Procedure for: **<u>Abbreviated Dialing</u>**   (Digital)

Abbreviated Dialing allows you to store selected telephone numbers for quicker and easier dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature code. There are four possible types of lists---personal, group, system, and enhanced---and you can have a total of three lists. Numbers on a personal list are programmable by you; numbers on all other lists are programmable only by the system manager. Use this feature as a timesaver for dialing frequently called, lengthy, or emergency numbers.

To program or reprogram an Abbreviated Dialing (AD) button:

NOTE: The AD button must first be assigned by the System Manager.

1. Pick up handset.

2. Press {Program} or Dial the AD Program code *0.

3. Press the {AD xxxxx} button to be programmed. (Dial Tone)

- If you have a 7406D or a 7406BIS, press {Shift} first (or, if you have a 7406 Plus, press {Select} first) if the {AD xxxxx} feature is located on the upper part on a two level button.

4. Dial the outside number, extension, or feature code you wish to store.

-You can store up to 24 digits.

NOTE: To program some long distance or data calls, you may need to use special characters. See your System Manager for assistance.

5. Press {#}. (Confirmation tone)

NOTE: To program additional buttons, repeat steps 3-4.

6. Hang up or press {Drop} to end programming.

To place an AD call:

1. Press the selected {AD xxxxx} button (Ring back tone).

- If you have a 7406D or a 7406BIS, press {Shift} first (or, if you have a 7406 Plus, press {Select} first) if the {AD xxxxx} feature is located on the upper part on a 2 level button.

- The stored number is automatically dialed.

To program a personal item:

1. Pick up handset.

2. Press {Program} or dial the AD program code *0.

3. Press {Personal List} or dial the Personal List Code (1,2,3). {Dial Tone}

4. Dial the list item number (1,2,3…). {Dial Tone}

5. Dial the outside number, extension, or feature code you want to store.

-You can store up to 24 Digits.

NOTE: To program some long distance or data calls, you may need to use special characters; see your System Manager for assistance.

6. Press {#} Confirmation tone.

- Be sure to record the personal list item for future reference.

NOTE: If you wish to program additional items on the same list, repeat steps 4-6. If you wish to program items on another personal list hang up or press {Drop} and start with step 1.

7. Hang up or press {Drop} to end programming.

To place a call using an AD list button or code:

1. Press one of the following: {Personal list, Group list, or System list} or dial the appropriate AD list code: (Dial Tone).

- List 1 *7
- List 2 *8
- List 3 *9

Note: An enhanced list may be available; see your System Manager.

2. Dial the desired list item number {1,2,3…}. (Ring back tone)

-The stored number is automatically dialed.

NOTE: Keep a record of your personal list items handy for a quick reference; group, system, and enhance lists can be obtained from your System Manager.

Procedure for: **Authorization Codes**   (Digital)

The Authorization Codes feature allows you to change your calling privileges using the code assigned to you by your System Manager. The authorization code overrides the restrictions for placing calls that were assigned to either your voice terminal or any other voice terminal you may be using. Use this feature when you are at a restricted voice terminal and you need to use your additional calling privileges. For example, use this when you need to place a long distance call at a voice terminal that does not allow long distance calls.

To place a call that requires an authorization code:

1. Dial the long distance number that you want to call {Recall dial tone}.

2. Dial your individual Authorization Code and you call will be connected.

NOTE: If you receive an intercept tone or are connected to the attendant after dialing, your Authorization Code lacks sufficient privileges.

To cancel an authorization code request:

1. After dialing the long distance number that you want to call, dial the Authorization Code request cancel code #7.

- Your call will be connected to the attendant or you will receive an intercept tone.

Procedure for: **Automatic Callback**   (Digital)

Use Automatic Callback when you place an internal call to a busy or unanswered extension. The system sends you a 3-burst priority ring when the called extension becomes available, thus eliminating the need for you to redial. You must then lift the handset to ring the other extension. If for some reason the extension cannot accept a new call because it is busy again, you will hear a confirmation tone and then silence. Your call will remain queued.

To automatically place another call to an extension that was busy or did not answer:

1. Press {Auto-Callback} during the call attempt (Confirmation tone).

- The green light goes on until callback is completed or canceled.

NOTE: If you send your calls to coverage after activating Automatic Callback, your callback calls will ring at your extension and will not be redirected to coverage.

