

DIGITAL MULTILINE TELEPHONE USER GUIDE



WIN[®]

WIN® DIGITAL MULTILINE TELEPHONE USER GUIDE



32 Line Display

The 32 Line Display Telephone offers maximum use of digital telephone features including 32 tri-colored programmable feature buttons, a full-duplex speaker phone and a high resolution 3 line display.

20 Line Non-Display

The 20 Line Non-Display Telephone provides sophisticated digital telephone features such as tri-colored programmable feature buttons and voice announce on an easy-to-use instrument.



- 1. Dedicated Feature Buttons** - Provide easy access to frequently used features some of which include Intercom and Intercom2 access, Hands-Free activation, Transfer, and Speed Dial/Last Number Redial and Flash.
- 2. Programmable Feature Buttons** - Illuminated in 3 colors, these buttons provide a visual indication of active features and line status. Button programming can be performed by system administrator or by station user.
- 3. Fold Out Legs** - Allow station user to change the angle of the telephone by extending or retracting and locking them in place under the telephone.
- 4. Status Indicator** - Provides a visual status indication for message waiting, incoming calls and headset mode operation using two color illumination and a steady/flashing sequence.
- 5. Speaker** - Provides audible ringing and on-hook voice announce operation for telephone calls, paging and station background music.



32 Line Non-Display

The 32 Line Non-Display Telephone features 32 tri-colored programmable buttons and a full-duplex speaker phone providing users with optimal use of digital telephone features.

DSS/BLF Console

The DSS/BLF Console mates to any of the digital telephone station sets expanding the button capacity to accommodate more line appearances, direct station appearances and/or auto dial buttons.



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6. **Handset** - Users have the option of using the hearing-aid compatible handset for privacy while on a call or using the hands-free option if available on the telephone.
 7. **Multifunction Level Controls** - Allows the user to individually set the volume levels for ringing, hands-free speakerphone and handset operation as well as providing the contrast adjustment for the display telephones.
 8. **Slide Tray** - Swivels out to provide a location to place important telephone information or hard to remember numbers.
 9. **Microphone** - Allows the user to respond to calls completely hands-free.
 10. **High Resolution Display** - The display provides the highest degree of telephone/user interaction by displaying information such as dialed numbers, Caller I.D., call duration, feature activation and text messaging.

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Disclaimer:

Certain state and federal laws regulate the monitoring of calls without the knowledge of parties involved. Prior to performing any method of call monitoring, any such regulations should be identified and complied with. WIN Communications Corporation, Inc., disclaims any liability arising out of failure to comply with such regulations.

DIGITAL MULTILINE TELEPHONE



ANSWERING CALLS

INTERNAL CALLS

Voice Announce

Receive voice call

- Ensure MUTE button is off
- Reply hands-free
- Lift handset for privacy

With Ringing Line Preference Feature

Receive ringing indication on station

- Lift handset OR – Press HF button for hands-free
- Converse
- Replace handset to disconnect OR – Press HF button to disconnect

Without Ringing Line Preference Feature

Receive ringing indication

- Lift handset
- Press ICM button
- Converse
- Press HF button for hands-free
- Replace handset to disconnect OR – Press HF button to disconnect

EXTERNAL CALLS

With Ringing Line Preference Feature

Receive ringing indication

- Lift handset OR – Press HF button for hands-free
- Converse
- Replace handset to disconnect OR – Press HF button to disconnect

Without Ringing Line Preference Feature

Receive ringing indication

- Lift handset
- Press flashing button
- Converse
- Press HF button for hands-free
- Replace handset to disconnect OR – Press HF button to disconnect

OFF-HOOK VOICE CALL (CALL WAITING)

With call in progress

- Receive caller announcement (outside caller will not hear announcement)
- Press ICM button (outside call will be placed on Hold)
- Converse
- Press flashing button to reconnect to original call

PAGE ANSWER

Receive overhead page

- Lift handset
- Press ICM button
- Dial # followed by
 - 68 for Internal Page
 - 69 for External Page
- Converse

