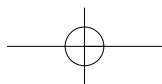
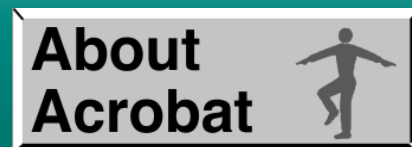
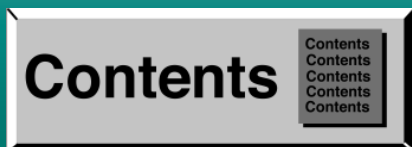
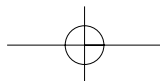


ONYXTM

Multibutton Feature Handbook

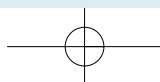


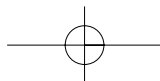


Tips



- In **Edit** ⇨ **Preferences** ⇨ **General**, set the following:
 - **Default Magnification** = Fit Width
 - **Display Splash Screen at Startup** = Disabled (box not checked)
 - **Display Open Dialog Box at Startup** = Disabled (box not checked)
- For easiest reading on-screen, select **View** ⇨ **Fit Width** (or **Ctrl K**). This option is automatically enabled if you set the *Default Magnification* in General Preferences as described above.
- To return to the opening screen at any time, press **Home**.
To scroll up or down on a page, press **PageDown** or **PageUp**.
To navigate between pages, press **→** or **←**.
- To increase the speed with which your Acrobat files load, try one of the following:
 - In **Windows 3.1**, add **ACROREAD.EXE** to your **Startup Group** (with the Run Minimized box checked).
 - In **Windows 95**, add **ACROREAD.EXE** to the **Windows\Start Menu\Programs\Startup** folder (with Run Minimized selected).
You'll have to maximize the first Acrobat file you run.





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- To return to the opening screen, press the **HOME** key.

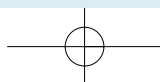


Table of Contents

Your system may restrict you from using some of the features listed in this handbook. Ask your communications manager which features you can use. Then, check in the box next to the feature's name. Also, if your system does not use the standard numbering plan, feature access codes may be different than described.

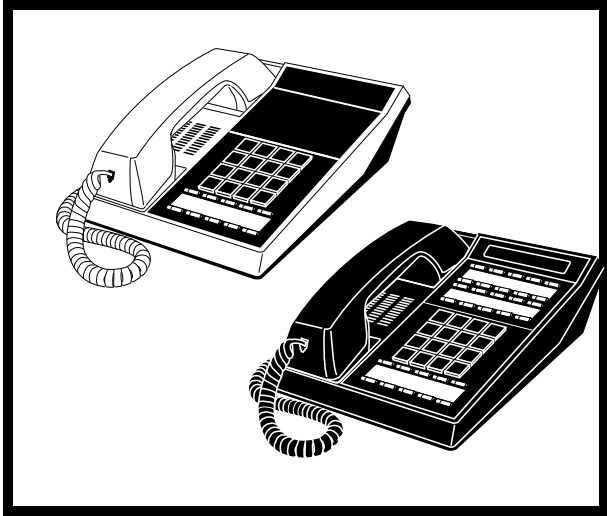
Using Your Telephone	1
The type of phone you have	1
Using a programmable key with three functions	1
If your phone has an alphanumeric display	2
Your phone's key lights	2
Using Handsfree instead of the handset	3
Dialing codes to use features	3
If you have a DSS Console	4
Customize with user-programmable features	4
Basics	7
Handsfree	7
Outside Calls	7
Intercom Calls	9
Hold	11
Transfer	12
Features	14
Account Codes	14
Alarm	15
Alternate Attendant	16
Automatic Answer	17
Automatic Call Distribution	17
Background Music	20
Call Forwarding	21
Call Forward System Cancel	24
Call Timer	24
Callback	26

Caller ID	27
Camp-On	28
Conference	29
Conference, Unsupervised	30
Dialing Number Preview	30
Direct Station Selection	31
Directed Call Pickup	32
Directory Dialing	33
Display Messages.	34
Do Not Disturb.	35
Door Box	35
Dual Line Appearance	36
Flash	37
Forced Line Disconnect	37
Group Call Pickup	38
Group Listen	39
Group Ring.	39
Headset.	40
Hotline	41
Intrusion (Barge-In)	42
Last Number Redial	43
Line Callback	43
Meet-Me Conference	44
Message Waiting	45
Microphone Mute.	46
Monitor.	47
Multiple Directory Numbers	47
Night Answer	48
Off-Hook Signaling	49
Operator Assistance	50
Page, Auto	52
Page, Zone	52
Park.	54
Personal Greeting.	56
Prime Line Selection	57
Privacy Groups.	57
Removing Lines and Extensions	58
Reverse Voice Over	58

Ringling Line Preference	59
Save	60
Selectable Display Messages	60
Speed Dial	62
Split	68
Station Call Coverage	68
Telemarketing Dial	70
Time and Date	70
Voice Mail	71
Voice Prompting Messages	74
Volume Controls	76
Walking Class of Service	77
Charts and Illustrations	78

Using Your Telephone

The type of phone you have . . .

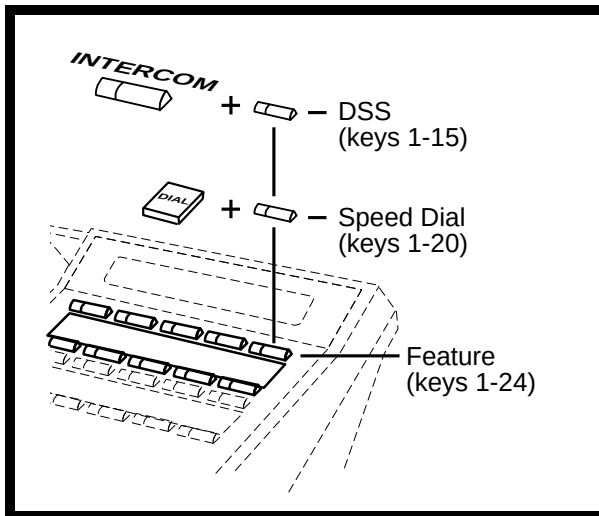


You have either a 30-button or a 10-button telephone. The phones are identical except in the number of programmable keys. The 30-button telephone has 24 programmable keys; the 10-button telephone has four.

Your phone also has keys that give you one-button access to certain features. For example, to place or answer a Message Waiting, just

press MSG. Or, press DND to quickly put your phone in Do Not Disturb. For an illustration of all the keys on your phone and what they do, turn to page 81 at the back of this guide.

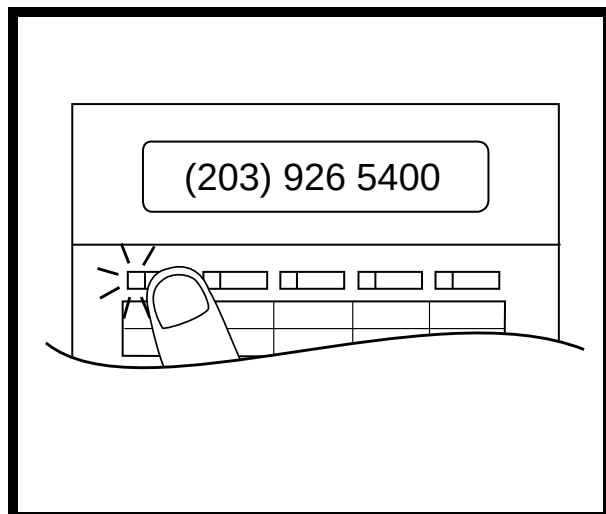
Using a programmable key with three functions . . .



Each of your programmable keys may have up to three functions. A single key can be a line, Speed Dial **and** Direct Station Selection (DSS) key. When you just press the key, you get its first level function (e.g., line key). When you press INTERCOM, the key automatically turns into a DSS key. Press DIAL, and the key becomes a Speed Dial key.

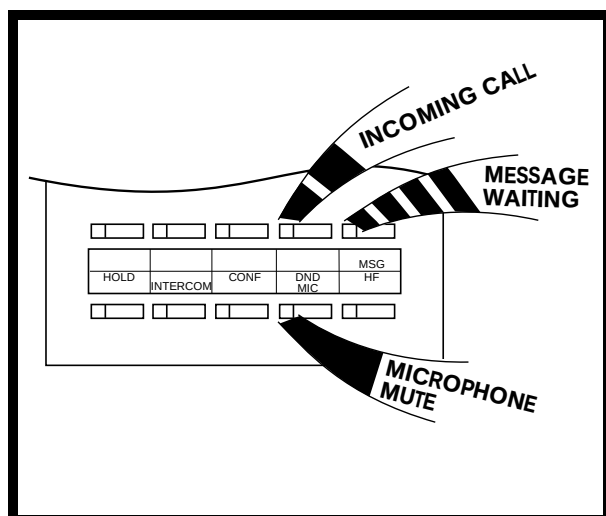
Your communications manager can tell you the functions of your programmable keys.

If your phone has an alphanumeric display . . .



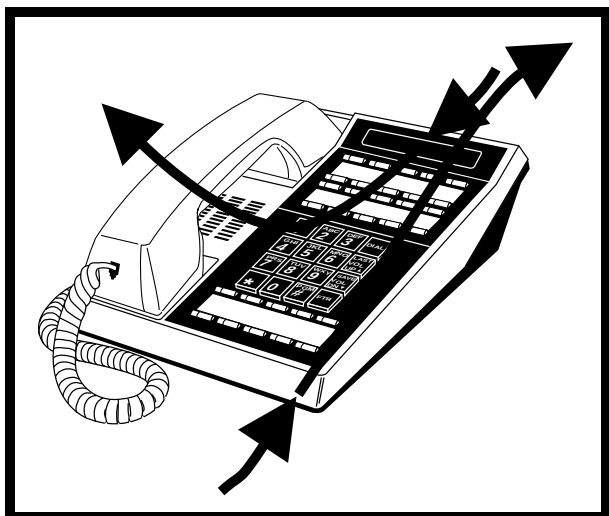
Your telephone's Alphanumeric Display helps you use features and tells you about your calls. For example, a ringing outside line may show you the number of the caller before you answer. You can also adjust the brightness of your display. To find out how, turn to page 34.

Your phone's key lights . . .



The lights in your phone's keys help you use the features. The way they flash tells you about your call. Depending on the model of your phone, your key lights can be red or both red and green. To find out more about your key lights, turn to pages 79 and 80 in the charts section at the back of this guide.

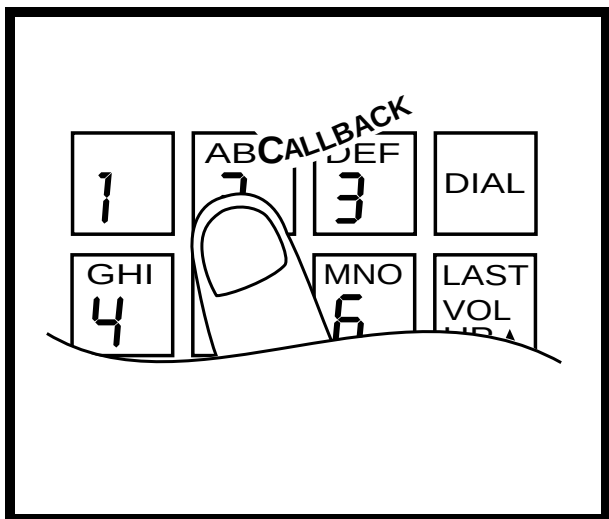
Using Handsfree instead of the handset . . .



Your telephone may have a Speakerphone for Handsfree operation. This means you can place and answer calls just by pressing HF. If your phone has Automatic Handsfree, you can press a line key for a Handsfree call without first pressing HF. With Monitor, you can press HF to place a call but must lift the handset to talk or answer. Turn to page 7 for more on using the

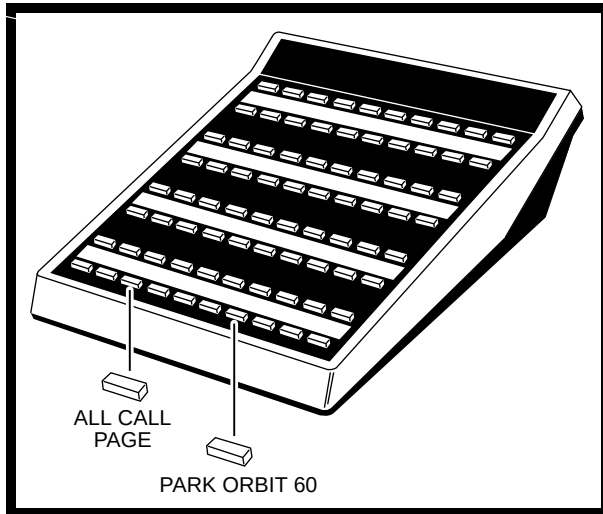
Handsfree options.

Dialing codes to use features . . .



You can call co-workers, place outside calls and use many features by dialing feature access codes. Often, the code you dial is the first letter in the feature's name. For example, dial **C** to leave a *Callback* on a busy co-worker's phone. To find out the codes to dial for outside lines and co-workers, turn to the chart on page 78.

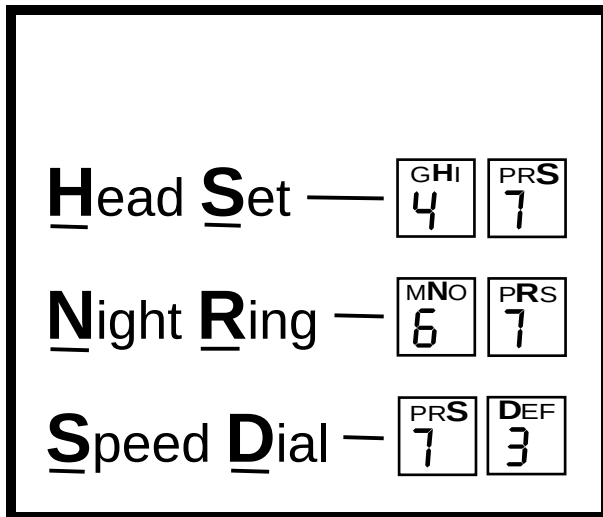
If you have a DSS Console . . .