2. Hang up or press {Drop}.

- You will receive a 3-burst priority ring when the extension you attempted to call becomes available.

3. Lift the handset when you hear the priority ring. {Ring back tone)

- The call is automatically placed to the extension, which receives regular ringing.

NOTE: You can only place one Automatic Callback call per button at a time. Automatic Callback is automatically canceled after 30 minutes or if the call back call is unanswered.

To cancel Automatic Callback

1. Press {Auto Callback} again (while on-hook).

- The green light goes off.

Procedure for: **Call Forwarding All Calls**   (Digital)

Call Forwarding All Calls lets you temporarily send your incoming calls to a location of your choice. You can forward calls to an internal extension number, an outside telephone number (on some systems), or to an attendant. Use this feature when you will be temporarily at another location and you wish to receive your calls at the telephone number there.

To temporarily reroute all calls to an extension or outside number of your choice:

1. Press {Call Forward} or dial the Call Forwarding All Calls code *2 (Dial Tone).

2. Dial the extensions or outside number where calls will be sent (Confirmation tone).

3. Hang up.

NOTE: If you are still at your voice terminal, you may hear a short tone or ring as each call is forwarded. Also, some voice terminals may have restrictions on where calls can be forwarded (see your System Manager).

To cancel the rerouting of all calls:

1. Press {Call Forwarding} again (while on-hook) or dial the Call Forwarding Cancel Code #2 (Confirmation tone).

Procedure for: **<u>Call Park</u>**   (Digital)

Call Park allows you to put a call on hold and then retrieve it from another phone in the system. Call Park also allows you to answer a call from any telephone after another telephone user or the attendant has paged you. Use this feature when you want to put a call on hold, move to another location to obtain information, and then complete the call at the second location. In addition, you can use this feature when you need to put another user's call on hold and page that user so that he/she can retrieve the call at a nearby telephone.

NOTE: You can park only one call at a time, even if your extension has multiple call appearances.

To park a call on your extension (for retrieval at any voice terminal):

NOTE: If a {Call Park} button has been assigned to your voice terminal, simply press {Call Park} and hang up; otherwise, follow the instructions below.

1. Press Transfer. (Dial Tone)

2. Press Call Park or dial the Call Park code *6. (Confirmation Tone)

3. Press Transfer again.

4. Hang up.

-The call is parked at your extension.

To return to a call parked at your voice terminal:

If your voice terminal has a {Call Park} button:

1. Press {Call Park}. (Confirmation Park)

- You are connected to the call.

If your voice terminal does not have a {Call Park} button:

1. Dial the Answer Back code #6.

2. Dial your extension number.

To retrieve a call parked at another voice terminal:

1. Dial the Answer back code #6. (Dial Tone)

2. Dial the extension where the call is parked. (Confirmation phone)

- You are connected to the call.

NOTE: If you receive an intercept tone, the parked call has been disconnected or retrieved by someone else.

Procedure for: **<u>Call Pickup</u>**   (Digital)

Call Pickup allows you to answer a call at your telephone for another extension in your Call Pickup group. (A Call Pickup group usually consists of individuals who are located in the same area or who have similar functions.) Use this feature when you wish to handle a call for a group member who is absent or otherwise unable to answer. This allows your group to handle unanswered calls quickly and efficiently.

NOTE: You can use this feature only if you and the called party have been assigned to the same pickup group by your System Manager.

To answer a call to a member of your pickup group when your voice terminal is idle:

1. Press {Call Pickup} or dial the Call Pickup code *4.

-You are connected to the ringing call.

To pick up a call if you are already active on another call:

1. Press {Hold}.

-The current call is put on hold.

2. Press {Call Pickup} or dial the Hold code #4.

-You are connected to the incoming call.
NOTE: To return to the held call after completing the pickup call, press the fluttering {xxxxx}.

Procedure for: **<u>Conference</u>** (Digital)

Conference allows you to add parties to a call, so that you can conduct a 6-way conversation. (If you wish to conference more parties, call your attendant for assistance.) Use this feature to set up timesaving conferences, or to spontaneously include a party important to a discussion.

To add another party to a call (for a total of up to 6 parties):

1. Press {Conference}. (Dial tone)

-The present call is put on hold, and you are given a new, private call appearance; all other parties remain connected to each other.