AUTOMATIC ANSWER (HEADSET MODE)*

From Idle State

- Press RELEASE button
- Tone will be heard prior to first call
- Call will be automatically connected
- Converse

From Busy State

- Press RELEASE button to disconnect current call
- Tone will be heard prior to next call
- Call will be automatically connected
- Converse

*Note: This feature must be programmed by installer

CALLER ID

View or Callback Numbers from abandoned calls

- Press CID Button to display stored calling in number
- Press # to display name associated with number
- Press # to display time and date of call
- Press * to reverse one step
- Press available line key to dial number – OR –
- Press FLA to delete
- Press CID Button to continue to next message

PLACING CALLS

INTERNAL CALLS

With Prime Line Preference Feature

- Lift handset OR – Press HF button for hands-free
- Dial station number
- Voice announce after tone OR – Press additional digit to force ring

Without Prime Line Preference Feature

- Lift handset OR – Press HF for hands-free
- Press ICM button OR – Press Direct Station Selection key
- Dial station number
- Voice announce after tone OR – Press additional digit to force ring

EXTERNAL CALLS

With Dynamic Line Preference Feature

- Lift handset OR – Press HF for hands-free
- Dial telephone number
- Converse

Without Dynamic Line Preference Feature

- Lift handset OR – Press HF for hands-free
- Press an outgoing Line button OR – Press ICM + 9
- Dial telephone number
- Converse
- Replace handset to disconnect OR – Press HF to disconnect

Forced Account Code Dialing

- Lift handset OR – Press HF for hands-free
- Press ACCOUNT button OR – Press FEAT and 1
- Dial account code
- Press #
- Hear confirmation tone
- Press an outgoing Line button OR – Press ICM + 9
- Dial telephone number
- Converse
- Replace handset to disconnect OR – Press HF to disconnect

LAST NUMBER REDIAL

- Press pre-programmed LNR key
- Press # or * to scroll through last 5 numbers dialed
- Lift handset OR – Press HF key
- Press an outgoing Line button OR – Press ICM + 9
- Wait for system to complete dialing
- Converse
- Lift handset for privacy
- Replace handset to disconnect OR – Press HF to disconnect

AUTOMATIC REDIAL

Set

With telephone call in progress . . .

- Receive busy or no answer
- Press AUTOMATIC REDIAL button (LED will light)

CALL IN PROGRESS FEATURES

HOLDING CALLS

System Hold

- With call in progress
- Press HOLD button

Exclusive Hold

- With call in progress
- Press HOLD button twice
- Listen for confirmation tone

Retrieve Held Call

- Press flashing button
- Converse

TRANSFERRING CALLS

Screened Transfer

- With call in progress
- Press TRF button OR – Press DSS/BLF key for station
- Dial station number
- Announce call
- Replace handset to release OR – Press TRF button to retrieve caller

Unscreened Transfer

- With call in progress
- Press TRF button OR – Press DSS/BLF key for station
- Dial station number
- Replace handset to release OR – Press TRF button to retrieve caller

Transfer Via Page

- With call in progress
- Press TRF button
- Dial # + 6 OR – Press Page button
- Dial page zone (00-32)
- Announce call over page
- Wait for page answer
- Replace handset to release OR – Press TRF button to retrieve caller

Trunk-to-Trunk Transfer (Transfer to Outside Line)

- With call in progress
- Press TRF button
- Press available Line button OR – Press ICM + 9
- Dial telephone number
- Announce call
- Replace handset to release OR – Press TRF button to retrieve caller

CONFERENCING CALLS

Initiating a new conference call

With call in progress

- Press TRF button
 - Dial station number
- OR
- Press an outgoing line
 - Dial telephone number
-
- Wait for other party to answer
 - Announce the conference
 - Press CONFERENCE button
 - Converse

Adding more parties

- Press CONFERENCE button
 - Dial station number
- OR
- Press an outgoing line
 - Dial telephone number
-
- Wait for other party to answer
 - Announce the conference
 - Press CONFERENCE button
 - Converse
 - Perform for each new party