You may have a DSS Console next to your phone. When you first use your DSS Console, many of the keys are programmed for you. By just pressing a key, you can easily call (Hotline) co-workers, Park calls or use Page. For an illustration of the initial layout of your DSS Console, turn to pages 82 and 83. To find out more on what your DSS Console can do, talk to your communications

manager.

Customize with user-programmable features . . .



If your system is a VS, you can customize selected features from your phone. For an easy-to-use chart that shows your customizing options, turn to page 86 in the charts section at the back of this book. Ask your communications manager if you have an access level that allows user-programming.

The symbol ⓘ in this guide marks all user-programmable features.

Know when to use your features . . .

Look up what you want to do	Then turn to page 
Calling a co-worker	Intercom Calls 9 Paging..... 52 Door Box..... 35 Multiple Directory Number 47
Outside calls	Placing and Answering 7 Prime Line Selection..... 57 Ringing Line Preference 59 Account Codes 14 Dialing Number Preview 30 Call Timer 24 Flash 37
Handling and rerouting your calls	Handsfree 7 Hold..... 11 Split 68 Transfer 12 Park..... 54 Call Forwarding 21 Selectable Display Messages 60 Volume Controls 76
When your call can't go through	Camp-On..... 28 Off-Hook Signaling..... 49 Callback..... 26 Line Callback 43 Message Waiting 45 Voice Mail 71 Voice Over..... 49 Reverse Voice Over 58 Intrusion 42
The power of digital voice processing	Personal Greeting..... 56 Operator Assistance 50 Auto Page..... 52 Voice Prompting Messages 74

Know when to use your features . . .

Look up what you want to do	Then turn to page 
Placing calls quickly	Speed Dial 62 Last Number Redial 43 Save 60 Directory Dialing 33
When you work in groups	Privacy Groups 57 Group Call Pickup 38 Group Ring..... 39 Directed Call Pickup 32
If you need privacy	Do Not Disturb..... 35 Microphone Mute 46 Headset..... 40 Background Music 20
Have a telephone meeting	Conference 29 Unsupervised Conference 30 Group Listen 39 Meet Me Conference..... 44
Streamlining your telephone	Hotline..... 41 Direct Station Selection 31 Station Call Coverage 68
Advanced call processing	Automatic Call Distribution..... 17 Caller ID..... 27 Telemarketing Dial..... 70 Dual Line Appearance..... 36 Walking Class of Service 77
Features just for attendants	Alarm 15 Alternate Attendant 16 Automatic Answer 17 Monitor..... 47 Night Answer 48 Removing Lines and Ext..... 58 Forced Line Disconnect 37 Time and Date 70 Call Forward System Cancel 24

Basics

☐ Handsfree

Handsfree lets you place or answer calls without lifting the handset.

When you see the instruction, "Lift Handset," you can press HF instead.

- If DND/MIC lights when you press HF, your phone has Monitor, not Handsfree. You can listen to your call, but you must lift the handset to speak.
- If your phone has Automatic Handsfree, you can press a key without first pressing HF.
- If you are an attendant, you do not have Handsfree.

To talk Handsfree: 1. Speak toward phone.

To hang up a Handsfree call: 1. Press HF.

To change a handset call into a Handsfree call: 1. Press HF. Hang up.

To change a Handsfree call into a handset call: 1. Lift the handset.

☐ Outside Calls

You can place an outside call by dialing a code or by pressing a line key.

You can also answer an outside call using a line key. You may have line keys on your phone and on your DSS Console.

- ① **User-Programmable Feature:** If your system is a VS, you can change the lines that ring your phone. Refer to Ring Assignment and Delayed Ring Assignment in User-Programmable Features (page 86).

To place an outside call: 1. Lift handset.
2. Press a line key.

-The line key lights and you hear dial tone. You may also be able to press a line group (line rotary) key. These keys are also called outbound loop keys. Your communications manager can tell you which keys are line keys.

3. Dial number.

-If your system is behind a PBX or Centrex, you may have to dial 9 before your number. Check with your communications manager.

OR

1. Lift handset.

2. Press INTERCOM.

-You hear dial tone.

3. Dial line access code (e.g., 801).

-You hear dial tone.

-You may also be able to dial a line group access code (9, or 90-98). If you have Direct Line Access, you can dial the outside line extension number (e.g., 480).

-If your system has ARS (Automatic Route Selection), 9 is normally your ARS access code.

4. Dial number.

-If your system is behind a PBX or Centrex, you may have to dial 9 before your number. Check with your communications manager.

To answer an outside call:

1. A line key flashes and your phone rings.

-The line key may be a line group (incoming line rotary) key. These keys are also called inbound loop keys.

2. Lift handset.

- If you are not connected to the caller, press the flashing line key. The line key lights.
- To answer a call ringing the paging speakers, see the Night Answer feature.

□ Intercom Calls

You can voice-announce your Intercom call or have the called extension ring. When you voice-announce, the other party hears you over the phone speaker and can speak Handsfree. Keep the following in mind when using Intercom:

- You may not be able to voice-announce to some extensions.
- If your phone has Dual Line Appearance (ONYX IV only), you don't have to press INTERCOM to place Intercom calls. You hear Intercom dial tone and your appearance key lights as soon as you lift the handset. Refer to Dual Line Appearance on page 36 for the specifics.

To place an Intercom call: **Method 1**

(You can program this on a One-Touch Speed Dial key. See page 62.)

1. Lift handset.
2. Press INTERCOM.
-You hear dial tone.
3. Dial extension number or press DSS key.
-You hear ringing. Wait for the party to answer.

OR

- You hear two beeps and can begin speaking.
- To force the phone to ring, dial 1 before you dial the extension number. You cannot force ringing if you use a DSS key.

Method 2

1. Lift handset.
2. Press Hotline key.
 - You hear ringing. Wait for the party to answer.*

OR

- You hear two beeps and can begin speaking.*
- You can also place an Intercom call by pressing a Station Call Coverage key. Refer to the Station Call Coverage feature.*

To answer a ringing Intercom call: (The INTERCOM key flashes. If you are an attendant, the HF key flashes instead.)
1. Lift handset.

To answer a voice-announced Intercom call: (If you are an attendant, you cannot receive voice-announced calls.)
1. Listen for two beeps.
 -*INTERCOM flashes.*
2. Speak toward phone.

① **User-Programmable Feature:** If your system is a VS, use Voice Announce in User-Programmable Features instead of the procedure below.

To disable or enable voice-announced Intercom calls to your extension:
1. Do not lift handset.
2. Press PGM#.
3. Dial 0 to disable; 1 to enable.
4. Press HF.

Hold

 **This feature is always available.**

Hold lets you place a call in a temporary waiting state. While the call is on Hold, you can place and receive other calls. There are two types of Hold for outside calls: System Hold and Exclusive Hold. You can retrieve a call from System Hold at any extension. You can retrieve a call from Exclusive Hold only at the extension that placed it on Hold.

If you are an attendant, your phone has Automatic Hold. This means the system places your outside call on Hold automatically when you press:

- INTERCOM or CONF
- A Line, Call Coverage, Hotline or Page key

- Things to remember about Hold:**
1. If a call remains on Hold too long, it recalls the extension that placed it on Hold. If unanswered, the call may ring other extensions.
 2. If a call is on a line that does not appear on your phone, you can only place the call on Exclusive Hold.
 3. If you place an Intercom call while you are on an outside call, you automatically place the outside call on System Hold. (If you have a DSS Console, press INTERCOM or HOLD before pressing a DSS key.)

- To place your call on Hold:** (Do Not Hang Up.)
1. Press HOLD.
 - Press *HOLD* again to place an outside call on *Exclusive Hold*.
 - The line key flashes for an outside call.
 - The *HOLD* key flashes when the line does not appear on your phone and for an Intercom call.
 2. Hang up.

To retrieve an outside call
from Hold:

For a line that appears on your phone:

1. Lift handset.
2. Press the flashing line key.

OR

**For a line you placed on Hold that does not
appear on your phone:**

1. Lift handset.
2. Press HOLD.

OR

**For a line somebody else placed on System
Hold that does not appear on your phone:**

1. Lift handset.
2. Press INTERCOM.
3. Press *.
4. Dial line access code (e.g., 801) or extension number.

To retrieve an Intercom call
from Hold:

1. At your extension: Lift handset.
*-If you have Prime Line Selection, press
INTERCOM before going to the next
step.*
2. Press HOLD.
*-You cannot put a Handsfree Intercom
call on Hold.*

Transfer

 **This feature is always available.**

You can Transfer an outside call to another extension. If the other party does not answer the transferred call, you can retrieve it. If your system is an ONYX IV, you can also Transfer Intercom calls.

To Transfer your call: (Do Not Hang Up.)

1. Press INTERCOM and dial the extension number.

-You can press a DSS key instead of dialing the extension number. If you are an attendant, you can also press a DSS Console key.

OR

1. Press Hotline key.
 - To Transfer the call using a Station Call Coverage key, refer to the Station Call Coverage feature.*
2. Announce the call.
 - If you hear ringing, wait for party to answer before announcing call. To Transfer the call unannounced, skip this step.*
 - If you hear busy tone, you can dial C to wait in line. Refer to the Camp-On feature on page 28. Also, your display shows, "HOLD/WAIT." This indicates the number of calls on Hold or already camped-on to the busy extension.*
3. Hang up.

To retrieve the transferred call:

1. Lift handset.
2. Press the flashing line key for the call.

OR

1. Retrieve call from Hold.

Features

□ Account Codes

For billing or other purposes, you can enter an Account Code (a number up to 10 digits long) to categorize your outside call. This Account Code is included in a report that the system generates. You can enter an Account Code manually as described below, or you can program a One-Touch Speed Dial key for Account Code entry (see page 62). This eliminates the need to place your call on Hold while you enter the number.

If your system has Mandatory Account Codes, you **must** enter an Account Code for each long distance call you place. If your Account Codes are also Verifiable, you **must** enter a code from a list programmed into your phone system. Ask your communications manager which type of Account Codes you have.

To enter an Account Code when placing an outside call: (You can program this on a One-Touch Speed Dial key. See page 62.)

1. Place call.
2. Press PGM# immediately after dialing the number.
3. Enter Account Code.
4. Press PGM#.

To enter an Account Code for the call you are on: (You can program this on a One-Touch Speed Dial key. See page 62.)
(Do not hang up.)

-If your system is an ONYX IV, use steps 2-4 only. Your call is not interrupted.

1. Press INTERCOM.
2. Press PGM#.
3. Enter Account Code.
4. Press PGM#.
5. Press HOLD.

-You are reconnected to your call.

Alarm

 **This feature is for attendants only.**

Your telephone display may show an alarm message. Alarm messages occur when a telephone is unplugged or fails, when a line fails or when a printed circuit card in the system equipment fails. Telephone and line failures display as Minor Alarms. Printed circuit card failures display as Major Alarms. Your display also shows you which extension or card failed. Report alarms to your communications manager.

When an alarm displays, your phone does not ring normally for incoming calls. If your phone has Off-Hook Ringing, it rings with a single beep (repeated). If your phone does not have Off-Hook Ringing, calls do not ring while the alarm displays. Your communications manager can tell you if you have Off-Hook Ringing.

To see the cause of an Alarm: (Do not lift the handset.)

1. Press MSG.
-Display shows cause of Alarm. For example: "STA 305 FAILED" or "LINE 02 FAILED."
2. Press MSG to see if there is more than one failure.
-When you see the first failure message again, you have gone through the entire list.
3. Lift and replace handset to clear the alarm display.

Alternate Attendant

 **This feature is for attendants only.**

Alternate Attendant allows you to reroute your incoming calls to another extension (your Alternate Attendant). You may want to reroute calls when you are busy or you must leave your phone. Outside calls ring at both your extension and the Alternate Attendant. The DND/MIC and MSG keys flash slowly while the Alternate Attendant is assigned.

When you assign the Alternate Attendant, you cancel your Selectable Display Message (if any). The Alternate Attendant must be a keyset. You cannot assign another attendant as your Alternate Attendant.

To assign the Alternate Attendant: (You can program this on a One-Touch Speed Dial key. See page 62.)

1. Lift handset.
2. Press INTERCOM.
3. Press PGM#.
4. Dial Alternate Attendant's extension number.
5. Dial 3.
-Your display shows, "ALT OPR ASSIGNED."
6. Hang up.

To cancel the Alternate Attendant assignment:

1. Press DND/MIC.
-Your display shows, "CANCEL ALT OPR." To return to the Time and Date display, lift and replace the handset.

☐ Automatic Answer

 **This feature is available on ONYX IV systems only.**

You can answer calls automatically, without pressing a line key or your Intercom loop (HF) key. Automatic Answer is particularly helpful to you if you have a headset and a DSS Console. You just press RLS on the DSS Console to answer the call that has been ringing the longest. As an attendant, programmable key 23 is your Auto Answer key.

To enable or disable Automatic Answer:

1. Press Auto Answer key (key 23).
-Key 23 is On when you enable Auto Answer; Off when you disable Auto Answer.

To answer a call with Automatic Answer:

1. Press RLS on DSS Console.
-You hear two beeps, then your caller's voice.

☐ Automatic Call Distribution

ACD Member (Agent)

Your extension may be in an Automatic Call Distribution group. The members of your ACD group share responsibility for answering the group's calls. ACD evenly distributes the calls among the group members. Normally, the member (agent) that has been idle the longest gets the next call.

