

Procedure for: **Abbreviated Dialing** (Single)

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 4 possible types of lists--personal, group, system, and enhanced--and you can have a total of 3 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.

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**To program or reprogram a personal list item:**

1. Pick up the handset.
2. Dial the AD Program code \*0.
3. Dial the personal list number (1, 2, or 3).  
(Dial tone)
4. Dial the desired 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:** To program additional items on the same list, repeat Steps 4 -6. If you wish to program items on another personal list, hang up and start with Step 1.

7. Hang up to end programming.
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**To place a call using a personal, group, system, or enhanced list:**

1. Dial the appropriate Abbreviated Dialing (AD) List code:  
(dial tone)

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

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

- The stored number is automatically dialed.

**Note:** Keep a copy of your personal list items handy for quick reference. Group, system, and enhanced lists can be obtained from your System Manager.

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

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.

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**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 ???.
- Your 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.

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**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** (Single)

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.

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

1. Press [Recall] or [R] or [Flash], or flash the switch hook, after dialing.  
(If you are using a 2500 YMGK telephone, you cannot flash the switch hook; if you do so, you will disconnect the call.  
(Recall dial tone)

2. Dial the Automatic Callback code \*5.  
(Confirmation tone)

**Note:** If you receive a recorder or an intercept tone, place the call again later.

3. Hang up.

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

**Note:** After you activate Automatic Callback, the system monitors the called extension. That extension becomes available after the called party completes a call.

4. Lift the handset when you hear 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 at a time, and Automatic Callback is canceled after 30 minutes or if the callback call is unanswered.

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**To cancel Automatic Callback:**

1. Dial the Automatic Callback Cancel code #5.  
(Confirmation tone)

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

Call Forwarding All Calls lets you temporarily send your incoming calls to a location of your choice so that you can answer them. 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.

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

1. Dial the Call Forward code \*2.
2. Dial the extension or outside number where calls will be sent.  
(Confirmation tone)
3. Hang up.

**Note:** If you are still at your telephone, 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).

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**To cancel the rerouting of all calls:**

1. Dial the Call Forward Cancel code #2.  
(Confirmation tone)
- Your calls will ring at your own telephone again.
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Procedure for: **Call Park** (Single)

Call Park allows you to put a call on hold and then retrieve it from another telephone in the system. Call Park also allows you to answer a call from any telephone after you have been paged by another telephone user or an attendant. 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.

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### **To park a call on your extension (for retrieval at any telephone):**

1. Press [Recall] or [R] or [Flash] or flash the switchhook. (If you are using a 2500 YMGK telephone, you cannot flash the switchhook; if you do so, you will disconnect the call.)  
(Recall dial tone)
  2. Dial the Call Park code \*6.  
(Confirmation tone)  
  
- The call is parked on your extension.
  3. Hang up.
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### **To retrieve a call parked at any telephone:**

1. Dial the Answer Back code #6.
2. Dial the extension where the call is parked.  
(Confirmation tone)  
  
-If you are returning to a call parked at your voice terminal, dial your own extension.  
  
-You are connected to the parked call.

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

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### **Procedure for: Call Pickup**

(Single)

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.

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**To answer a member of your pickup group's call when your telephone is idle:**

1. Dial the Call Pickup code \*4.
    - You are connected to the ringing call.
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**To pick up a call to a member of your pickup group while you are active on another call:**

1. Press [Recall] or [R] or [Flash] or flash the switchhook. (If you are using a 2500 YMGK telephone, you cannot flash the switchhook; if you do so, you will disconnect the call.)  
(Recall dial tone)
  2. Dial the Hold code #4.  
(Dial tone)
    - The present call is put on hold.
  3. Dial the Call Pickup code \*4.
    - You are connected to the incoming call.
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**To return to the held call**

1. Complete the pickup call and hang up.
    - The held call sends a 3-Burst priority ring.
  2. Lift the handset.
    - You are connected to the held call.
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Procedure for: **Call Waiting Termination**

(Single)

The Call Waiting feature sends you a distinctive tone if you receive a call while you are on another call. You will hear 1 quick burst of tone if another telephone is calling you, 2 quick bursts if an attendant or an outside party is calling you, or 3 quick bursts of tone if the party calling you is using the Priority Calling feature. You may wish to hang up your current call after you hear one of these tones and immediately receive ringing from the waiting call, or you may want to put your first call on hold, and then answer the second call.