Releasing an individual party from conference

- Press FEAT + FEAT
 - Dial desired station to release
 - Talk to party if desired
 - Replace handset in cradle
 - Answer conference recall
 - Converse
- OR
- Press desired line to release
- OR
- Press HF button if hands free

PRIVACY RELEASE

With call in progress

- Press PRIVACY RELEASE button to allow others to join call
- Other users may join conversation by pressing their Privacy Release button

PARKING CALLS

Call Park

Set

With call in progress

- Press PARK button
- Replace handset

Retrieve

From any station

- Lift handset
- Press PARK button + station number if retrieving call from another station
- Converse

Group Park

Set

With call in progress

- Press GROUP PARK button
- Dial park orbit
- Replace handset

Retrieve

From any station in group

- Lift handset
- Press GROUP PARK button
- Dial park orbit
- Converse

Direct Group Park

Set

With call in progress

- Press desired DIRECT GROUP PARK button
- Replace handset

Retrieve

From any station in group

- Lift handset
- Press DIRECT GROUP PARK button
- Converse

CALL FORWARDING

Direct Forwarding

Set

- Press FORWARD button OR -Press ICM + # + 9
- Dial 1 for Direct Forwarding
- Dial 0 for Day forward or 1 for Night forward
- Dial station number
- Listen for confirmation tone
- FORWARD button will illuminate

Cancel

- Press FORWARD button OR -Press ICM + # + 9
- Dial 0
- Dial 0 to cancel Day or 1 to cancel Night
- Listen for confirmation tone

Follow-me Forwarding

Set

From station set where calls are to be forwarded to

- Press FORWARD button OR – Press ICM + #9
- Dial 2
- Dial 0 for Day forward or 1 for Night forward
- Dial station number
- Listen for confirmation tone

Cancel

- Press FORWARD button OR – Press ICM + #9
- Dial 0
- Dial 0 to cancel Day or 1 to cancel Night
- Listen for confirmation tone

External Forwarding

Set

- Press ICM + # + 9
- Dial 3
- Dial telephone number
- Dial #9
- Listen for confirmation tone

Cancel

- Press ICM + # + 9
- Dial 3
- Dial 0 to cancel
- Dial #9
- Listen for confirmation tone

CALL PICKUP

Direct

Upon hearing ringing indication

- Lift handset
- Press DIRECT PICKUP button OR – Press ICM + *3
- Dial extension number of ringing station
- Converse

Group

Upon hearing ringing indication

- Lift handset
- Press GROUP PICKUP button OR – Press ICM + *9
- Converse

Exclusive Hold

- Lift handset
- Press DIRECT PICKUP button OR – Press ICM + *3
- Dial extension number of ringing station
- Converse

Hold Recall

- Lift handset
- Press DIRECT PICKUP button OR – Press ICM + *3
- Dial extension number of ringing station
- Converse

ACCOUNT CODE REGISTRY

With call in progress

- Press ACCOUNT button OR – Press FEAT + FLA
- Dial account code (max. 10 digits)
- Press ACCOUNT button OR – Press FEAT
- Listen for confirmation tone
- Continue conversation
- * Outside caller does not hear dialed digits

TEXT MESSAGING

Station-to-Station Message

Edit

- Press FEAT button
- Press MESSAGE WAITING button
- Find desired message (Press # or * to scroll through messages)
- Use number pad to fill in time/date information
- Press FEAT button to register

Send

- Press FEAT button
- Press ICM button
- Dial station number
- Listen for confirmation tone

Review

Message Waiting button will be illuminated

- Press MESSAGE WAITING button
- Message will appear in the display
- Press * or # to scroll through messages
- Press ICM button to call back or FLA button to delete

PAGING

Page

- Lift handset
- Press PAGE button OR – Press ICM + # + 6
- Dial page zone (00-32)
- Make page announcement
- Replace handset to disconnect

Answer

Receive page

- Lift handset
- Press ICM button
- Dial # followed by
 - 68 for Internal Page
 - 69 for External Page
- Converse

DO NOT DISTURB

Message (Users dialing your station while in DO NOT DISTURB will see this message in their display)

