

1.4 Receiving Calls

Receiving Calls

PT and SLT	PT
 Lift the handset or press SP-PHONE.	CO  INTERCOM  Press a rapidly flashing line key or INTERCOM. The line key or INTERCOM indicator light turns steady green.



- PT** • There are 3 types of Line Preference for incoming outside calls (— No Line/Prime Exchange Line/Ringing Line). Each preference can be selected by Proprietary Telephone Settings.
- PT** • When receiving an incoming call, you may press the line key or INTERCOM button which is rapidly flashing red and talk (Handsfree mode).
- PT** • Helpful hints for the handsfree operation are noted in the “Handsfree Operation” feature.



- 1.2 Proprietary Telephone Settings, “Customising Your Telephone Functions”, Preferred Line Assignment — Incoming
- 1.3 Making Calls, “Handsfree Operation”
- See the Installation Manual, Section 3, “Receiving Calls”.

1.4 Receiving Calls

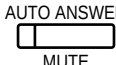
Handsfree Answerback

Allows you to answer an intercom call without lifting the handset.

Setting

PT

When the *SP-PHONE* and the *AUTO ANSWER/MUTE* indicators are off



AUTO ANSWER
MUTE

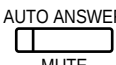
Press AUTO ANSWER/MUTE.

- The AUTO ANSWER/MUTE indicator turns on.

Cancelling

PT

When the *AUTO ANSWER/MUTE* indicator is on



AUTO ANSWER
MUTE

Press AUTO ANSWER/MUTE.

- The AUTO ANSWER/MUTE indicator light turns off.



PT
PT

- This feature does not work for incoming outside calls or doorphone calls.
- When an outside call is transferred to your extension, this feature is overridden and a ring tone is heard.



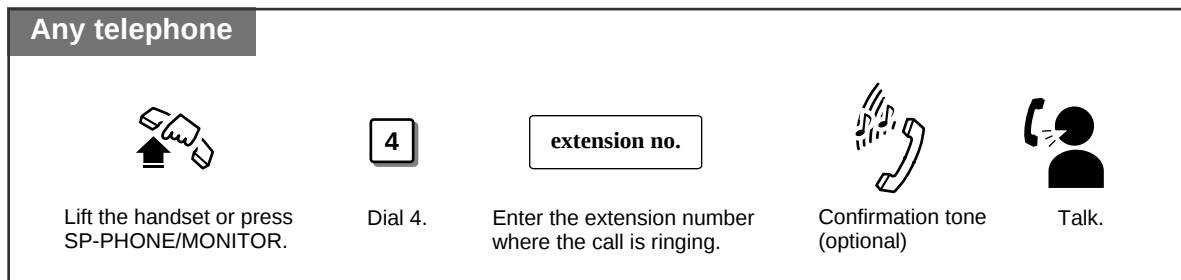
- 1.2 Proprietary Telephone Settings, “Customising Your Telephone Functions”, Intercom Alert Assignment
- 1.7 Useful Features, “Room Monitor”
- See the Installation Manual, Section 3, “Handsfree Answerback”.

1.4 Receiving Calls

Picking up a Call Ringing at Another Extension (Call Pickup)

Directed Call Pickup

Allows you to answer an incoming call ringing at any other extension.



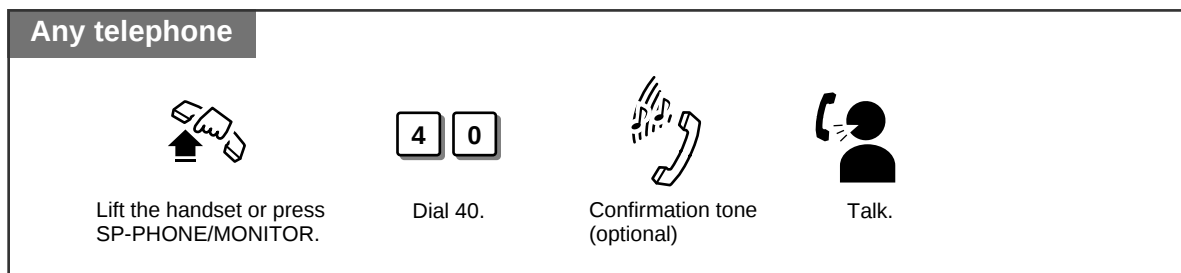
- Doorphone calls can be picked up by extensions that are not programmed to answer doorphone calls.
- You hear a confirmation tone when the call is picked up. The tone can be disabled.
- If a ringing extension sets the Call Pickup Deny feature, you will hear a reorder tone.



- 1.4 Receiving Calls, “Picking up a Call Ringing at Another Extension (Call Pickup)”, Denying/allowing your calls to be picked up (Call Pickup Deny)
- See the Installation Manual, Section 3, “Call Pickup”.

Group Call Pickup

Allows you to answer a call that is ringing at another telephone within your extension group.



- You can pick up an incoming outside, intercom or doorphone call, but you cannot pickup a Camp-On recall or hold recall.
- You will hear a confirmation tone when the call is picked up. The tone can be disabled.
- If a ringing extension sets the Call Pickup Deny feature, you will hear reorder tone.
- You can pick up a call just by going off-hook even though your extension is not ringing. It can be done by System Programming.