From time to time, you may need to temporarily remove yourself from the group (for example, when you go to lunch). When you become Off Duty, ACD no longer sends calls to your extension. When you become On Duty, you'll again start to receive ACD calls.

To become On or Off Duty:

1. Press specially programmed On/Off Duty key (ONYX IV only).
-The key is on when you're off duty; off when you're on duty.

-Your communications manager can tell you if you have one of these keys.

OR

1. Lift handset.
2. Press INTERCOM.
3. Dial 6 to go Off Duty; dial 4 to go On Duty.
4. Dial PGM#.

ACD Supervisor

You may be an ACD supervisor. If you are, you should have a display keyset. You should also have a DSS Console with a Hotline key for each group member and your ACD group master number. As a supervisor, you can:

- Monitor the status of your group on your DSS Console. You can be the supervisor of more than one ACD group.
- Be notified when all agents are busy, and how long calls have been waiting for an available agent. Your telephone display shows this information.
- Make agents On or Off Duty.
- (Optional) Record the announcements that your group's callers hear. Your communications manager can tell you if you need to record any announcements. To record announcements, your system must have a VAU or OPA/VAU PCB (ONYX II/III/IV) or VMU Module (ONYX VS).
- Activate or deactivate the night mode for your ACD group (ONYX IV only). This lets calls to your ACD group automatically reroute when the agents are unavailable.

To monitor the status of Watch your DSS Console.

your ACD group:

<i>-If Agent's key is</i>	<i>Agent is</i>
<i>OFF.....</i>	<i>Idle</i>
<i>ON.....</i>	<i>Busy</i>
<i>Flashing Slow</i>	<i>Off Duty</i>
<i>Flashing Fast.....</i>	<i>In DND</i>

AND

1. On your DSS Console, press the Hotline key for your ACD group master number.
2. Watch your telephone display.
 - Your display shows information for the group selected in the previous step. For example, if your display shows, "02 L-04 00:47," you have two calls waiting (02). The call on line 4 (L-04) has been waiting longest: 47 seconds (00:47).

- To make agents on and off duty (supervisors only):**
1. Lift handset.
 2. Press INTERCOM, then PGM#.
 3. Press DSS key for agent you'll change.
 4. Dial 7 to remove agent; 4 to install.

- To record announcements for your ACD callers:**
1. Lift handset
 2. Press INTERCOM, then PGM#.
 3. Dial MV (Master Voice Message).
 4. Enter the number of the message you want to record (00, 02-07).
 - Your communications manager can tell you which message to record. Message 00 is the standard ACD All Agents Busy message.
 - The system prompts, "Please start recording."
 5. After you hear the beep, speak clearly and directly into the handset.
 - The announcement can be up to 16 seconds.
 6. Hang up when through recording.

- To listen to a previously recorded announcement:**
1. Lift handset
 2. Press INTERCOM.
 3. Press PGM#.
 4. Dial MVL (Message Voice Listen).

5. Dial the message number (00,02-07).

To erase all your recorded announcements (including OPA announcements):

1. Lift handset.
2. Press INTERCOM.
3. Press PGM#.
4. Dial MV and press PGM#.
-Your display shows, "DELETE ALL MSG?"
5. To erase messages, dial Y.
- Your display shows, "COMPLETED."
OR
To quit without erasing, dial N.
- Your display shows, "ABORTED."
6. Hang up.

To activate/deactivate night mode for your ACD group:

- You must be an ACD supervisor to use this option. This option is not available in all systems.
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
 4. Press DSS Console key for your ACD group's master number.
 5. Dial 4 to return the ACD group to the day mode
OR
Dial 7 to activate night mode for the ACD group.

☐ Background Music

You can receive Background Music over your telephone's speaker. The music stops whenever a call comes in or you lift the handset. You can turn the music on or off only when your telephone is not in use. To have Background Music, your system must have an optional music source connected.

The volume setting for Background Music also sets incoming ringing and paged announcement levels over the telephone's speaker.

To turn Background Music (Do not lift handset.)
on or off: 1. Press HOLD.

To adjust the volume of Background Music: 1. Press VOL UP or VOL DN while feature is active or telephone is idle.

□ Call Forwarding

With Call Forwarding, you can reroute your incoming calls to another extension or to an outside number. If you are an attendant, you cannot use Call Forwarding. Use Alternate Attendant instead (see page 16).

To forward calls: (This may be programmed on a One-Touch Speed Dial key. See page 62.)

1. Press INTERCOM.
2. Press PGM#.
3. Dial extension number to receive calls.
4. Do one of the following:
 - Dial 1 to forward calls not answered.
 - Dial 2 to forward calls not answered or when busy.
 - Dial 3 to forward all calls.
 - Dial 4 to have Voice Mail screen your calls (i.e., emulate a personal answering machine). Turn to page 71 for more on this option.
5. Press HF to hang up.
 - MSG flashes slowly. A voice prompt may remind you that your calls are forwarded.

To cancel Call Forwarding: 1. Press INTERCOM.
2. Press PGM#.

3. Press HF to hang up.
-MSG goes out.

Off-Premise Call Forwarding

You can reroute your calls to an outside (off-premise) telephone number. For example, you can forward your calls to your cellular car phone if you have to be on the road.

- | | |
|---|---|
| To forward calls to an outside number: | <ol style="list-style-type: none">1. Press INTERCOM2. Press PGM#.3. Dial 1.4. Dial line number (e.g., 01).
<i>-You may also be able to dial a line group code (9, 90-98).</i>5. Dial telephone number that is to receive calls.6. Press HF to hang up. |
|---|---|

Remote Call Forwarding (ONYX IV Only)

From your phone, you can set the Call Forwarding, Personal Greeting and Auto Page of a co-worker's extension. For example, if you're tied up in a meeting you could use the conference room phone to reroute your calls to a co-worker. Or, you could record your Personal Greeting telling your caller's you'll be tied up. When activating Remote Call Forwarding, you have a controlling extension (the phone you're on) and a controlled extension (the phone whose forwarding you're changing). The controlling extension must have a line appearance key for the controlled extension. Check with your communications manager.

- | | |
|---|---|
| To remotely forward an extension's calls to another extension: | <ol style="list-style-type: none">1. Lift handset.2. Press line appearance key for controlled extension.3. Press PGM#.4. Dial the extension number that will receive controlled extension's calls.5. Do one of the following:
<i>-Dial 1 to forward calls not answered.</i> |
|---|---|

-Dial 2 to forward calls not answered or when busy.

-Dial 3 to forward all calls.

6. Hang up.

-At the controlled extension, the MSG key flashes fast.

To remotely forward an extension's calls off-premise:

1. Lift handset.
2. Press line appearance key for the controlled extension.
3. Press PGM# and dial 1.
4. Select the line to which the controlled extension's calls should route.
-For example, enter 01-72 for lines 1-72. You can optionally enter 9 or 90-98 for line groups.

To remotely activate Personal Greeting for the controlled extension:

1. Lift handset.
2. Press line appearance key for the controlled extension.
3. Press PGM#.
-To cancel Personal Greeting, hang up before going to the next step.
4. Dial MV.
5. Dial the Personal Greeting option.
-Dial 2 to forward all calls and play the greeting for all callers (including Transfer screens).
-Dial 4 to forward all calls and play the greeting for Intercom callers only.
6. After the beep, start recording.
7. (Optional) Dial the extension number that should receive the controlled extension's calls.

-If you skip this step, callers to the controlled extension just hear the recorded message.

8. Hang up.
-MSG flashes at the controlled extension.

To remotely record and activate Auto Page for the controlled extension:

1. Lift handset.
2. Press line appearance key for the controlled extension.
3. Press PGM#.
4. Dial MVP.
5. After the beep, record the Auto Page announcement for the controlled extension.
6. Dial the Page Zone (1-8) that should receive the Auto Page announcement.
7. Hang up.

☐ Call Forward System Cancel

 **This feature is for attendants only.**

Call Forwarding reroutes incoming calls to another extension, or to an outside number. As the attendant, you cannot use Call Forwarding (see the Alternate Attendant feature on page 16 instead). You can, however, cancel all Call Forwarding for the system (including Selectable Display Messages). This also cancels Do Not Disturb for the system.

- To cancel all Call Forwarding:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
 4. Press *.
 5. Hang up.

☐ Call Timer

With Call Timer, you can use your phone's display to time your outside calls. You can time either incoming or outgoing calls.

- To start the Call Timer from your dial pad:** (Your phone must be idle. Do not use this procedure in a VS system.)
1. Do not lift handset.
 2. Press # and dial 8.
-Your display shows, " AUTO TIMER ON." HF lights.
 3. Press HF.
-HF goes out.
 4. Place or answer your call.
-After a few seconds, your display starts timing your call.
- To stop the Call Timer from your dial pad:** (Your phone must be idle. Do not use this procedure in a VS system.)
1. Do not lift handset.
 2. Press # and dial 8.
-Your display shows, " AUTO TIMER OFF." HF lights.
 3. Press HF.
-HF goes out.
- To start the Call Timer (if you have a Timer key):**
1. Press Timer key.
-The Timer key is ON. Your display starts timing your call. Press the Timer key before you place or answer your call — or while idle. If your phone has Auto Timer, it starts automatically for outside calls. You don't have to press the Timer key.
- To stop the Call Timer (if you have a Timer key):**
1. Press Timer key.
-The Timer key is OFF. You can stop the timer before or after you hang up. To restart the timer from 00:00, press the Timer key again.

Callback

When you call a busy extension, you may leave a Callback request for a return call. You do not have to repeatedly call the busy extension back, hoping to find it idle. You will note that the Callback ring cadence is longer than other ringing signals. If you are an attendant, you cannot use Callback. To leave a Callback for an outside line, see the Line Callback feature on page 43.

To request a Callback (after calling a busy extension): (Do not hang up.)

1. Dial C.
-You hear ringing.
2. Hang up.
-You can use your phone for other calls while you wait for Callback to ring you back.

To answer when Callback rings you back:

1. Lift handset.
-If you hear ringing, wait for party to answer.

OR

-If you hear two beeps, go ahead and speak.

To cancel a Callback request to a specific extension:

1. Call busy extension again.
-You hear busy tone.
2. Press *.
3. Hang up.

To cancel all your Callbacks simultaneously: (This also cancels your Line Callbacks.)

1. Lift handset.
2. Press INTERCOM.
3. Press *.
4. Press FTR.
5. Hang up.

□ Caller ID

If your phone has a display, Caller ID can show your incoming caller's number and optional name. The Caller ID information will show as either a *post-answer* or *pre-answer* display. With the post-answer display, you'll see the caller's number and optional name *after* you answer the call. The pre-answer display lets you see the caller's number and optional name *before* you answer the call. You can also use the pre-answer display to preview incoming calls before you answer them. The Caller ID pre-answer display is available only if your telephone does not have Automatic Handsfree (see page 7). Check with your communications manager.

To answer a Caller ID call (with the pre-answer display disabled):

1. Lift handset or press flashing line key.
- *You see the incoming caller's name and number and you answer the call.*

To answer a Caller ID call (with the pre-answer display enabled):

(Your phone must have Automatic Handsfree disabled to use this feature.)

1. Press the flashing line key to display the incoming caller's phone number.
- *You can press another flashing line key instead of going to the next step.*
2. Press the flashing line key again to display the incoming caller's name.
- *If the telephone company does not offer the name option, you skip to the next step.*
- *You can press another flashing line key instead of going to the next step.*
3. Lift the handset to answer the call.
- *If you previewed several ringing lines, you'll answer the call on the most recently pressed line key.*

Camp-On

To re-display the Caller ID information for the call you are on: 1. Press the line key for the call.

Under certain conditions, you may see one of the following messages in place of the normal Caller ID information.

When you see . . .	It means . . .
PRIVATE	Your caller has blocked Caller ID.
OUT OF AREA	You caller has dialed from an area that does not support Caller ID
UNAVAILABLE	Your telephone company's Caller ID service is out of order

☐ Camp-On

Camp-On allows you to call a busy extension or line and wait off-hook until that extension or line becomes free.

To Camp-On to a busy extension or line: (Do Not Hang Up.) 1. Dial C.

-If you Camp-On to a busy extension...
You hear ringing in your handset. When the party is free, their phone rings.

OR

-You hear two beeps and you can begin speaking.

-If you Camp-On to a busy line...
Busy tone stops. When you hear dial tone, dial your outside call.

To answer a Camp-On: (You hear two beeps while you are on a call.)
(Do not hang up.)

1. Press INTERCOM.

-Your first call goes on Hold. You connect to the calling party.

To return to the first call and switch (split) between calls:

1. Press INTERCOM.
2. Press * and dial S (dial pad key 7).
- If your system is an ONYX IV, refer also to the Split feature on page 68.

Conference

 **This feature is always available.**

Conference allows you to converse jointly with two inside parties, two outside parties or one of each.

To set up a Conference:

1. Place first call.
2. Press CONF.
3. Place next call.
4. Press CONF.
-The CONF key lights and the three parties are Conferenced.

To cancel a Conference:

1. Hang up.
-If your Conference included an Intercom call, your callers continue to converse after you hang up.

OR

1. Place Conference on Hold.
2. Disconnect one of your callers.
3. Hang up on your remaining caller.

Conference, Unsupervised

Use Unsupervised Conference when you want to join two outside callers in a Conference — then leave the Conference and allow them to talk privately. Once you set up this type of Conference, it continues until one of the outside callers hangs up. You cannot rejoin the Conference or terminate it from your phone.

- To set up an Unsupervised Conference:**
1. Place or answer first outside call.
-You talk to the first caller.
 2. Press CONF.
 3. Place or answer second outside call.
-You talk to the second caller.
 4. Press CONF again.
-You talk to both callers.
 5. Hang up.
-Your callers talk privately with each other. You cannot rejoin the Conference.

