINATION:
--------------

DESTINATION: 1845
-------------------

DISCONNECT
------------

**Note:**

“Park” lets you specify an extension number on which to park a call.

The parked-on destination will *not* ring.

To pick up a parked call, see page 45.

An extension may have one call parked on it at a time. A busy tone indicates the call park attempt is unsuccessful. When you attempt to park a call, the caller is placed on hold. To return to the waiting party after an unsuccessful attempt, press LINE.

In the LCD examples above, “DDD” is a name, given by your System Administrator, for the line your call came in on.

# Park Pick-Up

---

## To Pick-Up a Parked Call from Your Own Extension:

*Method 1 - Using the Pick-Up button:*

1. Lift the handset, and press the PICK-UP button (if set up).  
Hear the confirmation tone followed by a dial tone.
2. Press the PARK button.

<b>EXTENSION:</b> <b>PICK UP KEY FOR GROUP</b>
---

<b>V LIANG</b>	<b>3245</b>
----------------	-------------

*Method 2 - Using the Park Pick-Up access code:*

Lift the handset and dial the Park Pick-Up access code.

**Note:**

“Park Pick-Up” lets you pick up a call that is parked on your own extension. It is also possible to pick up a call from an extension other than where the call is parked, See “Directed Call Pick-Up” on page 46.

For the Park Pick-Up feature to work using buttons (Method 1 above), you must set up both PARK and PICK-UP buttons on your extension. Ask your System Administrator to do this for you.

## ***Pick-Up (Directed and Group)***

---

### **Directed Call Pick-Up: To Pick Up a Ringing, Parked, or Camped-On Call:**

#### *Method 1*

1. Lift the handset and press the PICK-UP button.
2. Dial the ringing, parked or camped-on extension.

T NORGAARD	5476
------------	------

*or*

Press the DSS button for that extension number, if available.

#### *Method 2*

1. Lift the handset and dial the Directed Pick-Up access code.
2. Dial the ringing, parked, or camped-on extension number.

*or*

Press the DSS button for that extension number, if available.

### **Group Call Pick-Up: To Pick Up a Ringing Call Within your Pick-Up Group:**

#### *Method 1 - Using the Pick-Up button:*

Lift the handset and press the PICK-UP button *twice*.

#### *Method 2 - Using the Group Pick-Up access code:*

Lift the handset and dial the Group Pick-Up access code.

#### **Note:**

When the ringing call is within your pick-up group, pressing the PICK-UP button twice or dialing the Group Pick-Up access code automatically connects you.

# Privacy

---

## To Prevent Incoming Calls from Ringing at your Extension:

1. Press MENU. Hear the confirmation tone.
2. Press 1. Hear the confirmation tone.

1-PRIVACY	2-FORWARD
3-PAGE	4-REMINDER

*To activate Privacy: (continuing after step 2)*

1-ON	2-OFF
------	-------

3. Press 1. Hear the confirmation tone, followed by a dial tone.
4. Hang up.

PRIV	12 JAN 00	12:15
------	-----------	-------

*To cancel Privacy: (continuing after step 2)*

3. Press 2. Hear the confirmation tone, followed by a dial tone.
4. Hang up.

12 JAN 00	12:15
-----------	-------

### **Note:**

“Privacy” prevents incoming calls from ringing at your extension. Outgoing calls are unaffected, but incoming callers hear a “busy” signal or are transferred to Voice Mail.

Privacy cancels “Call Waiting” (see page 20).

To set Privacy at another extension (Privacy, Remote), see page 48.

## Privacy (Remote)

---

### To Prevent Incoming Calls From Ringing At Another Extension:

1. Press MENU.

Hear the confirmation tone.

1-PRIVACY	2-FORWARD
3-PAGE	4-REMINDER

2. Press 1. Hear the confirmation tone.

1-ON	2-OFF
------	-------

*To activate Remote Privacy: (continuing after step 2)*

3. Press 1. Hear the confirmation tone, followed by a dial tone.

EXTENSION:
------------

4. Dial the remote extension number. Hear confirmation tone followed by a dial tone.

EXTENSION: 8776
-----------------

5. Hang up.

1-ON	2-OFF
------	-------

*To cancel Remote Privacy: (continuing after step 2)*

EXTENSION: 8776
-----------------

3. Press 2. Hear the confirmation tone, followed by a dial tone.

4. Dial the extension number. Hear the confirmation tone followed by a dial tone.

5. Hang up.

#### **Note:**

If you can use both "Privacy" and "Remote Privacy" on your teleset, enter your own extension number in step 4 above to set up or cancel "Privacy" for yourself.



