

Feature description

Calling / Answering

To make an external call:

- Lift the handset and seize a free Line in one of the following ways:
 - Select the 'External call' option on the Display. The Line menu will be presented. Select a free Line. (Busy Lines are indicated by a ♦ beside the Line on the Display).
 - Press the Line Key 1 for Line 1, Line Key 2 for Line 2, and so on. (This is applicable only if the Programmable Keys are programmed as Line Keys, which is the default programming).
 - Dial 0, (to seize a Line from Outgoing Group 1).
 - Dial 81, 82 or 83, (to seize a Line from Outgoing Groups 2, 3 or 4 respectively).
 - Dial 51, 52, 53, 54, 55, 56, 57 or 58 to seize Line 1, 2, 3, 4, 5, 6, 7 or 8 respectively.
- Dial the telephone number you require. Digits are sent to Line as they are dialled.

Note: If you do not lift the handset then you may enter digits in Pre-dial mode - digits will not be sent for processing until you either lift the handset, press the Hands-free key, or select 'Send digits from the Display. You can edit the number you have entered prior to sending to the Line, by using the left-hand Keypad Edit Key, located below the keypad.

Note: If you are entering an external number in Pre-dial mode, enter 0, 81 – 83 or 51 – 58 first, to have a Line seized when you send the digits for processing.

To make an internal call:

You can place an internal call in one of the following ways:


- Select the 'Internal call' option on the Display and select the desired Station from the list
- Dial the Station number (20 - 37) and select 'Send digits'.
- Lift the handset and dial the Station number.

The Display will show the Station number, or, if programmed, the Station name.

From a standard telephone, go off-hook and dial the Station number.

To make a Speed Dial call:

You have access to a Personal Speed Dial list of up to twelve numbers, and a System Speed Dial List of up to two hundred numbers. Refer to page 105 for how to add numbers to your Personal Speed Dial list and page 113 to add numbers to the System Speed Dial list.

- Press the DIRECTORY Key 
- Select 'Personal speed dial' to access your Personal Speed Dial list and 'System speed dial' to access the System Speed Dial list.
- Select the number or name you wish to dial. Use the Scroll Down Key (▼) to move down the list. A Line will automatically be seized and the number dialled.

To answer a call:

When the Keystation rings, you can do one of the following:

- Select 'Answer the call' on the Display.
- Lift the handset.
- Press the Hands-free Key.

From a standard telephone, lift the handset.

Call Hold / Call Transfer

To place an external call on hold:

- Whilst on the call, select 'System hold' on the Display, or press a free Line Key.
- To retrieve the call, select 'Return to line' on the Display, or press its Line Key.

Note: If a Station has two calls on system hold, selecting 'Return to line' will return the Station to the first call that was put on hold.

To transfer a call to another Station:

- Whilst on the call, select 'Internal transfer' on the Display.
- Select the desired Station from the Station list presented on the Display, or dial the Station number.
- Select 'Transfer' or replace the handset, to transfer the call.

Note: You can transfer a call to a Station when the Station has answered, or whilst ringing the Station, or whilst the busy tone is being received from the Station.

From a standard telephone, press the Recall (R) key on the telephone and dial the Station number. To transfer the call, replace the handset.

To transfer a call to an external number:

- Whilst on the call, press the Scroll Down Key (▼) until 'External transfer' is displayed.
- Select 'External transfer'.
- Select a free Line and dial the number.
- When the call is answered, press 'Transfer'.

Note: Transferring an external call to an external number ties up two exchange Lines. Such calls are called **trunk-to-trunk calls** and are set to last five minutes when both Lines are standard PSTN Lines and are **unsupervised**, that is, they do not have the 'Reversal-on-Idle' network option. See page 144.

To make an external consultation call:

Whilst on an external call, you can contact another external number to make an enquiry, as follows:

- Press the Scroll Down Key (▼) until 'External consultation' is displayed.
- Select the 'External consultation' option on the Display.
- Select a free Line and dial the number.
- When the call is answered, you can go back and forth between both calls. Select the 'Return and hold' option on the Display each time you want to swap to the other call.

Call Deflect

This allows you to divert a call that is actually ringing at your Station.

To deflect a call ringing at your Station:

- When a call is ringing at your Keystation, select 'Deflect the call' on the Display.
- Select a free Station from the Station list presented on the Display. The call is presented to the selected Station and stops ringing at your Keystation. If you attempt to deflect a call to an unavailable Station, it will continue to ring at your Keystation.
- To deflect your call to your Voice Mailbox, dial 38 after selecting 'Deflect the call'.

Note: For information on setting up and using a Voice Mailbox refer to page 128.

Call Divert

To divert all calls from your Station:

Before you leave your Station, you can divert all your calls to ring at another Station. Alternatively, you can divert all external calls presented to your Station to an external number.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Divert' is displayed.
- Select 'Divert'.
- Select 'Divert all calls'.
 - Enter an internal number if you want to divert all your calls to another Station.
 - Enter 0 followed by an external number if you want to divert external calls to an external number. If diversion is set to an external number, it will be ignored for internal calls. Internal calls will ring the telephone.
- Select 'Confirm'.