Dialing Number Preview

Dialing Number Preview (DNP) allows you to dial, review, and correct a number before the system dials it out for you. You can only use Dialing Number Preview if you have a display telephone.

- To dial using DNP:**
1. Lift handset
-This is optional unless you are an attendant.
 2. Press *.
-Your display shows, "DIAL PREVIEW."
 3. Dial number.
-Your display shows digits dialed, with a cursor (-) after the last digit.

- To correct digits:**
1. Press DN to move the cursor left to the incorrect digit. Press UP to move the cursor to the right, one digit at a time.
 2. Dial correct digit.
 - Your display shows the new digit and the cursor moves one space to the right.
 3. Press FTR to move the cursor to the end of the digits.
 - The system dials only the digits up to the cursor.
 4. Press DIAL.
 - The system automatically selects a line and dials the number.

OR

- Your display shows, "SELECT IDLE LINE," and you must press a line key. The system then dials the number.

- To exit DNP at any time:**
1. Press HF.

☐ Direct Station Selection

Direct Station Selection keys (the third-level function of programmable keys 1-15) provide easy access to other extensions. They also act as busy lamps, indicating the status of an associated extension.

When the key is...	The extension is...
OFF	Idle
ON	Busy
Flashing	DND

- ① **User-Programmable Feature:** If your system is a VS, also refer to DSS in User-Programmable Features (page 86). When programming DSS keys, you can use the User-Programmable Feature or the

procedure below. If a DSS key is also a Station Call Coverage key, changing DSS also changes the Call Coverage assignment.

- To program your DSS keys:**
1. Lift handset.
 2. Press INTERCOM, then PGM#.
 3. Press the desired DSS key.
 4. Dial the extension number you want assigned to the key.
 - To clear a DSS key, press *.
 - Program additional keys by repeating the last three steps. All unprogrammed keys call extension 300.
 5. Hang up.

- To call an extension using a DSS key:**
1. Lift handset.
 2. Press INTERCOM.
 - The key lights show you the status of the assigned extensions.
 3. Press the DSS key for the desired extension.

☐ Directed Call Pickup

Directed Call Pickup allows you to answer a call ringing another extension. You may also have Call Coverage keys on your phone. You can use these keys instead of Directed Call Pickup to answer a call to the covered extension. Refer to the Station Call Coverage feature on page 68.

- To Pickup a call ringing at another phone:** (You can program this on a One-Touch Speed Dial key. See page 62.)
1. Lift handset.
 2. Press INTERCOM.
 3. Press *.
 4. Dial ringing extension number.
 - You are connected to the caller.

-This procedure also picks up a call on System Hold or Parked at the extension you dial. Refer to the Hold (page 11) and Park (page 54) features.

□ Directory Dialing

Directory Dialing lets you call a Speed Dial or Intercom number by selecting the name associated with the number. There are three types of directories:

- Intercom (dials extension numbers)
- Personal (dials your Personal Speed Dial numbers)
- Company-wide (dials the first 250 System Speed Dial numbers - 100 in VS)

If your system is an ONYX IV, your phone may have an Intercom Directory Dialing key. Just press the key to get the directory of Intercom names. This key also lets you Transfer a call to the name you select.

To dial a number using 1. Lift handset (attendant only).

Directory Dialing: 2. Select type of directory.

-For Intercom Directory, dial I. Your display shows, "INTERCOM DIRECTORY."

OR

For Personal Directory, dial P. Your display shows, "PERSONAL DIR."

OR

For Company-wide Directory, dial C. Your display shows, "COMPANY WIDE DIR."

-If your display shows, "NO RAM INSTALLED" when you press P or C, you can only use Intercom Directory Dialing.

3. Dial the first letter of the desired name.

-To enter a Q or a Z, press 0 (zero).

4. Dial the digit (1, 2 or 3) that identifies the desired letter.
 - The display shows the first name beginning with that letter. If there are none, the display shows: X-UNLISTED NAME (X is the letter you entered).*
5. Press UP or DN to scroll through the names beginning with this letter. Stop at the desired name.
 - To begin with the first name in the list (so you can scroll through all the names), press PGM#.*
6. Press DIAL.
 - The system dials the number stored with that name.*
 - If you are transferring, pressing DIAL initiates a screened transfer. For an unscreened Transfer, hang up instead.*

To cancel Directory Dialing at any time:

1. Hang up.

Display Messages

Messages appear in the display window to provide helpful information at a glance. When your phone is not in use, the date and time display. When you use your phone, messages display to explain what is happening or to help you remember what to do next. If you have a question about the displays, check with your communications manager.

To adjust the brightness of your telephone display:

This only applies to telephones with LCD (gray) displays.

1. Press VOL UP or VOL DN while your phone is idle.
 - Your phone must be idle (not ringing), with Background Music off.*

Do Not Disturb

Do Not Disturb (DND) blocks Page or ringing at your extension. If you call an extension that is in DND, you hear a reorder tone. You may be able to override DND. If you are an attendant, you cannot place your phone in DND.

To put your phone in Do Not Disturb: 1. Press DND/MIC until it flashes.

To cancel Do Not Disturb: 1. Press DND/MIC until it goes out.

To Override your Hotline partner's DND: (The Hotline key for your partner flashes on your phone.)

1. Lift handset.
2. Press Hotline key twice.
-The phone rings if idle; wait for an answer.

OR

1. Place Intercom call to extension in DND.
2. Dial I.
-The phone rings if idle; wait for an answer.

Door Box

 **This feature is available on VS systems only.**

Your system may have Door Boxes. A Door Box is a self-contained Intercom unit typically used to monitor entrance doors. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chimes to certain extensions. If you receive Door Box chimes, you can just lift the handset to answer them. You can then talk to the visitor at the door.

Dual Line Appearance

Door Boxes come in handy at delivery entrances. Your company doesn't need to have someone at the door to monitor the entrance. You can just answer the Door Box instead. If the door has an electric strike connected to a Relay Box, you can use your phone to release the door.

To answer the Door Box chimes:

1. Lift handset.
-If you have a Call Coverage or Hotline key for the Door Box, you can press it instead.

To call the Door Box:

1. Lift handset.
2. Press INTERCOM.
-If you have a Call Coverage or Hotline key for the Door Box, you can press it instead.
3. Dial Door Box extension number.
-Your system can only have Door Boxes at extensions 310, 311, 322 and 323.
4. (Optional) Press and hold FTR to release the door.
-You can have Relay Boxes for the Door Boxes at extensions 311, 322 and 323 only.

Dual Line Appearance

 **This feature is available on ONYX IV systems only.**

Your extension can have two line appearance keys for placing and answering calls. These line appearance keys are programmable keys assigned to your own extension number. This will be a convenience for you if you frequently have two calls active on your phone. For example, you can easily place a new call on one appearance while you have a call waiting on the other. (Also see Multiple Directory Numbers on page 47.)

While on a call, Dual Line Appearance shows your waiting Intercom calls at a glance. Your first call rings your first appearance key. Your second Intercom call flashes your second appearance key.

To place a call if you have Dual Line Appearance:

1. Lift handset.

-Dual Line Appearance follows Ringing Line Preference. If you lift the handset while a call is ringing, you'll get Intercom dial tone or answer the ringing call.

To answer a call if you have Dual Line Appearance:

1. Lift handset.

-If you have Ringing Line Preference (page 59), this answers the call.

2. Press ringing Dual Line Appearance key.

☐ Flash

While you are on an outside (CO) call, Flash allows you to regain dial tone without giving up control of the line. You can then place another call. Flash also allows access to PBX features when using a PBX line.

To flash the line you are on: (Do Not Hang Up.)

1. Press FTR.
2. Dial number.

☐ Forced Line Disconnect

 **This feature is for attendants only.**

Forced Line Disconnect allows you to disconnect a call on an outside line. This may be necessary, for example, when a call is terminated but the line remains locked up (line key stays lit).

To disconnect a line:

1. Lift handset.
2. Press desired line key.

3. Press PGM#.
4. Hang up.

OR

1. Lift handset.
2. Press INTERCOM.
3. Dial line access code (e.g., 801).
4. Press PGM#.
5. Hang up.

Group Call Pickup

Your extension may be in a group with some of your co-workers' extensions so you can easily pick up each other's calls. You can answer a call that is ringing any extension in the group by dialing a Group Call Pickup access code. You may have Group Call Pickup keys on your phone, which you can also use to answer calls. You don't have to be a group member to have Group Call Pickup keys.

To answer a call ringing in a Pickup Group from a phone within that Pickup Group: (You can program this on a One-Touch Speed Dial key. See page 62.)

1. Lift handset.
2. Press INTERCOM.
3. Press * and dial 1.

-You are connected to the caller. Your display shows, "P (+ name)" or "PICKUP FROM (+ extension number)."

OR

1. Lift handset.
2. Press the flashing Group Call Pickup key.

-The key flashes when a call is ringing the group.

-You are connected to the caller. Your display shows, "P (+ name)" or "PICKUP FROM (+ extension number)."

- ① **User-Programmable Feature:** If your system is a VS, use Ring Assignment/Delayed Ring Assignment in User-Programmable Features (page 86) to assign Pickup Group key ringing. Do not use the procedure below.

- To assign ringing to a Pickup Group key (except at attendants):** (Do not lift handset.)
1. Press PGM# and Pickup Group key.
 2. Dial ring code:
 - Dial D for delayed ring.
 - Dial R for immediate ring.
 - Dial L for no ring (lamp only).
 3. Press HF to hang up.

☐ Group Listen

Group Listen lets you talk into your handset and have your caller's voice broadcast through your telephone speaker. With Group Listen, others in your work area can listen to your conversation. If you are an attendant, you cannot use Group Listen.

- To initiate Group Listen:**
1. Establish handset call.
 2. Press HF (but do not hang up).
 - HF lights.

- To cancel Group Listen:** (Do not hang up.)
1. Press HF.
 - HF goes out.

☐ Group Ring

During installation, certain extensions in your system were arranged into Ring Groups. When you call a Ring Group number, all extensions in the Ring Group ring. You can also answer a Ring Group call.

To place a call to a Ring Group: (You can program this on a One-Touch Speed Dial key. See page 62.)

1. Lift handset and press INTERCOM.
2. Dial Ring Group number (e.g., 428).
-You hear ringing; wait for an answer.

To answer a Ring Group call at any phone: (You can program this on a One-Touch Speed Dial key. See page 62.)

1. Lift handset and press *.
2. Dial Ring Group number (e.g., 428).
-You are connected to the caller.

To answer a Ring Group call ringing your group:

1. Lift handset.
-The INTERCOM key or a Line key lights.

Headset

If you have a Headset, you can use it instead of the handset. Using the headset frees up your hands for other work.

To install the headset:

1. Leave the handset in the cradle.
2. Unplug the handset and plug in the headset.

For Non-attendant Keysets

Use the HF key to hang up calls in place of the handset.

To operate a Headset:

1. Press HF whenever you see the instruction, "Lift handset."
2. Press HF whenever you see the instruction, "Hang up."

For Attendants

To answer a call using the headset:

1. Press RLS on the DSS Console.

-If you have Ringing Line Preference (page 59), this answers the call.

2. Press the flashing line or Intercom loop key.

- To place a call using the headset:
1. Press RLS on the DSS Console.
 2. Press the flashing line or Intercom loop key.

-If you have Ringing Line Preference, press the line or Intercom loop key before pressing RLS.

- ① **User-Programmable Feature:** If your system is a VS, you can allow or deny Headset operation for your phone. Refer to Headset in User-Programmable Features.

☐ Hotline

Hotline gives you one-button calling and Transfer to another extension (your Hotline partner). The Hotline key on your phone shows the status of your partner's extension.

When the Hotline key is ...	Your partner is ...
OFF	Idle
ON	Busy
Flashing	DND

You may be able to override an extension in Do Not Disturb using your Hotline key. Refer to the Do Not Disturb feature on page 35.

- ① **User-Programmable Feature:** If your system is a VS (and you have a Hotline key), you can use Hotline in User-Programmable Features (page 86) to change your Hotline assignment.

Intrusion (Barge-In)

To place a call using a Hotline key: 1. Lift handset.
2. Press the Hotline key.
-If the Hotline key to your partner is lit, see the Off-Hook Signaling feature on page 49.

To transfer the call you are on using a Hotline key: (Do Not Hang Up.)
1. Press the Hotline key.
-If your partner doesn't answer, you can press another Hotline key instead of going to step 2.
2. Hang up, or wait for an answer.

To answer a call from your Hotline partner: (INTERCOM flashes.)
If you are not an attendant...
1. Listen for two beeps.
2. Speak toward the phone.

If you are an attendant...
1. Lift handset.
2. Press HF (Intercom loop key).

☐ Intrusion (Barge-In)

Intrusion allows you to break into another conversation.

CAUTION: Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

To intrude on a busy extension: (Do Not Hang Up.)
1. Dial I (dial pad key 4).
-Busy party hears two short beeps.
-You cannot Intrude on a Conference call.
-If you hear fast busy tone, you cannot Intrude.

2. Wait about four seconds, until the CONF key lights.
-You and the other two parties are in Conference.

☐ Last Number Redial

 **This feature is always available.**

With Last Number Redial, you can easily call the last outside number you dialed. Each time you place an outside call, the system saves the number you dialed (up to 24 digits). You can redial the call whether it was answered, unanswered or busy. Redial uses the same line to dial out unless you select a different line.

- To place a call using Last Number Redial:**
1. Lift handset.
-To select a different line, press a line key
 2. Press DIAL.
 3. Press LAST.
-If you hear busy tone, press an idle line key. Your call dials out automatically.