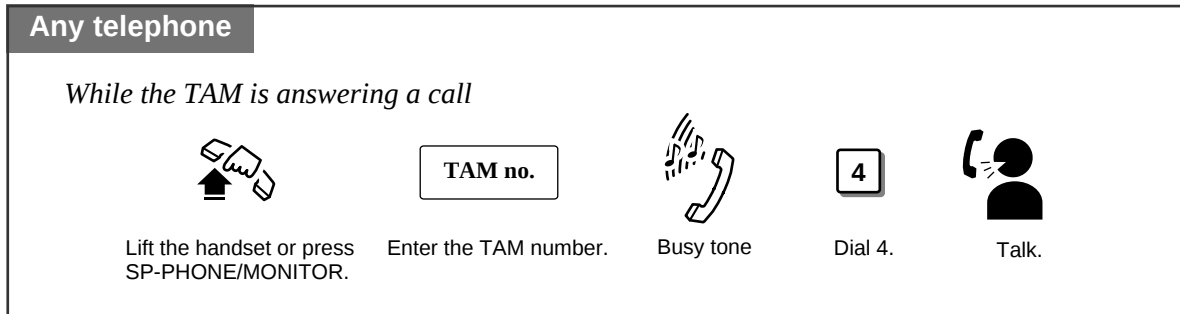


- 1.4 Receiving Calls, “Picking up a Call Ringing at Another Extension (Call Pickup)”, Denying/allowing your calls to be picked up (Call Pickup Deny)
- See the Installation Manual, Section 3, “Extension Group”.
- See the Installation Manual, Section 3, “Call Pickup”.

1.4 Receiving Calls

Retrieving Calls Answered by a TAM (Telephone Answering Machine)

Allows you to answer an incoming call received by a TAM.
System Programming is required to use this feature.



- When you try to pick up a call and hear a reorder tone, the TAM is not answering a call or the dialled extension is not the TAM extension.
- A TAM number is the 3-digit extension number of the TAM.

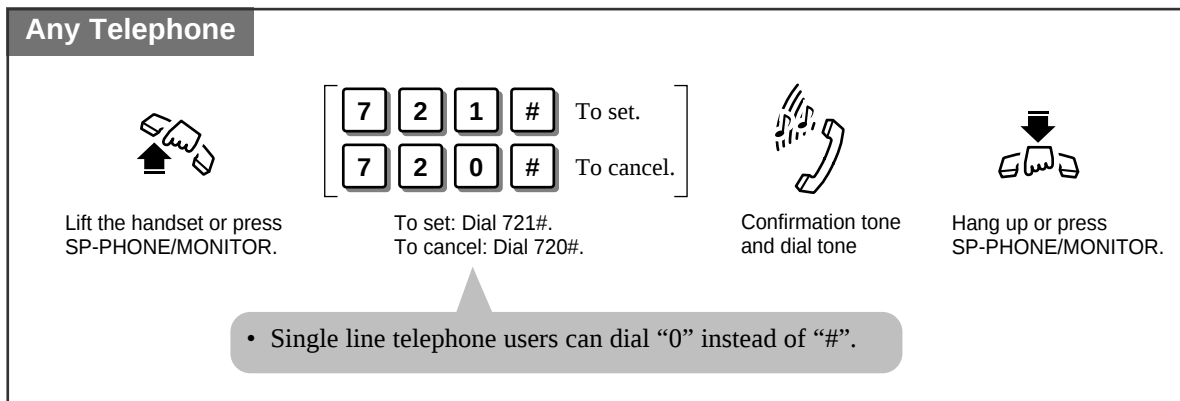


- See the Installation Manual, Section 3, “Call Pickup”.

Denying/allowing your calls to be picked up (Call Pickup Deny)

Allows you to prevent another extension from picking up your calls using the “Call Pickup” feature.

Setting / Cancelling



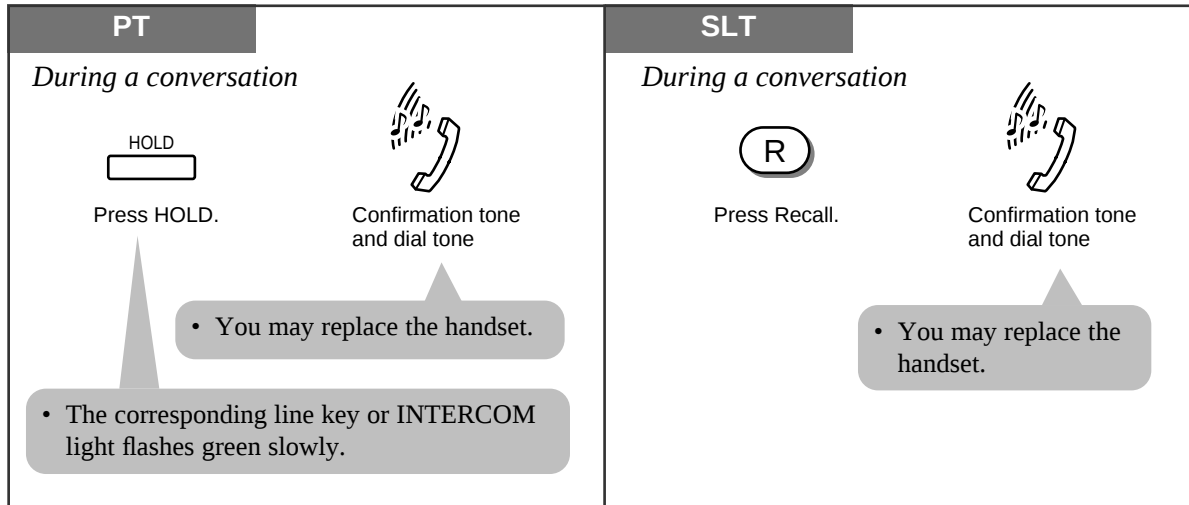
- 1.4 Receiving Calls, “Picking up a Call Ringing at Another Extension (Call Pickup)”, Directed Call Pickup
- 1.4 Receiving Calls, “Picking up a Call Ringing at Another Extension (Call Pickup)”, Group Call Pickup
- See the Installation Manual, Section 3, “Call Pickup”.