Note: Once set the Idle Menu will show the option 'Cancel divert'. To cancel the diversion, select 'Cancel divert'.

Note: Broken dial tone will be heard at your Station until all call diversion is cancelled.

Note: You cannot divert to a Station that has the 'Do Not Disturb' feature set.

Note: Diverting an external call to an external number ties up two exchange Lines. Such calls are called trunk-to-trunk calls and are set to last five minutes when both Lines are standard PSTN Lines and are unsupervised, that is, they do not have the 'Reversal-on-Idle' network option. See page 144.

From a standard telephone, the code to set and cancel the diversion is 151.

To divert your calls to you whilst you are at another Station:

The Follow Me feature allows you to set a call divert to another Station after you have left your Station.

- From the Keystation that is to answer the calls, press the Scroll Down Key (▼) until 'Divert' is displayed.
- Select 'Divert'.
- Select 'Follow me'. You will be prompted to enter your Station number and your Station Lock Password. (The default Station Lock Password is 123). When these are entered, the diversion is activated.

Note: Once set the Idle Menu on your own Station will show the option 'Cancel divert'. To cancel the Follow Me diversion, select 'Cancel divert'.

Note: Follow Me will not divert a call from a Station, if the call has been previously diverted by Follow Me to that Station.

From a standard telephone, the code is 154.

To divert calls when your Station is busy:

The Divert on Busy feature allows you to divert all your calls to ring at another Station if your Station is busy (engaged). Alternatively you can divert all external calls to an external number if your Station is busy. In this case internal calls will not be diverted but will be given the busy tone.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Divert' is displayed.
- Select 'Divert'.
- Select 'Divert when busy'.
 - Enter an internal number if you want to divert all your calls to another Station.
 - Enter 0 followed by an external number if you want to divert external calls only to an external number.
- Select 'Confirm' to accept the number.

Note: When Divert on Busy is enabled on a Station to divert to an external number, external incoming calls will divert but internal calls will not.

Note: Diverting an external call to an external number ties up two exchange Lines. Such calls are called trunk-to-trunk calls and are set to last five minutes when both Lines are standard PSTN Lines and are unsupervised, that is, they do not have the 'Reversal-on-Idle' network option. See page 144.

To cancel a Divert on Busy diversion:

- From the Idle Menu, select 'Divert'.
- Select 'Divert when busy'. The diversion is automatically cancelled and the Display returns to the Idle Menu.

From a standard telephone, the code is 152.

To divert calls when your Station does not answer:

The Divert on No Answer allows you to divert all your calls to ring at another Station if there is no answer at your Station after four rings. Alternatively, you can divert all external calls to an external number if your Station has not answered after four rings. In this case internal calls will not be diverted but will continue to ring your Station.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Divert' is displayed.
- Select 'Divert'.
- Select 'Divert on no answer'.
 - Enter an internal number if you want to divert all your calls to another Station.
 - Enter 0 followed by an external number if you want to divert external calls to an external number.
- Press 'Confirm' to accept the number.

Note: If Divert on No Answer is enabled on a Station to divert to an external number, external incoming calls will divert, but internal calls will not.

Note: Diverting an external call to an external number ties up two exchange Lines. Such calls are called trunk-to-trunk calls and are set to last five minutes when both Lines are standard PSTN Lines and are unsupervised, that is, they do not have the 'Reversal-on-Idle' network option. See page 144.

To cancel a Divert on No Answer diversion:

- From the Idle Menu, press the Scroll Down Key (▼) until 'Divert' is displayed
- Select 'Divert'.
- Select 'Divert on no answer'. The diversion is automatically cancelled and the Display returns to the Idle Menu.

From a standard telephone, the code is 153.

Conference Calls

This feature allows you to hold a three-way conversation between three Stations, or between two Stations and an exchange Line, or between two exchange Lines and a Station.

To hold an Internal Conference:

- When on a call, press the Scroll Down Key (▼) until 'Internal Conference' is displayed.
- Select 'Internal conference'.
- Select the Station to be included in the conference.
- When the Station answers, select 'Conference' on the Display.

To hold an External Conference:

- When on a call, press the Scroll Down Key (▼) until 'External Conference' is displayed.
- Select 'External conference'.
- Select a free Line and dial the external number.
- When the call is answered, select 'Conference' on the Display.

Note: An external conference call ties up two exchange Lines. Such calls are called trunk-to-trunk calls. If both Lines are standard PSTN Lines and are unsupervised, (that is, they do not have the 'Reversal-on-Idle' network option), then the conference call will be cleared down when the party at the **Commander Vision** hangs up, irrespective of whether the external parties have hung up or not. See page 144.

Note: At the start of a conference call a single tone is presented to all parties to indicate that the call is a conference call.

From a standard telephone, press R when on a call, place the second call and, when it is answered, dial R3.