☐ Line Callback

You can leave a Callback request for a busy outside line. The system rings you when the outside line is available. You do not need to keep checking the line, hoping to find it idle. You will note that the Callback ring cadence is longer than other ringing signals. To leave a Callback for an extension, see the Callback feature on page 26. If you are an attendant, you cannot use the Line Callback feature.

- To request a Callback for an outside line on a line key:**
1. Press illuminated line key.
-You hear busy tone.
 2. Dial C.
-Busy tone stops.
 3. Hang up.

-Use your phone for other calls while you wait for Callback to ring you back.

To request a Callback after dialing a code for an outside line:

1. Dial C and hang up.
-You can use your phone for other calls while you wait for Callback to ring you back.

To answer when Callback rings you back:

1. Lift handset.
-You hear dial tone on the line you requested.
2. Place call.

To cancel a Callback request to a specific line:

1. Try to access busy line again.
-You hear busy tone.
2. Press * and hang up.

To cancel all your Callbacks simultaneously:

- (This also cancels your Intercom Callbacks.)
1. Lift handset.
 2. Press INTERCOM and dial *.
 3. Press FTR.
 4. Hang up.

Meet-Me Conference

Meet-Me Conference allows you to set up a Conference with up to two other inside parties. Each party joins the Conference by dialing a Meet-Me Conference access code. Also see Conference on page 29.

To set up a Meet-Me Conference:

1. Page desired parties and announce Meet-Me Conference code (11 or 12).
2. Press INTERCOM.
3. Dial Meet-Me Conference access code.

- To join a Meet-Me Conference:**
1. Lift handset and press INTERCOM.
 2. Dial announced Meet-Me Conference access code (11 or 12).
-The CONF key lights when the three parties join the Meet-Me Conference.

□ Message Waiting

You can leave a Message Waiting indication at a busy or unanswered extension requesting a return call. The indication is a flashing MSG key and an optional voice reminder message. If you are an attendant, another extension user cannot leave a Message Waiting at your extension. Also see Voice Mail on page 71.

- To leave a Message Waiting after calling an extension:** (Do Not Hang Up.)
1. Press MSG.
-You hear dial tone. You cannot leave a Message Waiting while using Voice Over. See Off-Hook Signaling on page 49.
 2. Hang up.

- To answer a Message Waiting left at your extension:** (Your MSG key flashes fast.)
1. Lift handset and press MSG.
-The system calls the extension that left you the message. Your MSG key continues to flash if you have additional Messages Waiting.

- To select the message you want to answer (from your display phone):** (Do not lift handset.)
1. Press MSG.
-Your display shows the extension which left you the message. Press MSG again until you see the message you want to answer.
 2. Lift handset.

3. Press MSG.

-The system calls the extension you selected.

To cancel all the messages left on your phone: (This also cancels your Intercom and Line Callbacks.)

-You cannot cancel a Message Waiting you left at an individual extension.

1. Press INTERCOM.
2. Press PGM#.
3. Press *.
4. Press HF to hang up.

☐ Microphone Mute

Microphone Mute allows you to turn off your phone's Handsfree microphone at any time. When you activate Microphone Mute, you can still listen to your caller but your caller cannot hear your voice. If you are an attendant, you cannot use Microphone Mute. If your system is an ONYX II/III 32x60, Microphone Mute also turns off your handset microphone.

To activate Microphone Mute:

1. Press DND/MIC until it lights.

-You can do this while on a call or when your phone is idle (to turn off Handsfree reply to a voice-announced call).

To deactivate Microphone Mute:

1. Press DND/MIC until it goes out.

-If DND/MIC flashes fast, your phone is in Do Not Disturb instead on page 35.

Monitor

 **This feature is for attendants only.**

Monitor allows you to listen to somebody else's phone conversation, without them hearing you or knowing you are on the line. When you monitor someone on an outside call, you hear both parties. However, when you monitor someone on an inside call, you only hear their caller. You cannot Monitor a Conference call.

CAUTION: Unauthorized monitoring of calls using this feature may be interpreted as an invasion of privacy.

- To monitor a call:
1. Lift handset and press INTERCOM.
 2. Dial the extension number.
 3. Dial M.
- You hear the conversation.*

Multiple Directory Numbers

 **This feature is available on ONYX IV systems only.**

Multiple Directory Numbers gives your telephone more than one extension (directory) number. These extension numbers appear on specially assigned programmable keys. You can receive calls on your usual extension number or your Multiple Directory Number. For example, you can receive personal calls on your own INTERCOM key and sales calls on your Multiple Directory Number keys. You can have more than one Multiple Directory Number. In addition, other extensions can share your Multiple Directory Number. Check with your communications manager to see if you have any Multiple Directory Number keys.

Night Answer

 **This feature is for attendants only.**

If you are an attendant, you can place the system in Night Answer. While in Night Answer, the system reroutes incoming calls to preselected extensions or through the paging system. The DND/MIC key flashes only at your extension while the system is in Night Answer.

To place the system in Night Answer (attendants only):	1. Press DND/MIC. <i>-The DND/MIC key flashes. Your display shows, "NIGHT MODE ON."</i>
---	---

To take the system out of Night Answer (attendants only):	1. Press DND/MIC. <i>-The DND/MIC key goes out. Your display shows, "NIGHT MODE OFF."</i>
--	---

① User-Programmable Feature:	If your system is a VS, you can change the lines that ring your phone at night. Refer to Night Ring in User-Programmable Features (see page 86).
-------------------------------------	--

To answer a call during Night Answer:	(You can program this on a One-Touch Speed Dial key. See page 62.) 1. Lift handset. 2. Press INTERCOM. 3. Press *. 4. Dial 0. <i>-You are connected to the caller.</i>
--	--

OR

1. Lift handset.
2. Press flashing line key.

□ Off-Hook Signaling

While on a call, Off-Hook Signaling alerts you when you have another call waiting to be answered. The off-hook signal is a tone through the speaker when the call is ringing in. You can answer the waiting call.

Off-Hook Signaling also allows you to signal a busy extension when you want to talk to them. If the busy party is on a handset call, they hear your voice in their handset (called Voice Over) or beeps over the speaker. The party can select to talk to you or their initial caller. If the busy party is on a Handsfree call, they hear a beep. You cannot use Voice Over if you are an attendant. (Also see Reverse Voice Over on page 58).

- ① **User-Programmable Feature:** If your system is a VS, you can allow or deny Voice Over for your extension. Refer to Voice Over in User-Programmable Features (page 86).

Voice Over

To respond to a Voice Over signal: (You hear two beeps before your caller's voice.)

1. Press and hold DND/MIC.
-To talk to the first party, release DND/MIC.

Off-Hook Signaling

To respond to an Off-Hook Signal (one beep over your speaker): (Do Not Hang Up.)

1. (Optional) Press HOLD to save your first call.
-If you are an attendant, your phone saves outside calls automatically. You can skip this step.
2. Press the flashing INTERCOM or line key.

To signal an off-hook extension:

1. Lift handset.
2. Use DSS or Hotline.

-If the called party is busy on a handset call and you press a DSS or Hotline key, Off-Hook Signaling is automatic. If the called party is busy on a Handsfree call and you press a DSS or Hotline key, Camp-On is automatic. See page 28 for more on Camp-On.

OR

1. Lift handset.
2. Press INTERCOM.
3. Dial extension number.
4. When you hear ring-busy, dial 1.
-If you hear several beep tones, go ahead and speak. If you hear ringing instead, wait for called party to answer.

Operator Assistance

Operator Assistance (OPA) automatically answers outside calls and provides dialing options to the outside callers. OPA lets an outside caller dial an extension or hunt group directly. You or a co-worker do not have to screen the call.

When OPA answers a call, the caller hears a recording of their dialing options. For example, the announcement could say, "Hello. You have reached XYZ Corporation. Dial 4 for Technical Service or 5 for Sales." You may be able to record the messages callers hear. Before recording, check with your communications manager to find out about the OPA messages. To use Operator Assistance, your system must have an OPA/VAU PCB (ONYX II/III/IV) or VMU Module (ONYX VS).

- To record an OPA message:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
 4. Dial MV.
 5. Dial the OPA message number (02-07) you want to record.

-Your communications manager can tell you about each message.

6. Wait for instructions, then begin recording.
7. Hang up.

To listen to a previously recorded OPA message:

1. Lift handset.
2. Press INTERCOM.
3. Press PGM#.
4. Dial MVL.
5. Dial the message number (02-07) you want to hear.

-Your communications manager can tell you about the messages.

6. Hang up.

To erase all OPA messages (including the ACD overflow message):

1. Lift handset.
2. Press INTERCOM.
3. Press PGM#.
4. Dial MV.
5. Press PGM#.
6. Dial Y.

-To exit the procedure without erasing the messages, dial N.

7. Hang up.

To call into the system using Operator Assistance:

1. Dial system telephone number.
2. After OPA answers, dial announced option:
Dial single-digit option
OR
Dial 3 plus the extension you wish to reach.

☐ Page, Auto

Auto Page lets you record an announcement that broadcasts over a Page zone when an outside call rings your phone. For example, before you leave your desk you (John Smith) could record, "John Smith, pick up a call ringing your extension." When an outside call rings your phone, you hear your Auto Page. You can then use Directed Call Pickup to intercept the call. (To use Auto Page, your system must be an ONYX II/III/IV with a VAU or OPA/VAU PCB.) If you are an attendant, you cannot use Auto Page. VS systems do not offer Auto Page. To set your Auto Page while you're away from your phone, refer to Remote Call Forwarding on page 22.

- To record an Auto Page announcement:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
 4. Dial M V P.
 5. When you hear the beep, record your Auto Page announcement.
 6. Dial the Page zone code (1-8).
-For more information on Page zones, refer to the Page, Zone feature.
 7. Hang up.
-Your MSG key flashes fast.

- To cancel your Auto Page announcement:**
1. Lift handset.
 2. Press INTERCOM.
 3. Dial PGM#.
 4. Hang up.
-Your MSG key stops flashing.

☐ Page, Zone

You can make an announcement (Page) to other extensions and external speakers.

Your system can have up to seven Internal Paging Zones and an All Call Paging Zone. When you Page an Internal Zone, only those telephones in the zone receive the announcement. When you make an All Call Page, all phones receive the announcement.

Additionally, your system may have External Paging Zones. If you page to an internal zone, the announcement broadcasts over the corresponding external zone as well. ONYX II/III/IV systems can have up to four external zones (zones 1-4). VS can have up to two (zones 1 and 2). All Call Paging is broadcast to all External Paging Zones (speakers). Your communications manager can tell you if your system has this capability.

- ① **User-Programmable Feature:** If your system is a VS, you can allow or deny Pages to your phone. Refer to Page in User-Programmable Features on page 86.

To make an All Call Page or a Zone Page: (You can program this on a One-Touch Speed Dial key. See page 62.)

1. Lift handset.
2. Press INTERCOM.
3. Dial Page Zone access code, as follows:

Page Zone	Access Code
All Call	1 *
1	2 *
2	3 *
3	4 *
4	5 *
5	6 *
6	7 *
7	8 *

-You hear two beeps.

-If your VS system has a PCU Module, you may have codes for additional External Page Zones. Check with your communications manager.

4. Make announcement.
5. Hang up.

OR

1. Lift handset.
2. Press Page key.
 - You hear two beeps. If the zone is busy, you hear fast busy tone instead.*
 - You may have Page Zone keys on your phone and your DSS Console. The key is lit when the zone is busy.*
3. Make announcement.
4. Hang up.

Park

When you must transfer an outside call to someone you cannot readily locate, use Park. Park puts the call in a special holding state (called an Orbit) so you can page the person. The person you page can then pick up the call from any extension.

There are two types of Park Orbits: System Park and Personal Park. With System Park, you may Park a call in one of ten system orbits (60-69). With Personal Park, you can Park a call at an extension. In either case, the call recalls to you if not picked up.

To Park the call you are on: (Do Not Hang Up.)

1. Press INTERCOM.
2. Dial Park Orbit access code. To use System Park, dial 60-69.
 - To use Personal Park, dial * and the extension number.*

-You hear dial tone. If you hear busy tone, press INTERCOM and dial another orbit.

3. Page party to receive call and announce the Park Orbit access code.
4. Hang up.

OR

1. Press the Park Orbit key.
-You hear dial tone. The key flashes for calls you parked and is on for calls co-workers have parked.
2. Page party to receive call.
3. Hang up.

To pick up a Parked call: (You can program this on a One-Touch Speed Dial key. See page 62.)

1. Lift handset.
2. Press INTERCOM.
3. Dial Park Orbit access code.
*-To use System Park, dial 60-69. To use Personal Park, dial * and the extension number. You are connected to the party. Your display shows, "CALL FROM ORBIT."*

OR

1. Lift handset.
2. Press Park Orbit key.
-You are connected to the party. Your display shows, "CALL FROM ORBIT." You may have Park Orbit keys on your phone and on your DSS Console.

Personal Greeting

You can record a Personal Greeting (i.e., brief message) for your extension. When you leave your extension unattended, callers hear your Personal Greeting. After the caller listens to your message, you can optionally have the call forwarded to another extension. If you are an attendant, you cannot use Personal Greeting. Personal Greeting requires a VAU or OPA/VAU PCB (ONYX II/III/IV) or VMU Module (ONYX VS). To set your Personal Greeting while you're away from your phone, refer to Remote Call Forwarding on page 22.

- To record a Personal Greeting:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
 4. Dial M V.
 - Dial A for all calls.
 - Dial I for internal calls only.
 5. The system prompts, "Please start recording."
 6. After you hear the beep, speak clearly and directly into the handset.
 7. (Optional) Enter three-digit extension where calls will be transferred. Intercom dial tone will be heard.
 8. Hang up when you are through.
 - The Message Waiting key flashes slowly.

- To cancel your Greeting:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
 4. Hang up.