2. Dial the number of the new party and wait for an answer.

NOTE: You can privately discuss the call with the third party at this time. If you don't receive an answer or the number is busy, press the fluttering {xxxxx} to return to the held call.

3. Press {Conference} again.

-All of the parties are connected.
-Repeat Steps 1 through 3 for additional conference connections.

To add a call you've put on hold to another call to which you are connected:

1. Press {Conference}. (Dial tone)

-The light next to the held call flutters; the light next to the active call will remain on or flutter.

2. Press {xxxxx} of the call on hold.

3. Press {Conference} again.

-All of the parties are connected.

To drop the last party added to the conference call, or to disconnect from a regular call:

1. Press {Drop}.

NOTE: Parties other than the last one added must hang up to be released from the conference call.

Procedure for: **Drop**   (Digital)

The drop feature allows you to disconnect from a call without hanging up the handset or pressing the switch hook. This feature can also be used with the conference feature to disconnect the last party added.

To disconnect from a call:

1. Press {Drop}.

-The call is dropped, and you hear dial tone.

To drop the last party you added to a conference call:

1. Press {Drop}.

-The last party you added to a conference call is dropped.

Procedure for: **Hold**   (Digital)

The Hold feature allows you to temporarily disconnect from a call, use your voice terminal for other call purposes (such as obtain information, consult another person, or answer a second call), and then return to the original call. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your voice terminal to do another task.

NOTE: A multi-appearance voice terminal enables you to hold a call on each appearance using the {Hold} button. A call that includes an attendant cannot be put on hold.

To put a call on hold:

1. Press {Hold}.

-The green light flutters.

NOTE: If you put a conference call on hold, the other parties remain connected.

To put call 1 on hold to answer call 2:

1. Press {Hold}.

-The green light flutters.

2. Press the {xxxxx} of the incoming call.

-You are connected to the incoming call.

To return to a held call:

1. Press the {xxxxx} of the held call.

-You are connected to the held call.

NOTE: If you are active on a call and you press the {xxxxx} of the held call, the active call will be dropped.

Procedure for: **Last Number Dialed**   (Digital)

Last Number Dialed (Redial) automatically redials the last number you dialed, either an extension or an outside number. This number can be up to 24 digits and can be a number you dialed manually or with an Abbreviated Dialing button. Use this feature to save time in redialing a busy or unanswered number.

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1. Press {Last Number Dialed} or {Redial} or dial the Last Number Dialed Code #9.

NOTE: If you are using an ISDN 7505, 7506, 7507 voice terminal or an ISDN 8503T voice terminal, you can redial up to 24 digits.

There may be limitations, however, in using the Redial feature on the 7505, 7506, and 7507 voice terminals. Digits dialed via Abbreviated Dialing feature dial codes, authorization codes, and SMDR account codes may or may not be retained in memory and may have to be redialed for each call. Check with your System Manager for more details.

Procedure for: **Send All Calls**   (Digital)

With the Send All Calls feature, all of your calls are temporarily sent directly to your voicemail. Use this feature when you will be away from your desk for a while, or when you do not wish to be interrupted by phone calls.

To send all incoming calls to voicemail:

1. Press {Send All Calls} or dial the Send All Calls code *3. (Confirmation tone)

NOTE: You may hear a short tone or ring from your voice terminal as each call is sent to voicemail.

To cancel Send All Calls:

1. Press {Send All Calls} (while on hook) or dial the Send All Calls cancel code #3. (Confirmation tone)

Procedure for: **<u>Transfer</u>**   (Digital)

With the Transfer feature, you can transfer a call from an extension to an outside number or another extension. You can also transfer a call from an outside number to an extension. Both of these can be done without attendant assistance or redialing. You cannot, however, transfer an outside call to another outside number. Use this feature when your caller wishes to speak further with someone else or when you need to reroute a call that was intended for a co-worker, but was misdialed.

To send a call to another extension or an outside number:

1. Press {Transfer} (Dial tone)

-The present call is put on hold.

2. Dial the number to which you will transfer the call. (Ring back tone)

3. Remain on the line and announce the call if you desire. If the dialed number is busy, return to the held call by pressing its {xxxxx}.

4. Press {Transfer} again.

-The call is sent to the dialed extension or number.

5. Hang up or press {Drop} or {Drop/Test}.