## *Redial*

---

### **To Re-Try Your Last Call without Manually Redialing:**

1. Lift the handset.
2. Press REDIAL.

H LAREDO

**Note:**

Pressing REDIAL while in conversation places the party you are speaking with on hold, and automatically redials the last number called. Press LINE to return to the held conversation.

To display the current redial number, press VIEW, followed by REDIAL.

To redisplay the date and time, press CANCEL, (or wait 20-30 seconds for the date and time to reappear automatically.)

# Repertory Dialing

## To Automatically Dial up to 8 Frequently Called Numbers:

1. Lift the handset and press a Repertory Dialing (REP) button.

REPERTORY DIALING NUMBERS	
BUTTON	NAME
REP1	
REP2	
REP3	
REP4	
REP5	
REP6	
REP7	
REP8	

917075551212

DDD

DDD 00:05

A name, given by your System Administrator, for the outside line handling your call.

**Note:**

To use “Repertory Dialing,” you must have at least one repertory dialing button set up on your teleset by your System Administrator.

Record your numbers here or in the blank table in the Appendix.

For instructions on storing repertory dialing numbers, see page 52.

## Repertory Dialing (Changing Numbers)

---

### To Change a Stored Repertory Dialing

1. Lift the handset and press MUTE/SAVE. Hear the confirmation tone.
2. Press a Repertory Dialing button, such as REP1. Hear a fast busy tone.

SELECT SAVE FUNCTION  
OR PRESS MENU KEY

*To store a new number at that location:  
(continuing after step 2)*

3. Dial a new number. Include numbers for an outside line and area code.
4. Press MUTE/SAVE. Hear the confirmation tone, followed by a dial tone.

NUM?

NUM? 195125551212

*To erase the current number at that location: (continuing after step 2)*

3. Press MUTE/SAVE without dialing any numbers. Hear the confirmation tone, followed by a dial tone.

#### **Note:**

If you hear a short busy tone after dialing a repertory dialing button, there is already a number stored at that location. You can enter a new number, erase the current number (as shown above), or hang up to keep the current number.

Your System Administrator can set up as many as 8 repertory dialing buttons for you.

## Repertory Dialing (Storing Numbers)

---

### To Store a Repertory Dialing Number:

1. Lift the handset and press MUTE/SAVE. Hear the confirmation tone.
2. Press a Repertory Dialing button, such as REP1. Hear the confirmation tone.
3. Enter the desired number (up to 20 digits). Include numbers for an outside line and area code.
4. Press MUTE/SAVE. Hear the confirmation tone, followed by a dial tone.

SELECT SAVE FUNCTION  
OR PRESS MENU KEY

NUM?

NUM? 917075551212

#### **Note:**

To store repertory dialing numbers, you must have at least one (you can have as many as 8) repertory dialing button set up by your System Administrator.

When storing a repertory dialing number, if you hear a short busy tone after pressing a repertory dialing button, it means there is already a number stored at that address. Enter a new number, or hang up to keep the current number.

To display repertory dialing numbers, press VIEW, followed by a repertory dialing button.

To change or delete stored repertory dialing numbers, see page 51.

# Speakerphone (SPEAKER/HEADSET)

## To Operate the Speakerphone:

*To answer calls to your own extension:*

Without lifting the handset, press LINE (the button with the quick-flashing amber lamp) or SPEAKER/HEADSET. The light becomes steady green.

*To answer calls for another extension:*

Press the flashing amber button. The light becomes steady green.

*To make calls:*

Dial the desired internal or external number. Include numbers for an outside line and area code.

*To disconnect calls:*

Press CANCEL.

*To Switch from Speakerphone to Handset:*

While in conversation, lift the handset. You can now “toggle” back and forth using the SPEAKER/HEADSET button.

*To Switch from Handset to Speakerphone:*

While in conversation, press SPEAKER/HEADSET.

J REINOSA	5101
-----------	------

J REINOSA	5101
-----------	------

J REINOSA	S	01:45
-----------	---	-------

“S” indicates you are in Speakerphone mode.

DISCONNECT
------------

J REINOSA	01:54
-----------	-------

J REINOSA	S	02:32
-----------	---	-------

# Speed Dial

## To Speed Dial an Individual Number:

### Method 1 - Using a Speed Dial button:

1. Lift the handset and press the SPEED DIAL button.  
Hear the confirmation tone.
2. Dial the desired Speed Dial address (00-39).