□ Prime Line Selection

With Prime Line Selection, you automatically connect to an outside line when you lift the handset. You can use your Prime Line for placing or answering calls. Prime Line Selection simplifies handling calls on your most frequently-used line. Check with your communications manager to see if you have a Prime Line.

- ① **User-Programmable Feature:** If your system is a VS, you may be able to assign Prime Lines from your phone. Refer to Prime Line in User-Programmable Features on page 86.

□ Privacy Groups

If your extension is in a Privacy Group, you can enter another group member's outside call unannounced and uninvited. Each member of the group can select Privacy. This prevents members from entering the call.

- To join a conversation with a member of your Privacy Group:**
1. Lift handset.
 2. Press the desired line key.
- The line and CONF keys light. You are connected to the two parties. No more than two extensions in the Privacy Group can join the same call. You cannot enter a Conference call using these steps.*

- To select privacy for the call you are on:** (Do Not Hang Up.)
1. Press the line key of the call you are on.
- You have privacy for the call.*

Removing Lines and Extensions

 **This feature is for attendants only.**

If a line or extension is causing an Alarm, you can remove it from service until service personnel resolve the problem. This prevents further Alarms on this line or extension. After it is repaired, you can place the line or extension back in service.

- To remove a line or extension from service:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
 4. Dial extension number or line extension number.
-For example, in the 72 x 180, line 801 is line extension number 480.
 5. Dial 0.
 6. Hang up.

- To place a line or extension back into service:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
 4. Dial extension number or line extension number (e.g., 480).

Reverse Voice Over

 **This feature is available on ONYX IV systems only.**

While you are on a call, Reverse Voice Over lets you make a private Intercom call to an idle co-worker. Just press a specially programmed Reverse Voice Over key to make the private call. Your initial caller cannot hear your Reverse Voice Over conversation. Your private Intercom call continues as long as you hold down the Reverse Voice Over key. You can use Reverse Voice Over, for example, to confidentially talk to an assistant while you are on a call with an important client. Also see Voice Over on page 49.

Your Reverse Voice Over key shows the status of its assigned extension:

When the key is . . .	The assigned extension is . . .
OFF	Idle
ON	Busy
Flashing Fast	In DND

When your extension is idle, your Reverse Voice Over key works like your DSS keys. Just press it to call the extension. However, you can't use it to Transfer calls.

- To use Reverse Voice Over:**
1. While on a call, press and hold your Reverse Voice Over key.
 - Your initial caller cannot hear your private Intercom conversation.

☐ Ringing Line Preference

Ringing Line Preference lets you answer outside calls by just lifting the handset. Ringing Line Preference simplifies the way you answer calls. This helps if you use your phone primarily for answering calls. If more than one call is ringing, Ringing Line Preference answers the call on the lowest numbered line first.

- ① **User-Programmable Feature:** If your system is a VS, you can allow or deny Ringing Line Preference for your extension. Refer to Ringing Line Preference in User-Programmable Features on page 86.

- To answer an outside call:**
1. Lift handset.
 - The line key is lit.
 - To place a call instead of answering the ringing call, preselect a line before lifting the handset.

☐ Save

You can Save the last number you dial and redial it easily later on. Save normally uses the same line to dial the call unless you select a different line. The system stores the saved number until you Save another number in its place.

To Save a number any time (Do Not Hang Up.)

after placing a call:

1. Press DIAL.
2. Press SAVE.

-The number you Save can be up to 24 digits long.

To dial a saved number:

1. Lift handset.
2. Press DIAL.
3. Press SAVE.

-To select a different line, press a line key.

-The system uses the same line and dials the number.

-If you hear busy tone, press an idle line key. Your call dials out automatically.

☐ Selectable Display Messages

You can choose preprogrammed Selectable Display Messages for your extension. Co-workers (with display telephones) calling your extension see the message you select. Your communications manager can tell you about programmed messages — and the codes you dial to select them. ONYX II/III/IV systems have 64 Selectable Display Messages (00-63). VS systems have 16 (00-15).

For example, assume your system has the message, "AWAY ON BUSINESS." You could select this message before going out of town on business. Optionally, you can add digits to the end of the first eight messages. You can use these digits to provide your callers with a phone number where you can be reached.

To select a Display Message: (You can program this on a One-Touch Speed Dial key. See page 62.)

1. Lift handset.
2. Press INTERCOM.
3. Press PGM#.
4. Dial M.
5. Dial 00-63 to choose one of the messages.
-You may add digits to the end of messages 00-07.
6. Hang up.
-MSG flashes slowly.

To select a Display Message (by scrolling through the messages):

1. Lift handset.
2. Press INTERCOM.
3. Press PGM#.
4. Dial M.
5. Scroll through the messages using VOL UP or VOL DN.
-You may add digits to the end of messages 00-07.
6. Press DIAL and SAVE.
-You hear dial tone.
-If you append a message (00-07), skip this step.
7. Hang up.
-MSG flashes slowly.

To cancel a Display Message: (You can program this on a One-Touch Speed Dial key. See page 62.)

1. Lift handset.
2. Press INTERCOM.
3. Press PGM#.
4. Hang up.
-MSG goes out.

Speed Dial

Speed Dial gives you quick access to frequently called numbers. There are two types of Speed Dial: Personal and System. Each Speed Dial number can be up to 16 digits long. You can chain (link) two Speed Dial numbers to access longer numbers (up to 32 digits).

Personal Speed Dial

Personal Speed Dial numbers are reserved for your own use. You can store up to 20 Personal Speed Dial numbers in memory locations called bins. By pressing DIAL, your first 20 programmable keys become Personal Speed Dial keys.

-Your Personal Speed Dial bins are numbered 50-59 and 20-29. If you have a 56x120 or 72x180 system, you cannot dial access bins 50-59.

One-Touch Speed Dial Keys

Your phone may have keys programmed for One-Touch Speed Dial. Just press these One-Touch Speed Dial keys to dial the stored number. (If you have a DSS Console, you can also have One-Touch Speed Dial keys on your console.) You can also store certain Intercom features under your One-Touch Speed Dial keys. This simplifies accessing features that you use often. Just press the One-Touch Speed Dial key to use the key's programmed feature. You can store any feature that uses the digits 0-9, # and *. Ask your communications manager if you have any One-Touch Speed Dial keys. If you do, you can change the numbers stored for those keys. See the instructions for storing Personal Speed Dial numbers on page 64 for more.

Storing Names

Optionally, you can store a name with each Personal Speed Dial number. The name displays on your telephone as the number dials out. You can also use this name with the Directory Dialing feature.

Storing a Pause, Delay or Flash

You can store a ***Pause*** in a Speed Dial bin by pressing HOLD where you want the Pause to occur. When you use the stored number, the system stops dialing when it encounters the pause and waits for a second dial tone. If the second dial tone occurs, dialing continues. You might want to use a Pause if your Speed Dial number calls a dial-up service (like a banking service) that automatically returns second dial tone. The pause ensures that your number doesn't dial out too soon. (If you don't get second dial tone, you can always dial * to force the remaining digits to dial out.)

In some cases, you may want to store a ***Delay*** in lieu of a Pause. A Delay is a fixed wait interval that doesn't monitor for second dial tone. Use Delay, for example, if you're not sure the dial-up service will return second dial tone. After the first part of your Speed Dial bin dials out, the system waits the Delay interval and then dials the remaining digits. To enter a Delay while programming the Speed Dial bin, press DIAL where you want the Delay to occur.

You can also store a ***Flash*** command in a Speed Dial bin. You might want to do this if your system is behind a Centrex or PBX and you need to use certain Centrex or PBX features. For example, a Flash command frequently initiates a PBX Transfer. To enter the Flash command while programming the Speed Dial bin, press MSG where you want the Flash to occur.

System Speed Dial

System Speed Dial numbers are accessible from any extension. If you are an attendant, you normally can store or change these System Speed Dial numbers. If you are not an attendant, you normally cannot change these numbers. Check with your communications manager to see what your System Speed Dial numbers are.

Using Personal Speed Dial

- ① **User-Programmable Feature:** If your system is a VS, you can also use Speed Dial in User-Programmable Features to store Personal Speed Dial numbers. See page 62. You must use the User-Programmable

procedure to store numbers on One-Touch Speed Dial keys.

To store a Personal Speed
Dial number:

1. Lift handset and press DIAL.
-If you are not an attendant, skip this step if you are programming a One-Touch Speed Dial key.
2. Press PGM#.
-Your display shows, "ENTER BIN #".
3. Dial Personal Speed Dial bin number (50-59, 20-29), press Speed Dial bin key (1-20), or press One-Touch Speed Dial key.
-Your display shows, "LINE [01-nn,9X]."
-If you are an attendant, you cannot use this procedure to store numbers in One-Touch Speed Dial keys.
-Your first Personal Speed Dial key is bin 50; your last is bin 29.
-If your display shows, "PROGM NAME Y/N," see instructions below for name programming.
4. Dial line number (e.g., 01), press line key or press INTERCOM (to store an Intercom feature).
-You may also be able to dial a line group code (9, or 90-98) or press a loop key.
-If you are storing an outside number, your display shows, "TEL NUMBER."
-If you are storing a feature code, your display shows, "ENTER FEAT. CODE."
5. Dial number.
-To enter a pause, press HOLD. To enter a Flash, press MSG. To enter a Delay, press DIAL.

-For example, to have the system dial 9, pause and then dial 926 5400, enter: 9 (HOLD) 9265400.

6. Hang up.

To program a name for a Speed Dial number (when your display shows PROGM NAME Y/N ?):

1. Press Y to program the name, N to leave the name as it is.
-If you press Y, the display shows the current name.
2. Dial the first letter of the desired name.
*-To enter a blank (a space), a Q, or a Z, press 0 (zero). To erase a name, press *.*
3. Dial the digit (1, 2 or 3) that identifies the desired letter.
4. Repeat the above two steps for additional letters.
-You can correct a name as you enter it. Press VOL DN to backspace (erase) over a character, then enter the correct letters.
5. Press PGM# when finished.

To call a Personal Speed Dial number:

1. Lift handset.
-You can preselect a line by pressing a line key. If you preselect, you must press INTERCOM instead of DIAL before dialing a bin number.
2. Press DIAL.
3. Dial Personal Speed Dial bin number or press Personal Speed Dial key.
-The Speed Dial key does not light.
*-If the number includes a pause, you can press * to force dialing to continue.*
-If you hear busy tone, press an idle line key. Your call dials out automatically.

OR

1. Lift handset.
 - You can preselect a line by pressing a line key.
2. Press One-Touch Speed Dial key.
 - If the number includes a pause, press * to force dialing to continue.
 - If you hear busy tone, press an idle line key. Your call dials out automatically.

Using System Speed Dial

User-Programmable Feature: If you have a VS system, you can also use Speed Dial in User-Programmable Features to store System Speed Dial numbers. See page 86.

- To store a System Speed Dial number:**
1. Lift handset.
 2. Press DIAL.
 3. Press PGM#.
 4. Dial System Speed Dial bin number (e.g., 700).
 - If your display shows, "PROGM NAME Y/N," see instructions above for name programming.
 5. Dial line number (e.g., 01) or press line key.
 - You may also be able to dial a line group access code (9, or 90-98) or press a loop key.
 6. Dial number.
 - To enter a pause, press HOLD. To enter a Flash, press MSG. To enter a Delay, press DIAL. For example, to have the system dial 9, pause and then dial 926 5400, enter: 9 (HOLD) 9265400.
 7. Hang up.

To call a System Speed Dial number:

1. Lift handset.
-You can preselect a line by pressing a line key. If you preselect, press INTERCOM instead of DIAL before dialing a bin number.
2. Press DIAL.
3. Dial System Speed Dial bin number.
-If the number includes a pause, you can press * to force dialing to continue.
-If you hear busy tone, press an idle line key. Your call dials out automatically.

OR

1. Lift handset.
-You can preselect a line by pressing a line key.
2. Press System Speed Dial key (One-Touch key for System Speed Dial).
-The Speed Dial key does not light.
-If the number includes a pause, you can press * to force dialing to continue.
-If you hear busy tone, press an idle line key. Your call dials out automatically.

To chain two Speed Dial numbers:

1. Place first call using Speed Dial.
-Wait for number to dial out.
2. Press DIAL.
3. Press Speed Dial key of second number.
-Do not dial a bin number.

OR

1. Place first call using Speed Dial.
-Wait for number to dial out.
2. Press One-Touch Speed Dial key of second number.

OR

1. Place first call using Speed Dial.
-Wait for number to dial out.
2. Press INTERCOM.
3. Dial Speed Dial bin number (50-59, 20-29).

☐ Split

 **This feature is available on ONYX IV systems only.**

You can Split (alternate) between your current call and a new call just by pressing a programmed Split key. You can Split between Intercom calls, outside calls or any combination of the two. Split always alternates between your active call and the newest incoming call.

- To Split between your active call and your newest call:**
1. Press Split key.
-Press Split repeatedly to alternate between the calls. The Split key does not light.

☐ Station Call Coverage

A Station Call Coverage key gives you one-touch call pickup, Transfer and Intercom for the assigned extension. A Call Coverage key also shows you the status of the covered extension.

When the key is . . .	The covered phone is . . .
OFF	Idle
ON	Busy
Flashing Slowly	Ringling
Flashing Fast	In DND

- To place a call to your covered extension:**
1. Press Call Coverage key.
 2. If you hear two beeps, go ahead and speak.
 3. If you hear ringing, wait for called party to answer.