1.5 During a Conversation

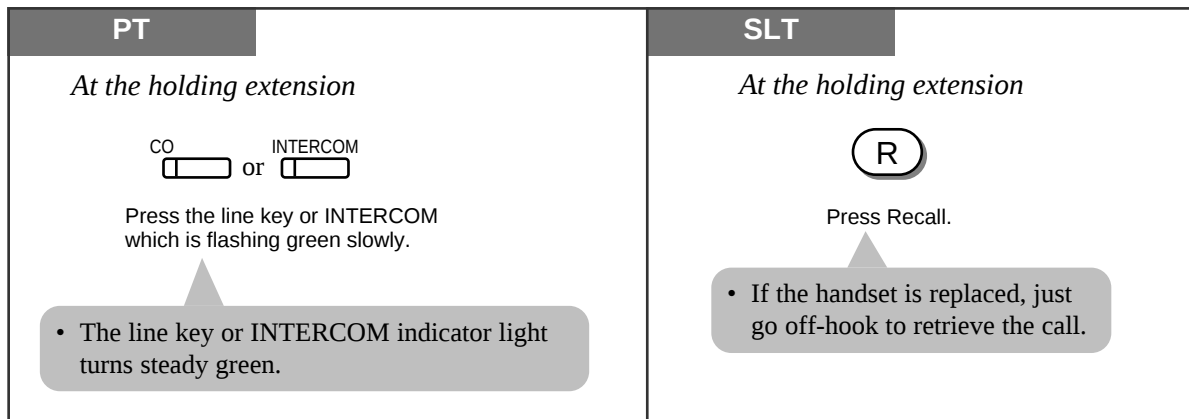
Placing a Call on Hold (Call Hold)

Allows you to place a call on hold.

Placing a call on hold



Retrieving a call on hold



- To retrieve a call on hold at another extension, refer to “Retrieving a Call on Hold (Call Hold Retrieve)”.
- If a held call is not retrieved within a pre-determined time (default: 30 seconds), ringing or an alarm tone will be heard (Hold Recall/Hold Alarm). If the hold recall time is set to “Disable”, the call will not recall.
- If a held outside call is not answered within 30 minutes, it will be automatically disconnected.
- When going off-hook:
 - Before recalling: A dial tone will be heard while the call is on hold. You may dial another telephone number.
 - While recalling: Only the first call on hold will be answered.
- You cannot hold a doorphone call.

1.5 During a Conversation

- PT** • During a 5-party conference, you cannot use this feature.
- PT** • With outside calls, you can put multiple calls on hold. However, with intercom calls, you can put only one call on hold. One way around this is to use the Call Park feature. See two pages ahead.
- PT** • If a call is placed on hold for more than the programmed time, ringing or an alarm tone will be heard (Hold Alarm/Hold Recall) and the LCD will flash the following display.
Example:
 - When holding extension 211, Mr. Brown: “211: Brown” will flash.
 - When holding exchange line, CO 1: “Call on CO 1” will flash.
- SLT** • If “Hold-2” or “Hold-3” is assigned by System Programming, you must dial “50” after pressing the Recall button.
- SLT** • Only an outside or intercom call can be placed on hold at any one time. If you want to hold both calls, use the Call Park feature.



- 1.5 During a Conversation, “Retrieving a Call on Hold (Call Hold Retrieve)”
- 1.5 During a Conversation, “Placing a Call in System Parking Area (Call Park)”
- 1.7 Useful Features, “Conference (5-party)”
- See the Installation Manual, Section 3, “Hold”.

Placing a Call on Hold Exclusively (Exclusive Hold)

Prevents other extension users from retrieving your held call. Only the user who held the call can retrieve it.

Placing a call on exclusive hold

PT

During a conversation

HOLD

Press HOLD.

HOLD

Press HOLD again.

- The line key or INTERCOM light flashes green slowly.
- The current call is placed on hold.

- The line key or INTERCOM light flashes green moderately.
- The current call is placed on exclusive hold.

Retrieving a call on exclusive hold

PT

CO

or

INTERCOM

Press the line key or INTERCOM which is on exclusive hold.

- The line key or INTERCOM light turns steady green.
- The held call is released.

1.5 During a Conversation



- PT** • During a 5-party conference, you cannot use this feature.
- PT** • If a held call is not retrieved within a pre-determined time (default: 30 seconds), ringing will be heard (Hold Recall).
- PT** • If an outside call is placed on hold and not retrieved within 30 minutes, it will be automatically disconnected.
- PT** • With outside calls, you can put multiple calls on exclusive hold. However, with intercom calls, you can put only one call on exclusive hold.



- 1.5 During a Conversation, “Placing a Call on Hold (Call Hold)”
- 1.7 Useful Features, “Conference (5-party)”
- See the Installation Manual, Section 3, “Hold”.

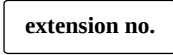
Retrieving a Call on Hold (Call Hold Retrieve)

Allows you to retrieve a call that has been placed on hold by another extension.

Retrieving an outside call on hold

PT and SLT				PT
<i>At the other extension</i>				<i>At the other extension</i>
				
Lift the handset or press SP-PHONE/MONITOR.	Dial 53.	Enter the held exchange line number (1 through 6).	Confirmation tone	Press the line key whose indicator is flashing red slowly.
				• The line key light turns steady green.

Retrieving an intercom call on hold

PT and SLT			
<i>At the other extension</i>			
			
Lift the handset or press SP-PHONE/MONITOR.	Dial 5.	Enter the holding extension number.	Confirmation tone



- Calls held in “Call Park” or “Exclusive Hold” cannot be retrieved by this feature.
- You can hear a confirmation tone when the call is retrieved by entering the feature number.



- 1.5 During a Conversation, “Placing a Call on Hold (Call Hold)”
- See the Installation Manual, Section 3, “Hold”.

1.5 During a Conversation

Placing a Call in System Parking Area (Call Park)

Allows you to place a held call into a system parking area so that you can perform other tasks. The parked call can be retrieved by any extension user. Up to 10 calls can be parked.