**Note:** You can go back and forth between the 2 calls, but you can be connected to only one call at a time.

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### **To answer a call waiting tone:**

1. Complete your present call and hang up.  
  
-You will receive ringing from the waiting call.  
(1 ring--internal, 2 rings--outside, 3 rings--priority)
  2. Pick up the handset and answer the call.
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### **To put the present call on hold and answer a call waiting tone:**

1. Press [Recall] or [R] or [Flash] or flash the switchhook. (If you are using a 2500 YMGK telephone, you cannot flash the switchhook; if you do so, you will disconnect the call.  
(Recall dial tone)  
  
- The present call is put on hold
  2. Dial the Hold code #4.  
  
- You are connected to the waiting call.
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### **To return to the held call:**

1. Complete the present call and hang up.  
  
- The held call sends a 3-burst priority ring.
  2. Lift the handset.  
  
- You are connected to the held call.
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Procedure for: **Conference** (Single)

Conference allows you to add parties to a call, so that you can conduct a 3-way conversation. (If you wish to conference more than 3 parties, call your attendant for assistance.) Use this feature to set up time-saving conferences, or to spontaneously include a party important to a discussion.

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### To add a third party to a call:

1. Press [Recall] or [R] or [Flash] or flash the switchhook. (If you are using a 2500 YMGK telephone, you cannot flash the switchhook; if you do so, you will disconnect the call).  
(Recall dial tone)

-- The present call is put on hold.

2. Dial the third party's number.

**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 [Recall] or [R] or [Flash] twice, or flash the switchhook, to return to the call on hold. (Remember that if you are using a 2500 YMGK telephone, you should not flash the switchhook).

3. Press [Recall] or [R] or [Flash] or flash the switchhook.  
(If you are using a 2500 YMGK telephone, you should not flash the switchhook).

- All of the parties are connected.

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### To drop the third party:

1. Press [Recall] or [R] or [Flash] or flash the switchhook.  
(If you are using a 2500 YMGK telephone, you cannot flash the switchhook; if you do so, you will disconnect the call.)

-You remain connected to the original party.

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Procedure for: **Hold**

(Single)

The Hold feature allows you to temporarily disconnect from a call, use your voice terminal for other call purposes (such as obtaining information, consulting another person, or answering 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 call that includes an attendant cannot be put on hold.

**Note:** The 8102 and 8110 telephones have a [Hold] button which can be used to put a call on hold. However, once a call has been put on hold with the [Hold] button, another call cannot be received or placed. In order to get second dial tone and then place another call at an 8102 or 8110 telephone, while the current call is on hold, you must use the system Hold feature, that is, by using the Flash button. Procedures for using

the Flash button to put a call on hold are directly below. Procedures for using the 8102 and 8110 telephone [Hold] button are headed "Using the [Hold] Button on an 8102 and 8110 Telephone."

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**To put a call on hold:**

1. Press [Recall] or [R] or [Flash] or flash the switchhook. (If you are using a 2500 YMGK telephone, you cannot flash the switchhook; if you do so, you will disconnect the call.  
(Recall dial tone)
2. Dial the Hold code #4.  
(Dial tone)

- The call is put on hold.

**Note:** If you hang up, the held call will send a 3-burst priority ring and wait for you to answer.

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**To return to a held call:**

**For users of the 2500 telephone:**

1. Dial Hold code #4.

**For users of the 2500 YMGK telephone, 7102A and 7102 voice terminals, and 8102 and 8110 telephones:**

1. Hang up, wait for a 3-burst priority ring, and then answer the call.
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**To use Hold to conference or transfer a call:**

1. Press [R] or [Recall] or [Flash] or flash the switchhook.  
(If you are using a 2500 YMGK telephone, you cannot flash the switchhook; if you do so, you will disconnect the call.  
  