- To Transfer a call to a covered extension:**
1. Press Call Coverage key.
 2. If you hear two beeps, announce call.
OR
If you hear ringing, wait for called party to answer before announcing call.
OR
Hang up to Transfer the call unannounced.
OR
If you hear ring/busy, dial 1 to send Off-Hook Signaling. Refer to the Off-Hook Signaling feature.
- To pick up a call ringing a covered extension:**
1. Press flashing Call Coverage key.
- ② **User-Programmable Feature:** If your system is a VS, use Ring Assignment and Delayed Ring Assignment in User-Programmable Features (page 86) instead of the procedure below. To change a Call Coverage Key extension assignment, use DSS programming. See DSS in User-Programmable Features (page 86).
- To program ringing for your Call Coverage keys:** (The Call Coverage key rings for calls to the covered extension. If you are an attendant, you cannot use this option.)
1. Press PGM#.
 2. Press Call Coverage key.
 - Dial D for delayed ringing.
 - Dial R for immediate ringing.
 - Dial L for no ringing (lamp only).
 3. Press HF to hang up.

☐ Telemarketing Dial

Telemarketing Dial lets you use your PC to dial a call and then pick up the call from your telephone after it goes through. If you have auto-dialing or database dialing capabilities in your PC, you can now use those features to place your voice calls. To use Telemarketing Dial, you must have your PC connected to a modem and an Analog Station Interface (ASI). You must also have a Call Coverage key for the ASI. Ask your communications manager if you can use Telemarketing Dial.

- To use Telemarketing Dial:**
1. Use your PC's communications software Directory Dialing feature to place the call.
-Listen to the call dialing out through your modem.
 2. When the called party answers, press the Call Coverage key for your PC.
-The call will be in the Privacy Release mode (the line key flashes fast). To enable privacy, press the line key.

☐ Time and Date

The time and date appear on display phones.

- ① **User-Programmable Feature:** If your system is a VS, you may be able to set the time and date using Time and Date in User-Programmable Features (page 86). If you are an attendant, you can also use the procedure below.

- To set the time:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
-Your display shows, "DSS,EXT,6,9,8?."
 4. Dial T.
-Your display shows, "SET TIME HHMMSS."

5. Enter the hour (00-23: 0=12 midnight; 12=12 noon; 23=11 P.M.)
6. Enter the minutes (00-59).
7. Enter the seconds (00-59).
8. Hang up.

- To set the date:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM#.
 - Your display shows, "DSS,EXT,6,9,8?."
 4. Dial 9.
 - Your display shows, "SET DATE MMDDYY."
 5. Enter the month (01-12, 01=January; 12=December).
 6. Enter the day of the month (01-31).
 7. Enter the last two digits of the year (00-99).
 8. Hang up.

☐ Voice Mail

Your system may have Voice Mail (Integrated Voice Messaging). Integrated Voice Messaging lets you exchange recorded messages with co-workers. It also lets your outside callers leave recorded messages for you. You and every other user has a mailbox which holds your recorded messages. You "call your mailbox" to listen to your messages and use other Integrated Voice Messaging features.

Call Forwarding to Voice Mail

When you forward your phone to Voice Mail, your incoming calls automatically go to your mailbox. Your callers can leave a message instead of calling back later. You can choose one of three different Call Forwarding to Voice Mail modes:

- Forward calls you do not answer
- Forward calls when you are busy and calls you do not answer
- Forward all your calls

Personal Answering Machine Emulation

Your mailbox may be able to emulate a personal answering machine. This lets you screen your calls, just like your answering machine at home. You can let the message go through or lift the handset to pick up the call.

Leaving a Message

When you call a co-worker and their phone is unanswered, busy or in Do Not Disturb, you can easily leave a message in their mailbox. You don't have to call back later.

Transfer to Voice Mail

Transfer a call to your own or a co-worker's mailbox. After the Transfer goes through, your caller can leave a message in the mailbox.

Message Center

A Message Center is a mailbox shared by you and your co-workers. If your phone has a Message Center key, you can leave messages for your co-workers or listen to messages they have left. For example, you could be part of a Customer Service group with a Message Center for each of your company's products. When all members of your group are busy, your dispatcher can send callers to the appropriate Message Center. Later on, you can easily retrieve all messages for a particular product. Ask your communications manager if your phone has a Message Center key.

Conversation Record

While on a call, you can press your Record key to record the conversation in your mailbox. Voice Mail stores the conversation like any other voice message. You can then save, edit or delete the recorded conversation. Ask your communications manager if you have a record key.

- To call your mailbox:**
1. Lift handset.
 2. Press MSG.
 3. When Integrated Voice Messaging answers, dial your security code.

-Your communications manager can tell you your security code. Refer to your Voice Mail User Guide for the specifics. You can have a One-Touch Speed Dial key for simplified security code entry. See page 62.

To call a Message Center: (If the Message Center key flashes fast, it has messages waiting.)

-You cannot press the flashing Message Center key to see the number of messages waiting.

1. Lift handset.
2. Press the Message Center key.
-You log onto the Message Center mailbox. You have all the options available to any other mailbox subscriber.

To forward calls to your mailbox:

1. Lift handset.
2. Press INTERCOM.
3. Press PGM#.
4. Press MSG.
5. Dial Call Forwarding option.
-Dial 1 to forward calls not answered.
-Dial 2 to forward calls not answered or when busy.
-Dial 3 to forward all calls.
-Dial 4 to have Voice Mail screen your calls (i.e., emulate a personal answering machine).
6. Hang up.
-MSG flashes slowly.

To cancel Call Forwarding:

1. Lift handset.
2. Press INTERCOM.

3. Press PGM#.
4. Hang up.
-MSG goes out.

**To Transfer a call to
someone else's mailbox:**

1. Press INTERCOM.
2. Press MSG.
3. Dial extension number.
*-If you dial the Voice Messaging System
master number, your outside caller can
select the mailbox they want.*
4. Hang up.

**To record your
conversation:**

- (Your telephone must have a record key.)
1. Press Record key.
*-After a few seconds, you hear two beeps
and an announcement when Voice Mail
starts recording your call. The record
key flashes fast while recording.*

☐ Voice Prompting Messages

The system plays Voice Prompting Messages to inform a user of the status of their call. See your communications manager for a complete explanation of these messages.

Voice Prompt	Description
<i>All lines are busy. For automatic Callback, please press the Callback key.</i>	Plays when trying to place a call when all lines in the group are busy.
<i>Audio file is full.</i>	Plays when trying to record a Personal Greeting when all memory has been used.
<i>Please do not disturb.</i>	Plays when calling an extension in DND.

Voice Prompt	Description
<i>Please hold on, all lines are busy. Your call will be answered when a line becomes free.</i>	Plays when calling a busy UCD or ACD hunt group.
<i>Please hold on, your call is being rerouted.</i>	Plays when calling an extension that is Call Forwarded off-premise.
<i>Please start recording.</i>	Plays to prompt the user to record a Personal Greeting.
<i>Recording finished.</i>	Plays to alert the user that the time allotted for recording a Personal Greeting is up. Also plays when the user has paused too long while recording a Personal Greeting.
<i>The lowest cost line is busy. Please wait for the next one.</i>	Plays when placing an ARS call when all lines in a line group are busy.
<i>The number you have dialed is not in service.</i>	Plays when calling a valid, but inoperative extension.
<i>The time is</i>	Plays the time after dialing T (digit 8) on an idle telephone.
<i>This is station</i>	Plays the extension number after dialing N (digit 6) on an idle telephone.
<i>You have a message.</i>	Plays to alert the user that someone has left a Message Waiting (controlled by system programming).
<i>Your call cannot go through. Please call the operator.</i>	Plays when trying to place a restricted call.

Voice Prompt	Description
<i>Your calls have been forwarded.</i>	Plays to alert the user that the extension's calls have been forwarded (controlled by system programming).
<i>Vacant number.</i>	Plays when calling an invalid (not installed) extension.

☐ Volume Controls

Your telephone has three volume adjustments: Background Music, handset and Handsfree. The Background Music adjustment also adjusts incoming ringing and paged announcements. If you are an attendant, you don't have Handsfree or the Handsfree volume adjustment.

- To adjust the volume of Background Music, incoming ringing and paged announcements:**
1. Press VOL UP or VOL DN while feature is active or telephone is idle.
-On an LCD telephone (gray display), pressing VOL UP or VOL DN while idle adjusts the display brightness. Your phone must be idle (not ringing), with Background Music off.

- To adjust the handset volume:**
1. Press VOL UP or VOL DN while on a handset call.
-When you hang up, the volume level for outside calls may revert to a mid-range value. The volume level for Intercom calls, however, stays at the set value until you change it.

- To adjust the Handsfree (speaker) volume:**
1. Press VOL UP or VOL DN while on a Handsfree call.

- When you hang up, the volume level for outside calls may revert to mid-range. The volume level for Intercom calls, however, stays at a set value until you change it.
- The volume level setting for the previous Handsfree Intercom call determines the volume of your incoming voice announcements.

Walking Class of Service

If you try to place a call from a co-worker's phone and the system prevents it, you can use Walking Class of Service. Walking Class of Service allows you to temporarily override dialing restrictions when you use someone else's extension. Walking Class of Service lets you make the call as you would at your own extension.

- To place a call from a restricted extension:**
1. Lift handset.
 2. Press INTERCOM.
 3. Press PGM# twice.
 4. Dial Walking Class of Service code.
-See your communications manager for your code.
 5. Dial line access code (e.g., 801), or press line key.
-You may also be able to dial a line group access code (9, 90-98).
 6. Dial telephone number.

□ Charts and Illustrations

This section contains handy charts and illustrations for your reference. You'll find:

- The dialing plan (the numbers you dial) — see below
- Flash rates for telephones with dual color (red and green) LEDs — see page 79
- Flash rates for telephones with single color (red) LEDs — see page 80
- Multibutton telephone key layout — see page 81
- DSS Console key layouts for ONYX VS (page 82) and ONYX II/III/IV (page 83)
- Feature Quick Reference Guide — see page 85
- User-Programming chart — see page 86

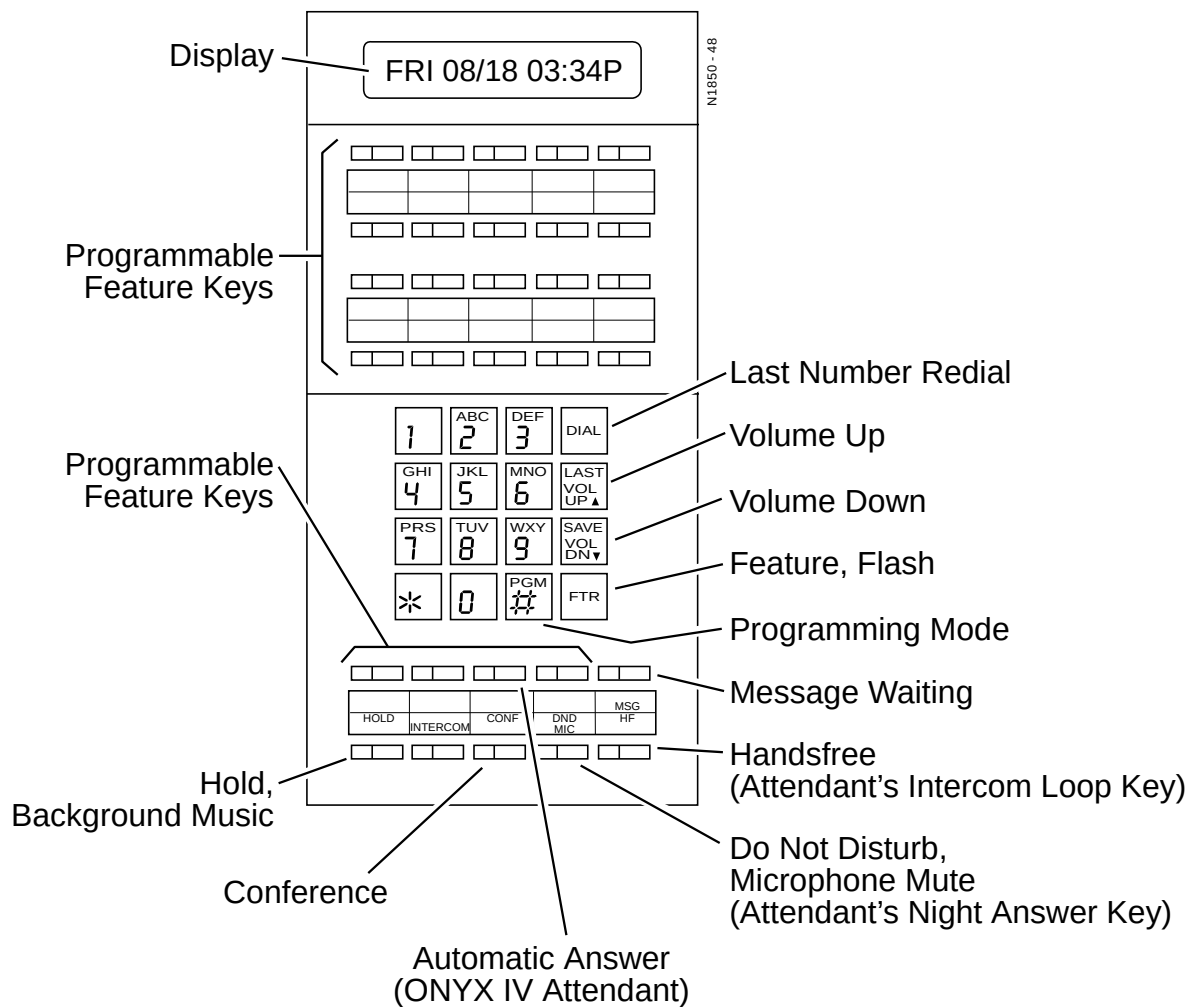
Your System's Dialing Plan

This chart shows the numbers you dial for extensions, outside lines, Ring Groups and Selectable Display Messages. Ask your communications manager which system you have, so you'll know which numbers to dial.