PT and SLT

During a conversation

HOLD

 For a PT

R
 For an SLT

For a PT: Press HOLD.
For an SLT: Press Recall.



3 6

parking zone no.



Confirmation tone and dial tone Dial 36. Enter a parking zone number (0 through 9). Confirmation tone and dial tone

- If you hear a busy tone, it indicates the specified parking zone is unavailable.
- You do not need to redial the feature number to change the parking zone. Just enter the parking zone number while hearing the busy tone.

Retrieving a parked call

PT and SLT



5 6

parking zone no.



Lift the handset or press SP-PHONE/MONITOR. Dial 56. Enter a parking zone number (0 through 9) where the call is to be parked. Confirmation tone and dial tone

You can talk to the party.

- If there is no held call, you will hear a reorder tone.



- If a parked call is not retrieved within a pre-determined time (default: 30 seconds), ringing will be heard (Hold Recall).
- If a parked call is not retrieved within 30 minutes, it will be automatically disconnected.
- This feature is useful when you want to hold more than one intercom call with a PT, or more than one intercom or outside call with an SLT.

PT

- During a 5-party conference, you cannot use this feature.



- 1.7 Useful Features, “Conference (5-party)”
- See the Installation Manual, Section 3, “Call Park”.

1.5 During a Conversation

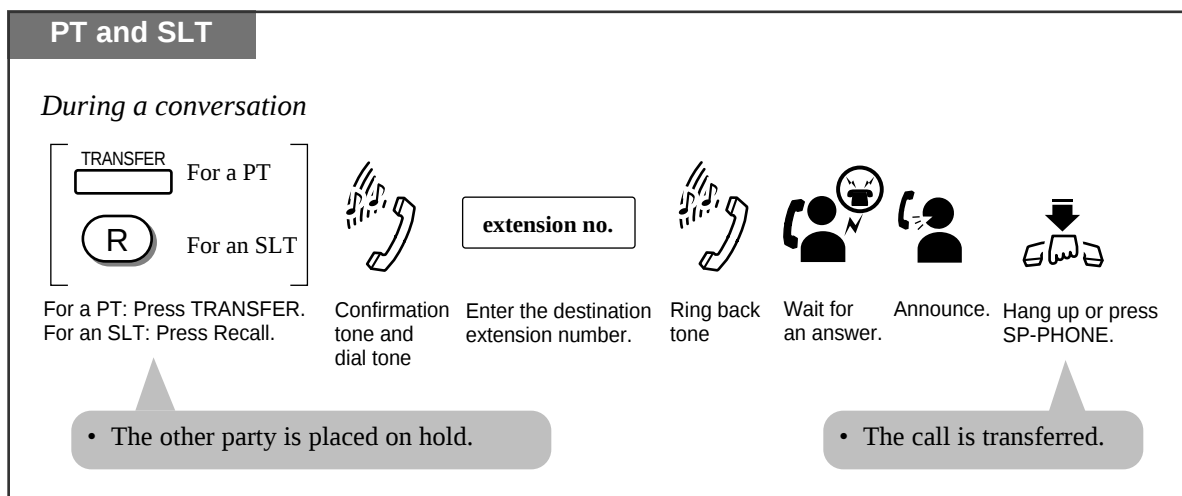
Transferring a Call to an Extension (Call Transfer – to Extension)

Allows you to transfer a received call to another extension. There are 2 ways.

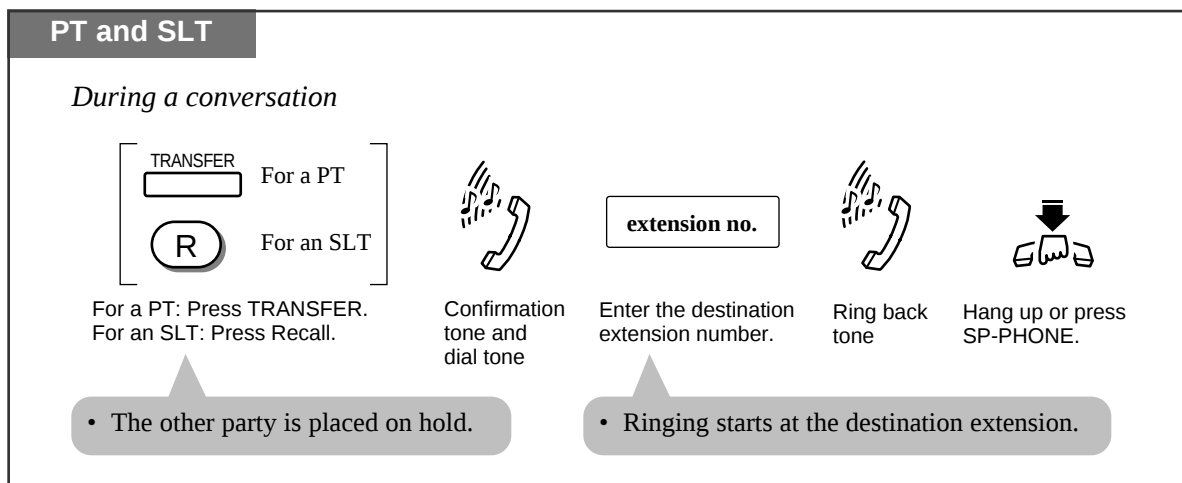
Screened Call Transfer: The call is announced before being transferred.

Unscreened Call Transfer: The line is transferred without waiting for an answer.