- Press FEAT button
- Press DO NOT DISTURB button
- Find desired message (Press # or * to scroll through messages)
- Use number pad to fill in time/date information
- Press FEAT button to register

Set

- Press DO NOT DISTURB button
- Listen for confirmation tone
- Button will illuminate

Cancel

- Press DO NOT DISTURB button
- Listen for confirmation tone
- Button extinguish

EXECUTIVE OVERRIDE

Receive station busy indication

- Press OVERRIDE button
- Announce (Whisper quiet off-hook voice announce)

SERVICE OBSERVE

- Lift handset
- Press (SERVICE OBSERVE) button
- Dial desired station number
- Replace handset to disconnect

BARGE-IN

- Lift handset
- Press desired line button
- Replace handset to disconnect

VOICE MAIL RECORD

With call in progress

- Press VOICE MAIL RECORD button
- Listen for confirmation tone
- Continue with conversation

STATION PREFERENCES

BACKGROUND MUSIC

Set

- Press FEAT button
- Dial 21 to set
- Listen for confirmation tone
- Use the Multifunction Level Control buttons to adjust the volume

Cancel

- Press FEAT button
- Dial 20 to set
- Listen for confirmation tone

HEADSET MODE

Set

- Program a RELEASE button on the telephone (see quick reference card)
- Press ICM button
- Dial *01
- Listen for confirmation tone

Cancel

- Press ICM button
- Dial **01
- Listen for confirmation tone
- Remove RELEASE button if desired

DISTINCTIVE RING MODE

- Press ICM button
- Dial *5
- Dial tone number (1-4)
- Listen for confirmation tone

PRIME (ICM) LINE PREFERENCE

Set

- Press ICM button
- Dial *07
- Listen for confirmation tone

Cancel

- Press ICM button
- Dial **07
- Listen for confirmation tone

DYNAMIC (OUTSIDE) LINE PREFERENCE

Set

- Press FEAT button
- Press Line button
- Listen for confirmation tone
- Repeat for each Line as required

Cancel

- Press FEAT button
- Press Line button
- Listen for confirmation tone
- Repeat for each Line as required

RINGING LINE PREFERENCE

Set

- Press ICM button
- Dial *06
- Listen for confirmation tone

Cancel

- Press ICM button
- Dial **06
- Listen for confirmation tone

RING MODE FOR INTERNAL CALLS

Ring

- Press ICM button
- Dial *03
- Listen for confirmation tone

Voice Announce

- Press ICM button
- Dial **03
- Listen for confirmation tone

OFF-HOOK RING

Set

- Press ICM button
- Dial **02
- Listen for confirmation tone

Cancel

- Press ICM button
- Dial *02
- Listen for confirmation tone

HOLD MODE PRIORITY

System

- Press ICM button
- Dial *08
- Listen for confirmation tone

Exclusive

- Press ICM button
- Dial **08
- Listen for confirmation tone

SPARE BUTTON PROGRAMMING

One-Touch Dial

- Press SPD/LNR
- Press available Programmable Feature Button
- Dial 9 OR – Press an outgoing line
- Dial telephone number
- Press SPD/LNR
- To enter 10 character name use # pad to input dial codes for each character OR
- Press SPD/LNR
- Listen for confirmation tone

Auto Dial Buttons

- Press SPD/LNR
- Press available Programmable Feature Button
- Dial station number
- Press SPD/LNR
- To enter 10 character name use # pad to input dial codes for each character OR
- Press SPD/LNR
- Listen for confirmation tone

DSS/BLF Buttons

- Press SPD/LNR
- Press available Programmable Feature Button
- Press ICM + station number
- Press SPD/LNR
- To enter 10 character name use # pad to input dial codes for each character OR
- Press SPD/LNR
- Listen for confirmation tone

Feature Buttons

- Press SPD/LNR
- Press available Programmable Feature Button
- Dial feature code (See chart on page 17 for a detailed list of codes)
- Press SPD/LNR + SPD/LNR
- Listen for confirmation tone