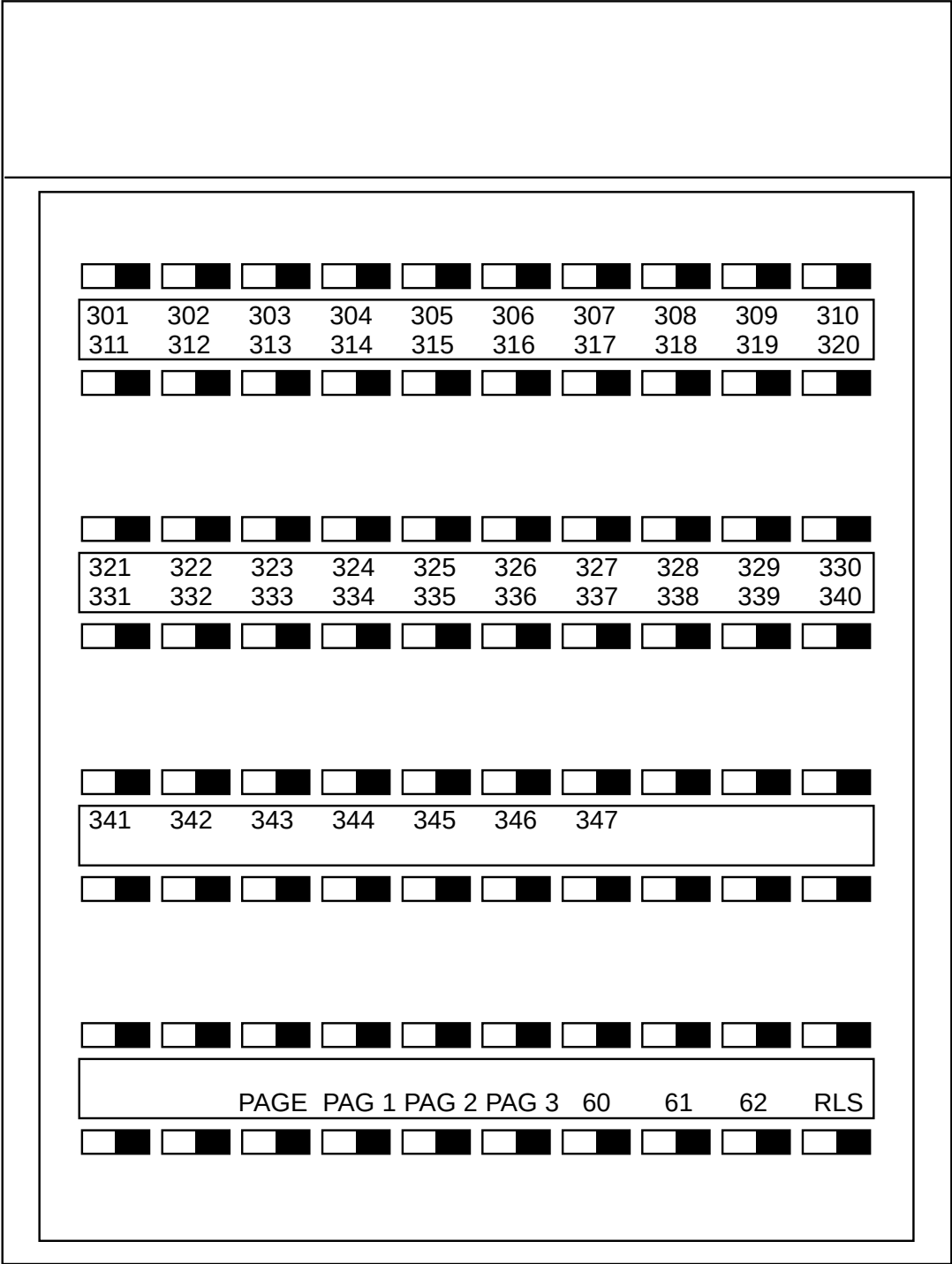
	ONYX System			
	VS w/o AUX	VS w/AUX	II/III (32x60)	II/III/IV (56x120) (72 & 180)
Extensions	300-323	300-371	300-359	300-479
Outside Lines	801-808	801-824	801-832	801-872
Outside Line Codes	01-08	01-24	01-32	01-72
Outside Line Groups	9, 90-98	9, 90-98	9, 90-98	9, 90-98
Outside Line Extensions	348-355	372-395	396-427	480-551
Ring Groups	364-371	396-403	428-435	556-563
Selectable Display Messages	00-15	00-15	00-63	00-63

Display Phone with Dual Color LEDs	
<i>Your phone is idle (not on a call)</i>	All LEDs out (dark)
Outside Calls	
<i>An outside line is busy</i>	The line key is On Red
<i>An outside call is ringing your phone</i>	The line key flashes Slowly Red if it's shared, Slowly Red and Quickly Green if it's just for you
<i>And then you answer it</i>	The line key is On Red and Green
<i>Or answer it with Privacy released</i>	The line key is On Red and flashing Quickly Green
<i>You place the outside call on Hold</i>	The line key flashes Moderately Red and On Green
<i>Or a co-worker places it on Hold</i>	The line key flashes Moderately Red
<i>Or you place the outside call on Exclusive Hold</i>	The line key flashes Moderately Red and Quickly Green
<i>If a call on Hold recalls to you</i>	The line key flashes Slowly Red and Quickly Green
Intercom Calls	
<i>An Intercom call rings your phone</i>	INTERCOM flashes Slowly Green
<i>You answer the Intercom call</i>	INTERCOM flashes Quickly Green
<i>You place the Intercom call on Hold</i>	HOLD flashes Moderately Red and Quickly Green
<i>And then it recalls to you</i>	INTERCOM flashes Quickly Green
Miscellaneous Features	
<i>You activate Microphone Mute</i>	DND/MIC is On Green
<i>You activate Do Not Disturb</i>	DND/MIC flashes Quickly Red
<i>You have a Message Waiting</i>	MSG flashes Quickly Green
<i>You activate Call Forwarding, Personal Greeting or Selectable Display Messaging</i>	MSG flashes Slowly Green

Phone with Single Color (Red) LEDs	
<i>Your phone is idle (not on a call)</i>	All LEDs out (dark)
Outside Calls	
<i>An outside line is busy</i>	The line key is On
<i>An outside call is ringing your phone</i>	The line key flashes Slowly if it's shared, Off then flashing Quickly if it's just for you
<i>And then you answer it</i>	The line key is On
<i>Or answer it with Privacy released</i>	The line key flashes Quickly
<i>You place the outside call on Hold</i>	The line key is On then flashing Moderately
<i>Or a co-worker places the call on Hold</i>	The line key flashes Moderately
<i>Or you place the outside call on Exclusive Hold</i>	The line key is On then flashing Quickly
<i>If a call on Hold recalls to you</i>	The line key is Off then flashing Quickly
Intercom Calls	
<i>An Intercom call rings your phone</i>	INTERCOM flashes Slowly
<i>You answer the Intercom call</i>	INTERCOM flashes Quickly
<i>You place the Intercom call on Hold</i>	HOLD is ON then flashes Quickly
<i>And then it recalls to you</i>	INTERCOM flashes Slowly
Miscellaneous Features	
<i>You activate Microphone Mute</i>	DND/MIC is On
<i>You activate Do Not Disturb</i>	DND/MIC flashes Quickly
<i>You have a Message Waiting</i>	MSG flashes Quickly
<i>You activate Call Forwarding, Personal Greeting or Selectable Display Messaging</i>	MSG flashes Slowly



Your Multibutton Telephone



Your DSS Console (VS Systems Only)

304	305	306	307	308	309	310	311	312	313
314	315	316	317	318	319	320	321	322	323

324	325	326	327	328	329	330	331	332	333
334	335	336	337	338	339	340	341	342	343

344	345	346	347	348	349	350	351	352	353
354	355	356	357	358	359	360	361	362	363

364	365	366	367	368	369	370	371	372	373
374	375	PAGE	PAG 1	PAG 2	PAG 3	60	61	62	RLS

Your DSS Console (ONYX II/III/IV)

QUICK REFERENCE	
<i>OUTSIDE CALLS</i>	
Placing:	Lift handset + Line key + Dial number
Answering:	Lift handset (if not connected, press flashing key)
Answering ringing over paging speakers:	Lift handset + INTERCOM + Dial * 0
<i>INTERCOM CALLS</i>	
Placing:	Lift handset + INTERCOM + Dial extension (if you hear ring-busy, you may be able to dial 1 to get through)
Answering:	If ringing, lift handset. If announced, speak toward phone or lift handset.
<i>HOLD</i>	
Placing call on Hold:	HOLD + Hang up
Retrieving call:	Lift handset + Flashing line key for outside call (or INTERCOM, then HOLD key)
<i>TRANSFER</i>	
Transferring outside call:	INTERCOM + Dial ext. + Announce call + Hang up
<i>CONFERENCE</i>	
Setting up a three-way conversation:	Establish an outside/Intercom call + CONF + Establish next call + CONF
<i>RESPONDING TO SIGNAL TONES</i>	
Two tones during handset call:	Then you hear a co-worker's voice over your call. To reply, press and hold DND/MIC.
One tone during speakerphone call:	This means a call is waiting to be answered. Press HOLD + Flashing INTERCOM or line key.
Fast busy or warble tone anytime:	This means you made a mistake in placing a call or using a feature. Hang up and start over.

VS USER-PROGRAMMABLE FEATURES

To program a feature, press PGM# and the feature's code. For example, to set Night Ring, press PGM# and dial NR. The remaining steps vary with each feature. Your access level determines the features you can program. See your communications manager. Note that enabling RA or NR disables DRA and vice versa. To disable ringing, disable NR, RA **and** DRA.

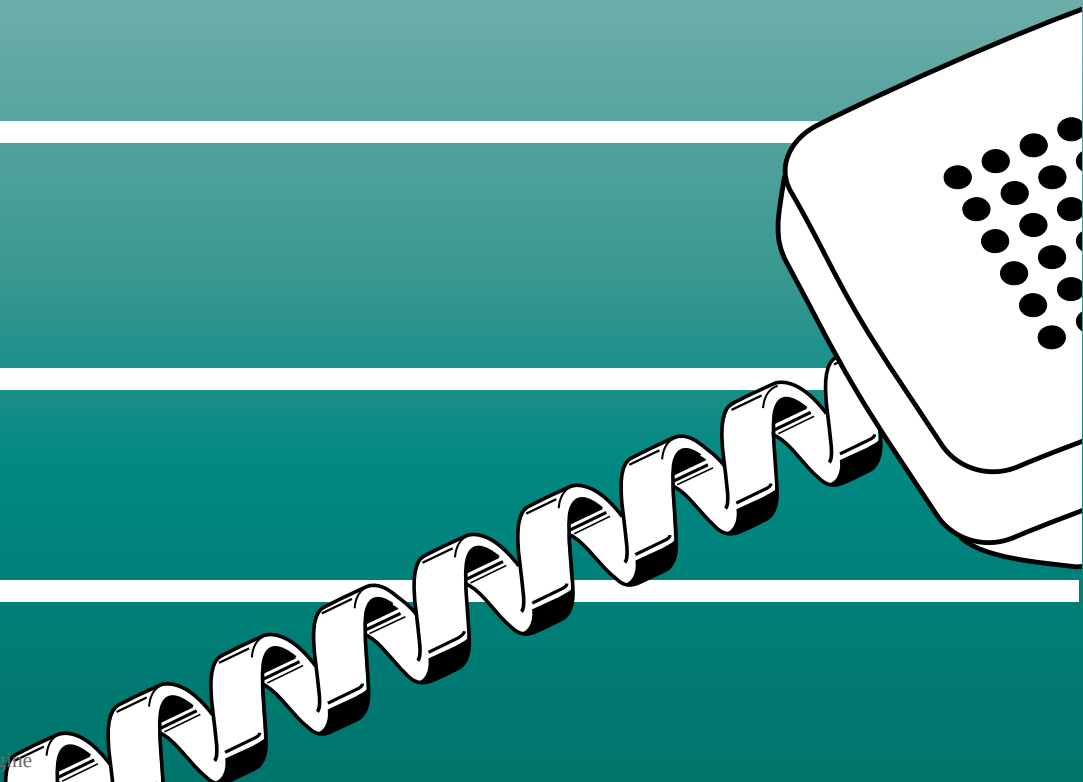
DELAYED RING ASSIGNMENT	PGM# + DRA + Line key + Y(es) or N(o) + SAVE
DSS	PGM# + DSS + DSS key + ext. + SAVE
HEADSET	PGM# + HS + Y(es) or N(o) + SAVE
HOTLINE	PGM# + HL + Hotline key + ext. + SAVE
NIGHT RING	PGM# + NR + Line key + Y(es) or N(o) + SAVE
PAGE	PGM# + VP + Y(es) or N(o) + SAVE
PRIME LINE	PGM# + PLA + Line key + Y(es) or N(o) + SAVE
RING ASSIGNMENT	PGM# + RA + Line key + Y(es) or N(o) + SAVE
RINGING LINE PREFERENCE	PGM# + RLP + Y(es) or N(o) + SAVE
SPEED DIAL	PGM# + SD + One-Touch Speed key (or bin + PGM#) + (Display set only) Name or PGM# + line key (or line/group code + PGM#) or INTERCOM + number (32 digits max.) + SAVE
TIME AND DATE	PGM# + TD + Month (01-12) + PGM# + Date (1-31) + PGM# + Year (2 digits) + PGM# + Hour (00-23) + PGM# + Minutes (00-59) + SAVE
VOICE ANNOUNCE	PGM# + VA + Y(es) or N(o) + SAVE
VOICE OVER	PGM# + VO + Y(es) or N(o) + SAVE



ONYXTM

VS/II/III/IV

Multibutton Telephone Feature Handbook



This manual has been developed by Nitsuko America. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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