Screened Call Transfer



Unscreened Call Transfer



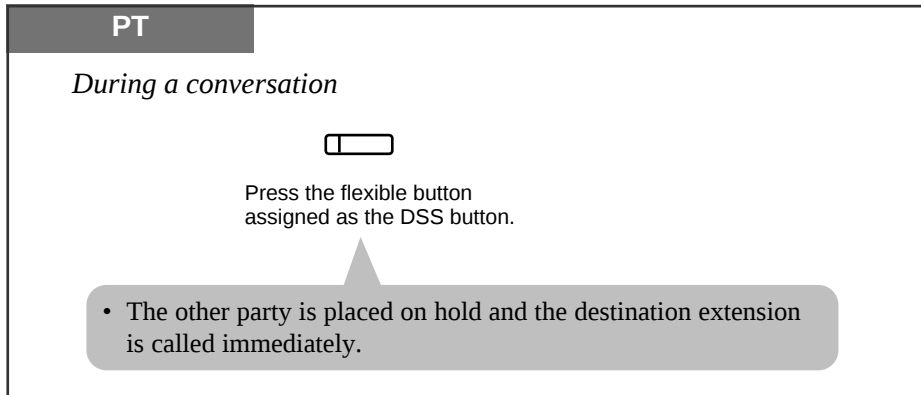
1.5 During a Conversation

Call Transfer using a DSS button

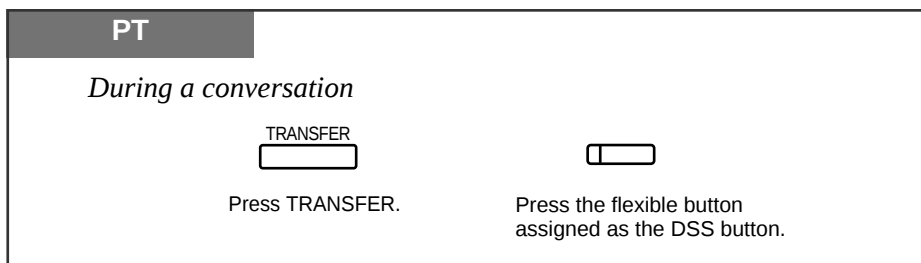
Allows you to perform a Screened or Unscreened Call Transfer by using a DSS button. There are 2 operations, depending on whether or not One-Touch Transfer* is set.

* **One-Touch Transfer** allows you to hold an outside call and transfer it to an extension by pressing one key. This feature provides automatic hold and transfer, without pressing the TRANSFER button. System Programming is required to use this function.

“With Transfer” mode



“Without Transfer” mode



- If the destination extension does not answer the call within a pre-determined time (default: 30 seconds), the call will return to you (Transfer Recall).
- If there is no answer within 30 minutes after “Transfer Recall” starts, the call will be disconnected.
- When the dialled extension is busy, you may access the extension by dialling “2” (Busy Extension Signalling) or “3” (Executive Busy Override) and going on-hook.

PT

- If you want to return to the held call, press the TRANSFER button or corresponding line key or INTERCOM button before the destination extension answers.

PT

- A flexible line key can be assigned as a DSS button.

PT

- To use “One-Touch Transfer”, System Programming is required.

PT

- During a 5-party conference, you cannot transfer a call.

SLT

- If you want to return to the held call, press the Recall button before the destination extension answers.

SLT

- If “Hold-3” is assigned in System Programming, you must dial “50” after pressing the Recall button.

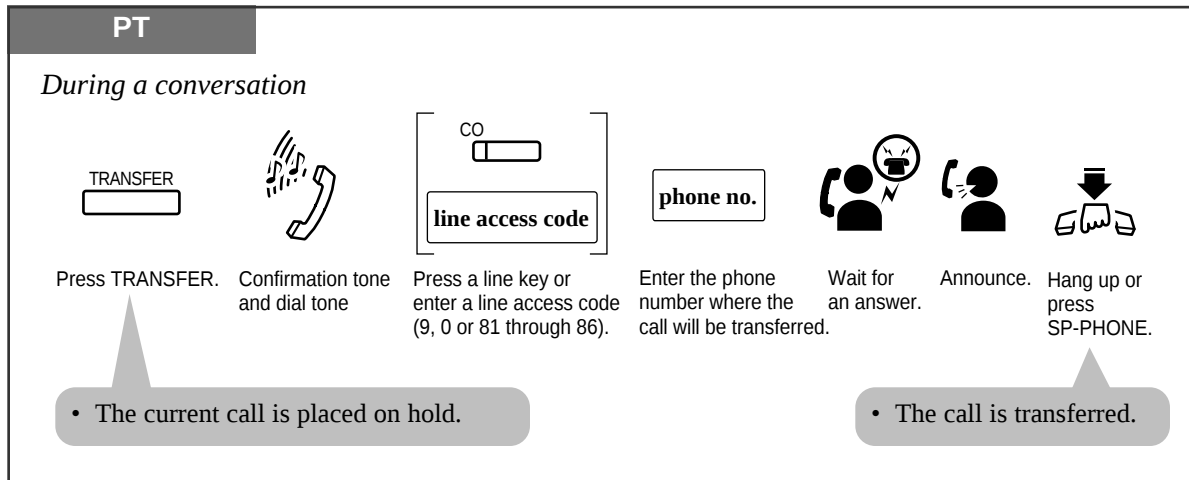


- 1.2 Proprietary Telephone Settings, “Customising the Buttons on Your Telephone”, DSS (Direct Station Selection) Button
- See the Installation Manual, Section 3, “Call Transfer – to Extension”.

1.5 During a Conversation

Transferring a Call to an Exchange Line (Call Transfer – to Exchange Line)

Allows you to transfer a received intercom call to an external party.
System Programming is required to execute this feature.



- PT** • If you want to return to the held call, press the TRANSFER button or INTERCOM button before the destination party answers.
- PT** • If you want to join the conversation after transferring the call, press the corresponding line key. A conference call is established.
- PT** • To change the party where the call is transferred before hanging-up, press the line key whose indicator is flashing slowly to retrieve the call, then repeat the Call Transfer procedure.



- See the Installation Manual, Section 3, “Call Transfer – to Exchange Line”.