### Method 2 - Using the Speed Dial Calling access code:

1. Dial the Speed Dial Calling access

code.

2. Dial the desired Speed Dial address (00-39).

SPEED INDEX:	
SPEED INDEX: 12	
916025551212	
DDD	00:05

A name, given by your System Administrator, for the outside line handling your call.

## To Speed Dial a System Number:

Dial the location's System Speed Dial access code set up by your System Administrator.

### Note:

To change a speed dial number, see page 55 or to store a speed dial number, see page 57.

To display the current entry for a particular speed dial address, press VIEW, followed by the SPEED DIAL button, then enter the speed dial address.

Field offices, etc., are assigned System Speed Dial access codes. When you dial the access code, the system automatically completes the call for you. Ask your System Administrator for a list of these codes.

DSEQ buttons may be used for one-touch speed dialing (see page 25).

## Speed Dial (Changing Numbers)

---

### To Change a Stored Speed Dial Number:

*Method 1 - Using a Speed Dial button:*

1. Lift the handset and press MUTE/SAVE.  
Hear the confirmation tone.
2. Press the SPEED DIAL button followed by a Speed Dial address (00-39). Hear a short busy tone, followed by silence.

SELECT SAVE FUNCTION  
OR PRESS MENU KEY

SPEED INDEX:

NUM?

NUM?

*To change the current number: (continuing after step 2)*

3. Dial a new number.
4. Press MUTE/SAVE.  
Hear the confirmation tone, followed by a dial tone.

NUM? 914155551212

*To erase the current number: (continuing after step 2)*

3. Press MUTE/SAVE without dialing any numbers. Hear the confirmation tone, followed by a dial tone.

#### **Note:**

A short busy tone after dialing a Speed Dial address means there is already a speed dial number stored at that location. You can replace or erase this number, as shown above, or hang up to save it.

If you hear a confirmation tone, it means there is no speed dial number stored at that location.

## Speed Dial (Changing Numbers, cont.)

---

### To Change a Stored Speed Dial Number:

Method 2 - Using Speed Dial Set-Up Access Code:

874

1. Lift the handset and dial the Speed Dial Set-Up Access Code.   
Hear the confirmation tone.

87412

2. Dial a Speed Dial address (00-39).  
Hear a short busy tone, followed by silence.

8741294871234

To change the current number: (continuing after step 2)

3. Dial a new number.
4. Press # without dialing any numbers. Hear the confirmation tone, followed by a dial tone.

To erase the current number: (continuing after step 2)

3. Press # without dialing any numbers. Hear the confirmation tone, followed by a dial tone.

#### Note:

A short busy tone after dialing a Speed Dial address means there is already a speed dial number stored at that location. You can replace or erase this number, as shown above, or hang up to save it.

If you hear a confirmation tone, it means there is no speed dial number stored at that location.



## Speed Dial (Storing Numbers)

---

### To Store Speed Dial Numbers:

*Method 1 - Using a Speed Dial button:*

1. Lift the handset and press MUTE/SAVE. Hear the confirmation tone.
2. Press the SPEED DIAL button. Hear the confirmation tone.
3. Dial a Speed Dial address (00-39). Hear the confirmation tone.
4. Enter the desired number (up to 20 digits). Include numbers for an outside line and area code.
5. Press MUTE SAVE. Hear the confirmation tone, followed by a dial tone.

SELECT SAVE FUNCTION  
OR PRESS MENU KEY

SPEED INDEX:

SPEED INDEX: 12

NUM?

NUM? 915125551212

### **Note:**

You can store up to 40 individual speed dial numbers at speed dial addresses (also known as “indexes”) 00-39. System speed dial numbers are pre-defined. Use the blank table in the Appendix and/or the Quick Reference Card to record speed dial numbers.

After dialing a speed dial address, a short busy tone means there is already a speed dial number at that location. Enter a new number (see the next topic), or hang up to keep the current number.

## Speed Dial (Storing Numbers, cont.)

---

### To Store Speed Dial Numbers:

Method 2 - Using a Speed Dial Set-Up access code:

1. Lift the handset and dial the Speed Dial Set-Up access code.
2. Dial a Speed Dial address (00-39). Hear the confirmation tone.
3. Enter the desired number (up to 20 digits). Include numbers for an outside line and area code.
4. Press  to save this individual speed dial number.

874

87412

87412915125551212

87412915125551212#

Hear the confirmation tone, followed by a dial tone.