Clear Button Programming

- Press SPD/LNR
- Press desired Programmable Feature Button
- Dial 0000 to clear
- Press SPD/LNR + SPD/LNR
- Listen for confirmation tone

STATION SPEED DIAL

- Press SPD/LNR button
- Dial speed dial code (9000-9499 440CT/128CT) OR (2000-2099 48CT/96CT)
- Dial telephone number OR – Dial 0000 to clear
- Press SPD/LNR
- Use number pad to input dial codes for each character (see note for characters)
- Press HOLD to advance to next character
- Press SPD/LNR when finished

FEATURE CODE CHART

| Feature | Button | Code |
|---------------------------|---------------|---|
| Account Code | ACCT | #504 |
| Auto Redial | ARD | #520 |
| Busy Queue | CBK | #505 |
| Buzzer Tone | BUZZER | #518 + station number |
| Call Forward | FWD | #510 |
| Caller ID | CID | #530 |
| Call Park | PRK | #517 |
| Group Park | GRP | #522 |
| Direct Group Park | DRP | #521 |
| Conference | CNF | #509 |
| Do Not Disturb | DND | #506 |
| Do Not Disturb + PIN | DND+ | #529 |
| Do Not Disturb All | DNDA | #532 |
| Do Not Disturb All + PIN | DNDA+ | #533 |
| Direct Call Pickup | DPK | #511 |
| Group Call Pickup | GPK | #512 |
| Executive Override | OVRD | #508 |
| External Paging | EPAGE | #620 |
| Internal Paging | IPAGE | #6 + zone number (00-32) |
| Hunt Group Do Not Disturb | HDND | #525 |
| Hunt Do Not Disturb + | HDND+ | #525 + 8 for Unavailable Status 9 for Wrap up Status |
| Hunt Do Not Disturb All | HDNDA | #534 |
| Hunt Do Not Disturb All + | HDND+ | #534 + 8 for Unavailable Status 9 for Wrap up Status |
| Hook | HOK | #528 |
| Handset Mute | HSM | #524 |
| Last Number Redial | LNR | #514 |
| Message Waiting | MSG | #515 |
| Privacy Release | PRV | #507 |
| Service Observation | SVO | #523 |
| Release Key | RLS | #519 |
| Voice Mail Record | RSVO | #526 |

SYSTEM PREFERENCES

AREA BACKGROUND MUSIC

Set

- Press ICM button
- Dial #2
- Dial MOH channel (00-03)
- Listen for confirmation tone

Cancel

- Press ICM button
- Dial ##2
- Dial MOH channel (00-03)
- Listen for confirmation tone

CALENDAR SETTING

- Press FEAT button
- Dial 31
- Press 1 for Sunday
2 for Monday
3 for Tuesday, etc.
- Dial 2-digit month
- Dial 2-digit day
- Dial 4-digit year
- Press FEAT button
- Listen for confirmation tone

TIME SETTING

- Press FEAT button
- Dial 32
- Dial 4-digit time (0830 or 1045 for example)
- Dial * for AM or # for PM
- Press FEAT button
- Listen for confirmation tone

SYSTEM SPEED DIAL

- Press SPD/LNR button
- Dial speed dial code (0000-4999 440CT/128CT) OR (0000-0999 48CT/96CT)
- Dial telephone number OR – Dial 0000 to clear
- Press SPD/LNR
- Use number pad to input dial codes for each character (see note for characters)
- Press HOLD to advance to next character
- Press SPD/LNR when finished

DSS/BLF CONSOLE



TRANSFERRING CALLS

With call in progress

- Press TRF button
 - Dial station number
 - Announce call
 - Replace handset to release
- OR
- Press DSS/BLF key for station
- OR
- Press TRF button to retrieve caller

MESSAGE WAITING

Set

- Press MSG button
 - Call station number
 - Listen for confirmation tone
- OR
- Press DSS/BLF button

Cancel

- Press MSG button
 - Call station number
 - Listen for confirmation tone
- OR
- Press DSS/BLF button