- The call is now on hold.
2. Dial another extension to conference or transfer the call.
3. If the called party answers, press [R] or [recall] or [Flash], or flash the switchhook, to conference the call, or you can announce the call to be transferred and hang up.  
(If you are using a 2500 YMGK telephone, you should not flash the switchhook.)

If the dialed extension is busy or if you receive no answer, press [R] or [Recall] or [Flash], or flash the switchhook, to return to the held call.  
(if you are using a 2500 YMGK telephone, you should not flash the switchhook).

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#### **To put call 1 on hold and place call 2:**

1. Press [Recall] or [R] or [Flash ] or flash the switchhook. (If you are using a 2500 YMGK telephone, you cannot flash the switchhook; if you do so, you will disconnect the call.)  
(Recall dial tone)
2. Dial the Hold code #4.  
(Dial tone)  
  
- Call 1 is put on hold.
3. Dial call 2 (or another feature).

**Note:** If you hang up, call 1 will send a 3 -burst priority ring.

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#### **To put call 2 on hold and return to call 1:**

1. Press [Recall] or [R] or [Flash] or flash the switchhook. (If you are using a 2500 YMGK telephone, you cannot flash the switchhook; if you do, you will disconnect the call.)  
(Recall dial tone)
2. Dial the Hold code #4.  
(Dial tone)  
  
- Call 2 is put on hold and you are reconnected to call 1.

**Note:** If you hang up, call 2 will send a 3-burst priority ring.

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#### **To complete call 2 and return to call 1**

1. After the party on call 2 hangs up, you may hang up, wait for a 3-burst priority ring, and then answer the call.

#### **Using the [Hold] Button on an 8102 and 8110 Telephone:**

**Note:** If you are using an 8102 or 8110 telephone, you can use the [Hold} button to put a call on hold while you perform another task. However, while the current call is on hold, you cannot answer or receive another call.

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**To put a call on hold (using the [Hold] button) while you perform another task**

1. Press [Hold]  
- Red light next to [Hold] goes on.
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**To return to a held call (If call has been put on hold with the [Hold] button)**

1. Press call appearance button where call is on hold.  
- Red light next to [Hold] goes on.
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Procedure for: **Last Number Dialed** (Single)

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.

**Note:** On the 8102 and 8110 telephones, there is [Redial] button which can be used to redial the last number dialed from the dial pad.

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**(For all single/single-line sets except the 8102 and 8110 telephones)**

**To automatically redial the last number you dialed:**

1. Dial the Last Number Dialed Code #9.  
- Your telephone will redial up to 24 digits.

**(For the 8102 and 8110 Telephones)**

**To automatically redial the last number you dialed with the dial pad keys:**

1. Press [Redial].  
-Your telephone will redial up to 20 elements.

Procedure for: **Send All Calls**

(Single)

With the Send All Calls feature, all of your calls are temporarily sent to the extension of a person designated to answer them when you cannot (perhaps a secretary or receptionist). Use this feature when you will be away from your desk for awhile, or when you do not wish to be interrupted by telephone calls.

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**To send all incoming call (except priority calls) immediately to coverage:**

1. Dial the Send All Codes code \*3.  
(Confirmation tones)
2. Hang up.

**Note:** You may hear a short ring or tone from your telephone as each call is sent to coverage.

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**To cancel Send All Calls:**

1. Dial the Send All Calls Cancel code #3.  
(Confirmation tone)
- Your calls ring again at your own telephone.
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Procedure for: **Transfer**

(Single)

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 peak further with someone else or when you need to reroute a call that was intended for a co-worker, but was misdialed.

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

1. Press [Recall] or [R] or [Flash] or flash the switchhook. (If you are using 2500 YMGK telephone, you cannot flash the switchhook; if you do so, you will disconnect the call.)  
(Recall 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, press [Recall] or [R] twice or [Flash}, or flash the switchhook, to return to the held call.  
(If you are using a 2500 YMGK telephone, you should not flash the switchhook.)

**Note:** Only calls from another extension can be sent to an outside number; you cannot transfer a call from an outside number to another outside number.

3. Hang up.