### Note:

You can store up to 40 individual speed dial numbers at speed dial addresses (also known as "indexes") 00-39. System numbers are pre-defined. Use the blank table in the Appendix and/or the Quick Reference Card to record speed dial numbers.

After dialing a speed dial address, a short busy tone means there is already a speed dial number at that location. Enter a new number (as in step 3 above), or hang up to keep the current number.

# Transfer

## To Transfer a Call:

1. Ask the caller to wait.
2. Press XFER. Hear the stutter dial tone, followed by a dial tone.
3. Dial the “transfer to” extension number, press a DSS button set up for that extension number, or DSEQ button, or dial the outside line and hear it ring.

C PELEGRINI 00:34

5478

M DENNIS

*For an Unsupervised Transfer: (continuing after step 3)*

4. Press XFER and hang up.

M DENNIS 00:05

*For a Supervised Transfer: (continuing after step 3)*

4. When the party answers, announce the transfer.
5. Press XFER and hang up.

### Note:

When you make an unsupervised transfer, you do not speak with the “transfer to” party. When you make a supervised transfer, you let the “transfer to” party know who is being transferred. In either case, if for any reason you cannot complete the transfer, press LINE to return to the waiting party, or place a “Call Waiting Camp-On” (see page 20).

In some systems, it is unnecessary to press XFER a second time. Check with your System Administrator for more information.

For related topics, see “Call Waiting (Camp-On)” on page 20 and “Call Waiting (Camp-On) Transfer” on page 22.

## View (Extension Status Inquiry)

### To View the Status of an Extension Other Than Your Own:

1. Press VIEW. Hear the confirmation tone.
2. Press MENU. (Optional). Hear the confirmation tone.
3. Press **2**. Hear the confirmation tone, followed by a dial tone.
4. Dial the desired extension or press the designated DSS or DSEQ button if it is configured for an extension.

SELECT VIEW FUNCTION OR PRESS MENU KEY	
1-LAST	2-EXTN 3-SELF
4-FWRD	
EXTENSION:	
EXTENSION:	3422
E FOLLET	CONV M

#### Note:

The class of service your System Administrator assigned to your extension controls your ability to make an extension status inquiry. If you do not have this feature, see your System Administrator.

While listening to a busy tone or ring-no-answer, press VIEW > 1 to view the status of that extension. See the next page for an explanation of status messages.

Use the “2-EXTN” option, followed by an extension number (or press the designated DSS button) to view the status of another extension. If you are in conversation at the time, your call is automatically placed on hold when you press VIEW. Press LINE to return to the held conversation.

See “View (Self Status Inquiry)” on page 63 for instructions on using the “3-SELF” option.

You can also use the VIEW button to see the numbers you have stored for:

<ul style="list-style-type: none"><li>• Redial (see page 49)</li><li>• Speed Dial (see page 54)</li></ul>	<ul style="list-style-type: none"><li>• Repertory Dialing (see page 50)</li><li>• Intercom (COM) Calling (see page 32)</li></ul>
---	--

## ***View (Extension Status Inquiry cont.)***

---

### **Extension Status Inquiry Messages:**

The following table lists messages of the Extension Status of the Dialed Party:

<b>Message</b>	<b>Indicates...</b>
<b>BUSY</b>	The dialed party's phone is in use, but not in a conversation.
<b>CONV</b>	The dialed party is in a conversation.
<b>CONF</b>	The dialed party is in conference conversation.
<b>HELD</b>	The dialed party is on hold.
<b>IDLE</b>	The dialed party's phone is not in use.
<b>L.O.</b>	The dialed party's phone is in lockout (off-hook for a longtime).
<b>LOCK</b>	The dialed party's phone is locked by the Extension Security feature.
<b>MBSY</b>	The dialed party's phone is maintenance busy.
<b>RING</b>	The dialed party's phone is ringing.

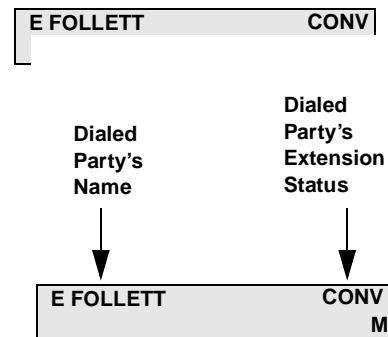
## View (Extension Status Inquiry cont.)