1.5 During a Conversation

Call Waiting

During a conversation, a Call Waiting tone informs you that there is a call waiting. You can answer the second call by disconnecting the first call or placing it on hold.

Setting / Cancelling for outside calls

Any Telephone



Lift the handset or press SP-PHONE/MONITOR.

7	3	1	1	#
To set.				
7	3	1	0	#
To cancel.				

To set: Dial 7311#.
To cancel: Dial 7310#.



Confirmation tone and dial tone



Hang up or press SP-PHONE/MONITOR.

• Single line telephone users can dial "0" instead of "#".

Setting / Cancelling for intercom calls

Any Telephone



Lift the handset or press SP-PHONE/MONITOR.

7	3	2	1	#
To set.				
7	3	2	0	#
To cancel.				

To set: Dial 7321#.
To cancel: Dial 7320#.



Confirmation tone and dial tone



Hang up or press SP-PHONE/MONITOR.

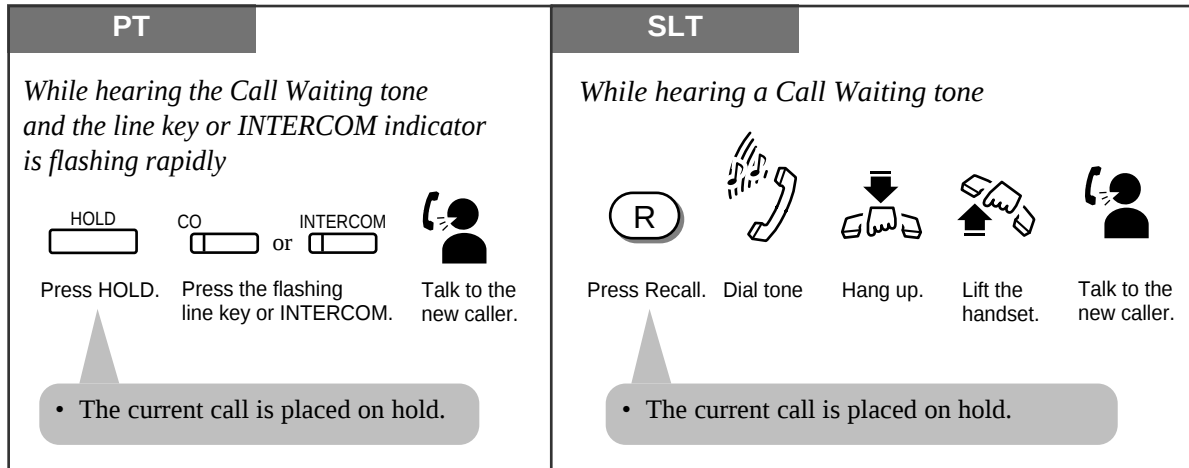
• Single line telephone users can dial "0" instead of "#".

To talk to the new caller by terminating the current call

PT	SLT
While hearing a Call Waiting tone CO  or INTERCOM  Press the flashing line key or INTERCOM.  Talk to the new caller. • The current call is disconnected.	While hearing a Call Waiting tone  Hang up.  Lift the handset.  Talk to the new caller. • The current call is disconnected.

1.5 During a Conversation

To talk to the new party holding the current call



— If both the current call and new call are extension calls, you do not have to press the INTERCOM button.



- The default is “OFF”.
- When Call Waiting is enabled, a Call Waiting tone is sent to the user under the following conditions.
 - 1) When an outside call (except a doorphone call) is received, or
 - 2) When another extension executes the “Busy Extension Signalling ” feature.
- Setting “Data Line Security” temporarily cancels this feature.
- You can change the desired Call Waiting tone (Tone 1 or Tone 2).

PT

- If a Call Waiting tone is heard and the line key or INTERCOM indicator does not flash, this tone indicates Call Waiting from the Local Exchange. In this case, see “External Feature Access”.

SLT

- If “Hold-2” or “Hold-3” is assigned in System Programming, you must dial “50” after pressing the Recall button.

SLT

- You cannot transfer the new call while holding the current call. If you want to do so, first park the original call using the Call Park feature, hang up, then take the new call.



- 1.2 Proprietary Telephone Settings, “Customising Your Telephone Functions”, Call Waiting Tone Selection
- 1.3 Making Calls, “Sending a Call Waiting Tone to a Busy Extension (Busy Extension Signalling)”
- 1.5 During a Conversation, “Placing a Call in System Parking Area (Call Park)”
- 1.7 Useful Features, “Data Line Security”
- 1.7 Useful Features, “External Feature Access”
- See the Installation Manual, Section 3, “Call Waiting”.

1.5 During a Conversation

Call Splitting

Allows you to talk to two different parties alternately. If a call is received while you are already on the line, you can place the current call on hold and have a conversation with the other party.

Having a conversation while another call is on (exclusive) hold

PT

Between one extension and one outside line



Press HOLD.

CO  or INTERCOM 

Press line key or INTERCOM.

- Repeating these operations (steps 1 and 2) alternates between the callers.

Between two outside lines



Press HOLD.

CO 

Press line key.

- Repeating these operations (steps 1 and 2) alternates between the callers.

Between two extensions



Press HOLD.

- Pressing the HOLD button alternates between the callers.

SLT



Press Recall.

- The first held call is released.
- Pressing this button alternates between the callers.



PT

- This feature does not work during a doorphone call or paging.
- During a 5-party conference, you cannot use this feature.



- 1.5 During a Conversation, “Placing a Call on Hold (Call Hold)”
- 1.5 During a Conversation, “Placing a Call on Hold Exclusively (Exclusive Hold)”
- See the Installation Manual, Section 3, “Call Splitting”.