CALL BACKUP

Flexible Station Assignments

- Press MODE button
- Press CBU button
- Dial first station number OR – Dial 0000 to clear
- Dial #
- Repeat previous 2 steps for additional assignments
- Press HF to exit programming

Set

- Press CBU button
- Button will illuminate

Cancel

- Press CBU button
- Button will extinguish

NIGHT ANSWER

Set

- Press NA button
- Button will illuminate

Cancel

- Press NA button
- Button will extinguish

PROGRAMMING FEATURE BUTTONS

- Press MODE button
- Press the desired Programmable Feature Button
- Press ICM button
- Dial the station number
- Press the MODE button

REFERENCE NUMBERS

Programmable Feature Button Assignments

| | | | | | |
|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 |
| | | | | 25 | 26 |
| | | | | 27 | 28 |
| | | | | 29 | 30 |
| | | | | 31 | 32 |

Voice Mail Access

Call Voice Mail from . . .

Inside _____

Outside _____

Enter System Access Code _____

Enter User ID _____

Enter Password _____

Important Numbers

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

AGENT FEATURES

Log On/Log Off

- Press designated LOGON/LOGOFF button to Logon
- Dial 4-digit PIN if required
- Listen for confirmation tone (Button will extinguish)
- Press button again to Logoff
- Listen for confirmation tone (Button will illuminate)

Unavailable/Available

- Press designated UNAVAILABLE button to restrict calls
- Listen for confirmation tone (Button will illuminate)
- Press button again when ready to receive calls
- Listen for confirmation tone (Button will extinguish)

Wrap Up/Available

- Press designated WRAPUP button to restrict calls
- Listen for confirmation tone (Button will illuminate)
- Press button again when ready to receive calls
- Listen for confirmation tone (Button will extinguish)

Help Request

Request for help

With call in progress

- Press HELP button
- Listen for confirmation tone (Button will illuminate)

Respond to help

Receive message indication

- Press MESSAGE WAITING button
- Use * or # to scroll through messages
- Press ICM button to call back or FLA button to delete

ALPHANUMERIC CHARACTER TABLE

| Char | Dial Code |
|-------|-----------|
| 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |
| Space | 00 |
| A | 01 |
| B | 02 |
| C | 03 |
| D | 04 |
| E | 05 |
| F | 06 |
| G | 07 |
| H | 08 |
| I | 09 |
| J | 10 |
| K | 11 |
| L | 12 |
| M | 13 |
| N | 14 |
| O | 15 |
| P | 16 |
| Q | 17 |
| R | 18 |
| S | 19 |
| T | 20 |

| Char | Dial Code |
|-------|-----------|
| U | 21 |
| V | 22 |
| W | 23 |
| X | 24 |
| Y | 25 |
| Z | 26 |
| Space | 27 |
| - | 28 |
| . | 29 |
| + | 30 |
| % | 31 |
| & | 32 |
| = | 33 |
| \$ | 34 |
| ? | 35 |
| ! | 36 |
| ' | 37 |
| , | 38 |
| " | 39 |
| / | 40 |
| (| 41 |
|) | 42 |
| < | 43 |
| * | 44 |
| ; | 45 |
| : | 46 |
| Space | 47 |
| Space | 48 |
| Space | 49 |

PROGRAMMABLE FEATURE BUTTONS AT A GLANCE

One Touch Auto-Dial

Press SPD/LNR button / Press available Programmable Feature Button / Press outgoing line button OR Dial 9 / Dial desired telephone number / Press SPD/LNR / To enter 10 character name use number pad to input dial codes for EACH CHARACTER – OR – skip / Press SPD/LNR / Listen for confirmation tone

Direct Station Selection / Busy Lamp Field (DSS/BLF)

Press SPD/LNR button / Press available Programmable Feature Button / Press ICM button / Dial desired station number / Press SPD/LNR + SPD/LNR