### Extension Attributes of a Dialed Party

The following table lists the extension attributes of a dialed party:

Extension Attribute <sup>1</sup>	Indicates...
M <sup>2</sup>	the extension has a message waiting
P	the extension is in privacy mode
F	the extension has call forward set up

- 1 Note that any one or all three extension attributes may be displayed, depending on the status of the dialed extension.
- 2 "M" refers to a "No-Answer" message (see page 36)



## View (Self Status Inquiry)

### To View the Status of Your Own Extension:

1. Press VIEW. Hear the confirmation tone.
2. Press MENU (Optional Step). Hear the confirmation tone.
3. Press 3.

#### Note:

Use the a “1-LAST” option to see the status of the extension you just dialed. If it is busy, no answer, or while you are camped on, you can press VIEW > 1.

Use the “2-EXTN” to see the status of any extension at any time. If you are in conversation, your call is automatically placed on hold when you press VIEW. Press LINE to return to the held conversation.

Use the “4-VIEW” option to see your own Forward status.

For uses of “VIEW” related to other features, see page 64.

If you do not have this feature, see your System Administrator.

SELECT VIEW FUNCTION  
OR PRESS MENU KEY

1-LAST    2-EXTN    3-SELF  
4-FWRD

Top line: your name and  
extension number.

E FOLLETT    3422  
RING - 3    COM - MUTE    CS34

Bottom line: your extension's  
current ring sound, Intercom Auto-  
Answerback mode and class of  
service.

## View (Stored Feature Numbers)

---

### To View Telephone Numbers Stored for Feature Buttons:

1. Press VIEW. Hear the confirmation tone.
2. Press MENU.

SELECT VIEW FUNCTION  
OR PRESS MENU KEY

*or*

Press the desired function button, such as REDIAL.

LATEST STORED NUMBER  
915105551212

3. Press CANCEL.

12 JAN 00 12:15

#### **Note:**

“View” displays numbers which you have set up for the following features:

- Redial (see page 49)
- Speed Dial (see page 54)
- Repertory Dialing (see page 50)
- Intercom (COM) Calling (see page 32)

If you try to view a feature (except REDIAL) that has not been set up, **NO NUMBER IS STORED** appears on your display.

“VIEW” is also used for status inquiries (see page 61 through page 63).



# Voice Mail (Forwarding and Canceling Calls)

## To Forward your Calls to Voice Mail When You Are Away:

1. Lift the handset and press MENU, then select **2**.

1-PRIVACY	2-FORWARD
3-PAGE	4-REMINDER

or

Dial your own extension number. Hear the confirmation tone, followed by a dial tone.

DESTINATION: OLD FORWARD ERASED
------------------------------------

2. Dial the Voice Mail system "forward to" number.

Hear the confirmation tone, followed by a dial tone.

DESTINATION: 6733 OLD FORWARD ERASED
---

3. Enter the desired Forward code number from the choices below, then hang up:

TYPE:	4 - ALL
5 -BSY	6 - N/ANS 7 - B/NA

12 JAN 00	12:15
FWRD	

1st Digit (optional)	2nd Digit
1. Internal only	4. Forward without checking
2. External only	5. When BUSY only
(If no 1st digit is entered, both internal and external calls will be forwarded)	6. When NO ANSWER only
	7. When BUSY or NO ANSWER

## To Cancel Call Forward to Voice Mail:

Follow step 1 above and hang up.

DESTINATION: OLD FORWARD ERASED
------------------------------------

### Note:

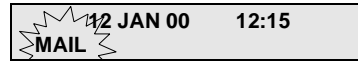
Your System Administrator can set up a Call Redirection Group to forward all extension users to Voice Mail when an extension is busy or does not answer or if the extension is in privacy.

## Voice Mail (Retrieving Calls)

---

### To Retrieve your Voice Mail from your Own Extension:

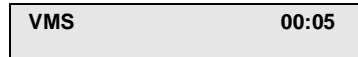
1. Observe the flashing lamp next to the MSG button and MAIL flashing on your display.
2. Press MSG. Hear the confirmation tone, then follow the prompts.



"MAIL" MESSAGE FLASHES

### To Retrieve your Voice Mail When Away from your Desk:

Check with your System Administrator for details about this feature.



#### **Note:**

How you retrieve Voice Mail from another extension may vary, depending on your Voice Mail system.

In some systems, if you have a Voice Mail message, you hear a sequence of repeated tones (see "repeating tones" in the Audible Tones table in the Appendix.)

Check with your System Administrator for more information.