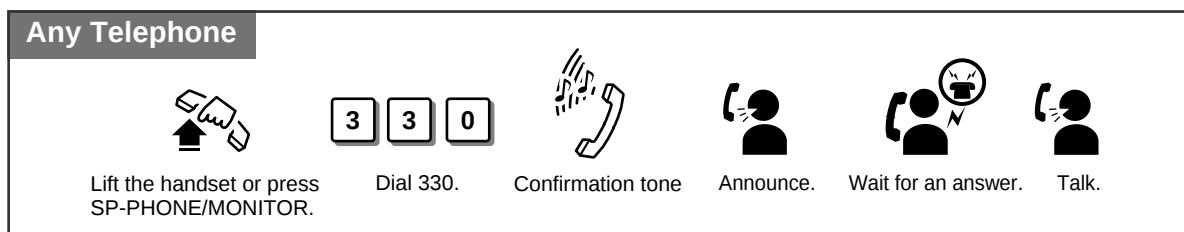
1.5 During a Conversation

Paging

Allows you to make a voice announcement to several people at the same time. Your message is announced over built-in speakers of proprietary telephones and/or the external pager. The paged person can answer your page from any telephone. You can also transfer a call after paging.

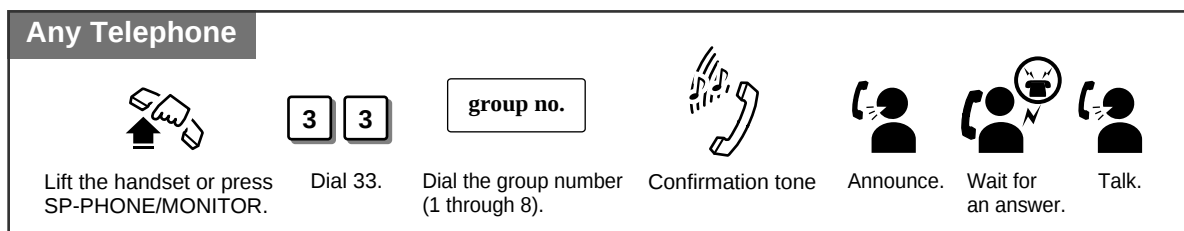
All extensions

Allows you to make a voice announcement to all extensions.



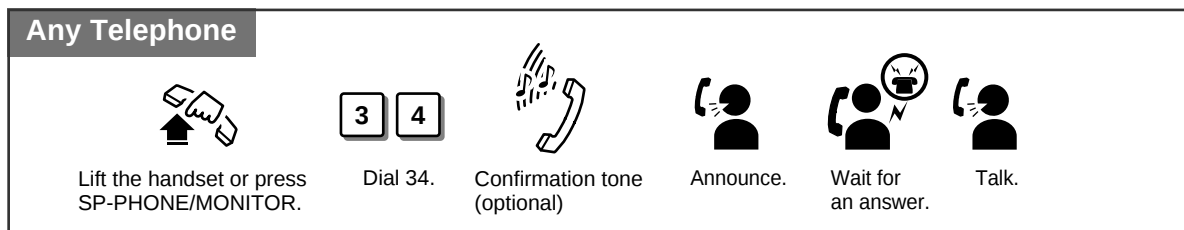
Group

Allows you to select an extension group and make a voice announcement. The announcement can only be heard through the extensions' built-in speakers.



External

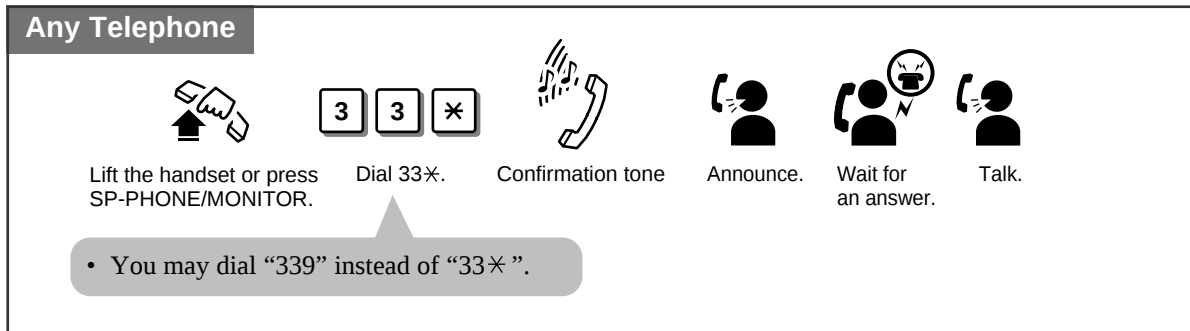
Allows you to make a voice announcement over the external pager.



1.5 During a Conversation

All extensions & External

Allows you to make a voice announcement to all extensions. Your message is announced over the built-in speakers of proprietary telephones (PT) and the external pager.



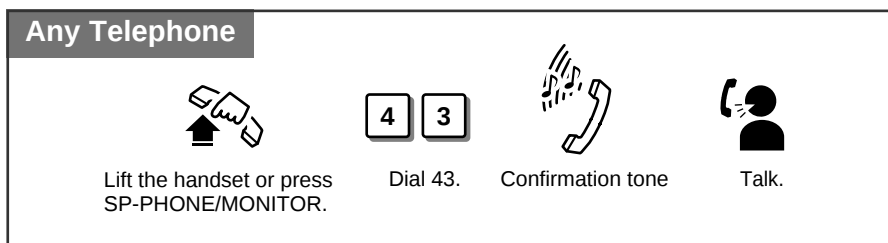
- If the pager is in use, a busy tone will be heard.
- The paged extension users hear a splash tone before the voice announcement.
- You will hear a splash tone from the external pager (External Pager Confirmation Tone) at the paged side before the voice announcement. The tone can be disabled.
- You will hear a confirmation tone before making the voice announcement.
- More than one person cannot use the paging feature at the same time.
- You cannot page extensions which have set the DND or Paging-Deny feature, or which are in use.