Feature Activation

Press SPD/LNR button / Press available Programmable Feature Button / Dial desired feature code from chart below / Press SPD/LNR + SPD/LNR

| FEATURE | BUTTON | CODE |
|---------------------------|--------|---|
| Account Code | ACCT | #504 |
| Auto Redial | ARD | #520 |
| Busy Queue | CBK | #505 |
| Buzzer Tone | BUZZER | #518 + station number |
| Call Forward | FWD | #510 |
| Caller ID | CID | #530 |
| Call Park | PRK | #517 |
| Group Park | GRP | #522 |
| Direct Group Park | DRP | #521 |
| Conference | CNF | #509 |
| Do Not Disturb | DND | #506 |
| Do Not Disturb + PIN | DND+ | #529 |
| Do Not Disturb All | DNDA | #532 |
| Do Not Disturb All + PIN | DNDA+ | #533 |
| Direct Call Pickup | DPK | #511 |
| Group Call Pickup | GPK | #512 |
| Executive Override | OVRD | #508 |
| External Paging | EPAGE | #620 |
| Internal Paging | IPAGE | #6 + zone number (00-32) |
| Hunt Group Do Not Disturb | HDND | #525 |
| Hunt Do Not Disturb + | HDND+ | #525 + 8 for Unavailable Status 9 for Wrap up Status |
| Hunt Do Not Disturb All | HDNDA | #534 |
| Hunt Do Not Disturb All + | HDND+ | #534 + 8 for Unavailable Status 9 for Wrap up Status |
| Hook | HOK | #528 |
| Handset Mute | HSM | #524 |
| Last Number Redial | LNR | #514 |
| Message Waiting | MSG | #515 |
| Privacy Release | PRV | #507 |
| Service Observation | SVO | #523 |
| Release Key | RLS | #519 |
| Voice Mail Record | RSVO | #526 |

DIGITAL MULTILINE TELEPHONE QUICK REFERENCE GUIDE

Answering Calls

| | |
|----------------------------|--|
| <i>Internal (ICM)</i> | Press ICM / Lift handset for privacy |
| <i>External (Line)</i> | Press flashing button / Lift handset for privacy |
| <i>Off-hook Voice Call</i> | Press ICM to respond |

Placing Calls

| | |
|---------------------------|---|
| <i>Internal (ICM)</i> | Press ICM / Dial station / Lift handset for privacy |
| <i>Page</i> | Press ICM / Dial #6 / Dial two digit area code |
| <i>External (Line)</i> | Press line button / Dial telephone number / Lift handset for privacy |
| <i>External (ICM)</i> | Press ICM / Dial 9 / Dial telephone number / Lift handset for privacy |
| <i>Last Number Redial</i> | Press SPD/LNR / # or * to scroll / Press line button to dial |
| <i>Speed Dial</i> | Press SPD/LNR / Dial speed dial number / Press line button |

Call-in-Progress

| | |
|-----------------------|---|
| <i>Transfer</i> | Press TRF / Dial station number / Hang up |
| <i>Holding Calls</i> | Press Hold |
| <i>Exclusive Hold</i> | Press Hold twice |
| <i>Conference</i> | Press TRF / Make new call / Repeat for each new call / Press CNF when all calls are connected |

Station Preferences

| | |
|--------------------------------|--|
| <i>Background Music</i> | (Set) Press FEAT / Dial 21 (Cancel) Press FEAT / Dial 20 |
| <i>Station One-Touch Dial</i> | Press SPD/LNR / Press available button / Press ICM / Dial station number / Press SPD/LNR |
| <i>Prime Line Preference</i> | Press ICM / Dial *07 |
| <i>Dynamic Line Preference</i> | Press FEAT / Press Line button / Repeat for each line as necessary |
| <i>Ringing Line Preference</i> | Press ICM / Dial *06 |
| <i>Ring Mode (Internal)</i> | (Ring) Press ICM / Dial *03 (Voice) Press ICM / Dial **03 |
| <i>Ring Tone</i> | Press ICM / Dial *5 / Select tone 1-4 |
| <i>Ring Volume</i> | While call is ringing press adjustment key |
| <i>Speaker Volume</i> | While on call press adjustment key |
| <i>Display Brightness</i> | While telephone is idle press adjustment key |





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