# Appendix

---

The Appendix contains tables where you can note access codes provided by your System Administrator, DSEQ numbers, DSS numbers, paging codes, repertory dialing numbers, and individual speed dial numbers. In addition, the Audible Tones table describes the audible tones that indicate call status, successful completion of steps (such as storing Speed Dial numbers), and dialing errors.

Tables listed in this appendix are as follows:

- Access Code Table
- DSEQ Table
- DSS Table
- Paging Code Table
- Repertory Dialing Table
- Speed Dialing Table
- Audible Tones<sup>1</sup> Table

---

1. Since Teltronics selects the tone set for your country, the tones in the *Audible Tones* table may differ from yours.

---

***Access Code Table***

---

**Table A-1: Access Code Table**

<b>ACCESS CODE PURPOSE</b>	<b>ACCESS CODE NUMBER</b>

---

**Digit Sequence (DSEQ) Table**

---

**Table A-2: DSEQ Table**

<b>DSEQ BUTTON NUMBER</b>	<b>DESTINATION</b>

---

**Direct Station Select (DSS) Table**

---

**Table A-3: DSS Table**

<b>DSS LINE BUTTON NUMBER</b>	<b>DESTINATION</b>

---

**Paging Code Table**

---

**Table A-4: Paging Code Table**

<b>ZONE</b>	<b>PAGING CODE</b>	<b>LOCATION</b>
1		All Zone (System) Page
2		
3		
4		
5		
6		
7		
8		

**Note:**

Check with your System Administrator for the number of paging zones (up to eight) in your system.

---

***Repertory Dialing Table***

---

**Table A-5: Repertory Dialing Table**

<b>BUTTON</b>	<b>NAME</b>
REP1	
REP2	
REP3	
REP4	
REP5	
REP6	
REP7	
REP8	



---

***Speed Dialing Table***

---

Access Code:

**Table A-6: Speed Dialing Table**

Speed Dial Address	Telephone Number	Destination
00		
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		

**Table A-6: Speed Dialing Table (continued)**

<b>Speed Dial Address</b>	<b>Telephone Number</b>	<b>Destination</b>
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		
32		
33		
34		
35		
36		
37		
38		
39		

---






**Audible Tones**


---

**Table A-7: Audible Tones**

<b>Dial Tone</b>	—     — hmmm...	Heard when you pick up your handset. Indicates ready for dialing. Also heard after dialing an outside line access code.
<b>Confirmation Tone</b>	•••       3 beeps, hmmm...	Heard after correctly accessing a feature. May be followed by a dial tone for further dialing.
<b>Busy Tone</b>	—   —   —   —   — bzt, bzt, bzt...	Heard after dialing an extension that is in use.
<b>Stutter Dial Tone</b>	—   —   —   —      3 hmms, hmm...	Heard after successfully putting a party on hold. Also indicates ready for further dialing.
<b>Error Tone</b>	-                     arr-ee, arr-ee,...	Heard when a time-out occurs, or when you dial a non-existing extension or access code for an unavailable feature.
<b>Hold Tone</b>	—    —    —    tick, tick, tick...	Heard when your extension is on hold. In some systems you hear music instead.
<b>On-Hook Queue Tone</b>	• • • rising scale	Heard when you reach an all trunks busy condition and you are allowed to enter into On-Hook Queuing for the first available outside line.
<b>Off-Hook Queue Tone</b>	••• —    —    3 beeps, ticking...	Heard when you reach an all trunks busy condition and you are allowed to remain off-hook for the first available outside line.

**Table A-7: Audible Tones (continued)**

<b>Internal Camp-on Tone</b>	 1 beep	Heard by an internal caller and the called party when the internal caller successfully initiates Call Waiting (Camp-On).
<b>External Camp-on Tone</b>	 2 beeps	Heard by the called party when an external caller successfully initiates Call Waiting (Camp-On).
<b>No-Notification Camp-On Tone:</b>	 3 beeps, ticking...	Heard when you are camped on, but the called party does not know it because: (1) you are in queue, (2) the called party is dialing, or (3) the called party's extension is not set up to receive notification.
<b>Paging Beep</b>	 extended beep	Heard just before the system allows your page announcement. After the beep, there is silence so you can announce the page.
<b>Voice Mail Tone Prompt:</b>	 repeating tones	Heard in some systems to indicate a Voice Mail message. Chime or stutter dialtone may be heard when you use your phone if you have voice mail.

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---

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## **ClearCom Telesets**

ClearCom12, ClearCom24, and BEM24

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