- 1.7 Useful Features, “Rejecting Incoming Calls (Do Not Disturb — DND)”
- See the Installation Manual, Section 3, “Paging”.

Answering a Page

Allows you to answer an announced page at any extension within the system.



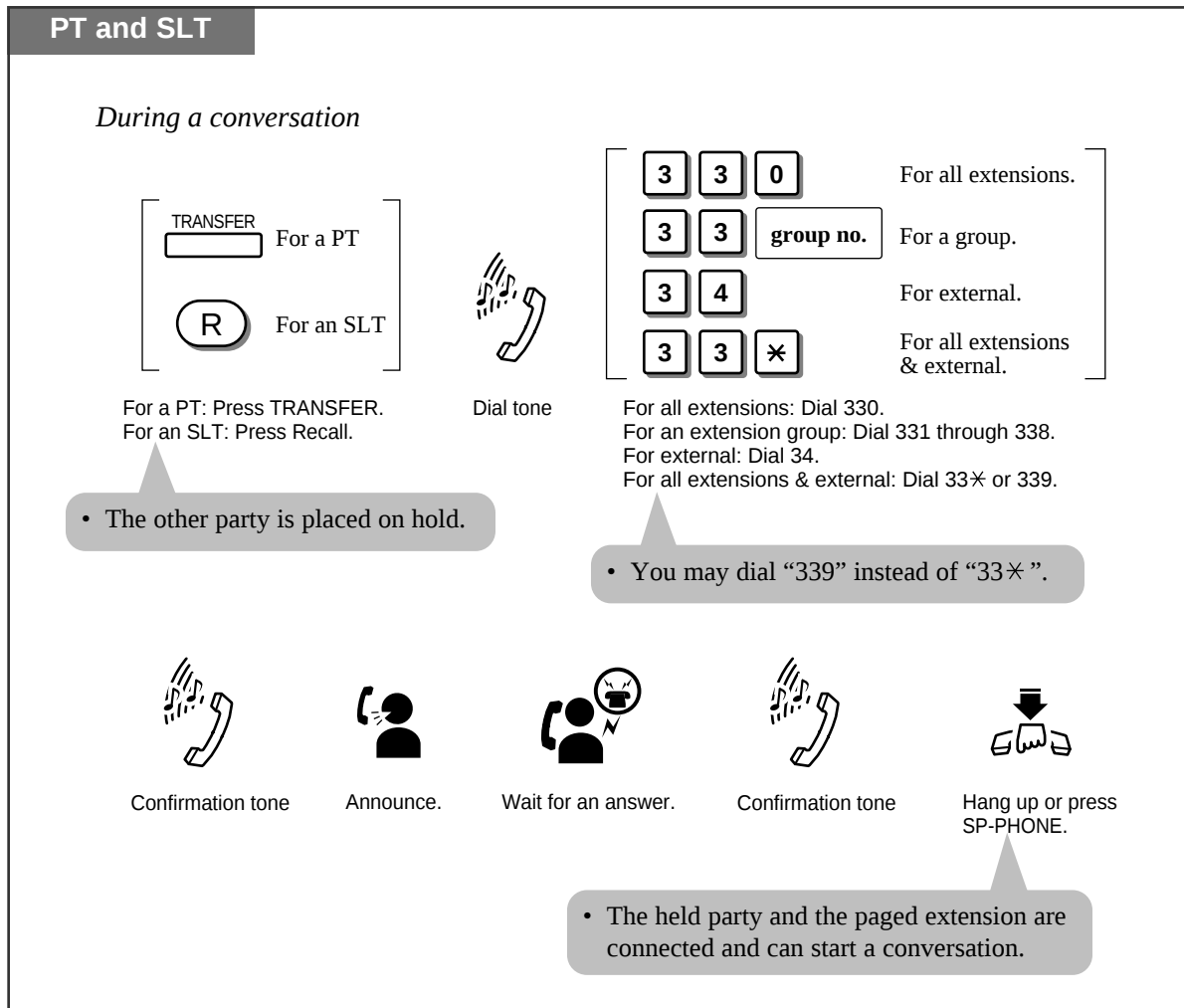
PT

- You will hear a confirmation tone when the page is answered.
- If an outside call has been paged and transferred, you can answer the call by pressing the corresponding line key whose indicator is flashing slowly.

1.5 During a Conversation

Transferring after paging (Paging and Transfer)

You can transfer a call using the paging function (All Extensions, Group, External, or All Extensions & External).



- If the external paging access tone is set to “Disable”, a splash tone from the external paging equipment will not be heard after accessing external paging. Refer to System Programming, “External Paging Access Tone”.

SLT

- If “Hold-3” is assigned in System Programming, you must dial “50” after pressing the Recall button.

1.5 During a Conversation

Paging Deny

A page sent to a built-in speaker can be denied by any extension in the system.

Setting / Cancelling

PT		
	7 3 4 1 #	To set.
	7 3 4 0 #	To cancel.
Lift the handset or press SP-PHONE/MONITOR.	To set: Dial 7341#. To cancel: Dial 7340#.	Hang up or press SP-PHONE/MONITOR.

Turning the Microphone off (Microphone Mute)

Allows you to turn off the microphone so you can consult privately with others in the room. You will still be able to hear the other party.

Setting

PT	
<i>During a conversation in the handsfree mode</i>	
 AUTO ANSWER MUTE	The AUTO ANSWER/MUTE indicator light flashes red slowly.
Press AUTO ANSWER/MUTE.	

Cancelling

PT	
<i>When microphone mute is established</i>	
 AUTO ANSWER MUTE	The AUTO ANSWER/MUTE indicator light turns off.
Press AUTO ANSWER/MUTE.	

! PT • This feature is only available during a handsfree conversation.



• See the Installation Manual, Section 3, "Microphone Mute".