Headset

To use the Keystation with a headset you must first set the Keystation in Headset Mode as described on page 106. In Headset Mode you use the Hands-free Key in place of lifting or replacing the handset.

To make an internal or external call when using a headset:

- Press the Hands-free Key and dial your calls in the normal way.

To clear down (end) a call when using headset:

- Press the Hands-free Key.

To answer a call when using a headset:

- Select the 'Answer the call' option on the Display, or press the Hands-free Key.

Redial

Use the Redial feature to redial the external number you most recently dialed. A Line is seized automatically.

To redial the last external number dialed:

- From the Idle Menu, select 'Redial last number'.

From a standard telephone, the code is 60.

Call Pick-up

You can group Stations in Pick-up Groups as detailed below. You can pick up any call, (internal or external), that is ringing at another Station provided both Stations are programmed in the same Pick-up Group.

For Stations not in your Pick-up Group, you can pick up external, but not internal, calls. You can also pick up an external call that is ringing on a Central Bell.

To pick up a call ringing at another Station in your Pick-up Group:

- From the Idle Menu, select the 'Call pick-up' option on the Display.

From a standard telephone, the code is 68.

To pick up an external incoming call:

- Select 'External call pick-up'.

Note: This feature will not work for internal calls.

From a standard telephone, the code is 67.

Ring Back

If the Station you call is busy, use the Ring Back feature to have the Station call you back when it becomes free. If you dial for an exchange Line and no Lines are free, use the Ring Back feature to receive an exchange Line as soon as one is available.

To have a busy Station call you back when it becomes free:

- When you have called a busy Station, select 'Ring back' on the Display.
When the Station becomes free, your Station will ring and your Display will show 'Ring back from station'.
- Select 'Answer the call' or pick up the handset to ring the Station.

From a standard telephone, dial R5 when you have called a busy Station.

To receive an exchange Line as soon as one is available:

- When you have dialled for a Line and none are free, select 'Ring back' on the Display.
When the Line becomes free, your Station will ring and your Display will show 'Ring back from line'.
- Select 'Answer the call' or pick up the handset to seize a Line.

From a standard telephone, dial R5 when you have dialled for a Line and none are free.

Camp on Busy

Camp on Busy allows you to have your Station call a busy Station as soon as it becomes free.

To have your Station dial a busy Station as soon as it becomes free:

- When you get a busy (engaged) tone on calling a Station, stay off-hook and when the called Station becomes free, your Station will call the telephone.

Call Waiting

If you get a busy tone when you call a Station, you can present the Station with a Call Waiting tone, provided the Station is not protected against receiving Call Waiting tones. (See page 35). An audible tone will sound on the called Station, and the option 'Call wait. - Stn xx' will appear on its Display. If the called Station is protected against Call Waiting tones, it will not signal your call to the user.

To present a busy Station with a Call Waiting tone:

- Select 'Waiting tone' on the Display when a busy tone is returned from a Station.

From a standard telephone, the code is R8.

To accept a waiting call:

If another Station presents you with Call Waiting, this will be indicated on your Display and you will hear the Call Waiting tone, provided your Station is not protected against Call Waiting tones.

- Select from the Display to answer the waiting call and either hold or release the current call.

Note: If you ignore the Call Waiting tone for a short period, the calling telephone will be presented with the message 'Call waiting rejected'.

Call Park

The Call Park feature allows you to put an external call on special hold by 'parking' it in the system. Any Station may then pick up the call.

To park and retrieve a call:

- On a Keystation, select 'Call park' on the Display.
- 'Pick up park' is then displayed on the top line on the Display on all Keystations. Select this option to retrieve the parked call.

Note: Only one call may be parked in the system. A parked call will recall after three minutes.

On a standard telephone, the code is R40 to park a call, and 40 to retrieve it.

Operator Services

You can choose to use an operator with the **Commander Vision** hybrid system. For example, the operator can transfer internal and external callers to internal Stations.

To call the operator:

- Dial the code (9) for the operator's Station. The operator's Station is Station 20 by default.

To Intrude on a Line-to-Line call:

The Intrude feature is only available from Station 20, and is used to intrude on a call involving two Lines, that is when an external transfer or external divert has occurred.

When two Lines are connected in conversation:

- Select one of the lines by pressing its Line key, or
- Select 'Intrude' on the Display.

You will then be connected in a three-way conversation.

General Call

The General Call feature allows you ring all Stations connected to the **Commander Vision**. The first Station to answer is connected and the call continues as a normal call. You can also programme Stations so that they are not rung when a General Call is placed.


To ring all Stations connected to the system:

- From the Idle Menu, select 'General call' on the Display.

From a standard telephone, the code is 65.

System Speed Dial

To dial a System Speed Dial number

- Press the DIRECTORY Key .
- Select 'System speed dial'.
- Select 'Select by name' or 'Select by location'.
 - If the list has names programmed, you can choose 'Select by name'. Entries are sorted in alphabetical order. Enter the first letter of the name you want. The first three entries starting with that letter are displayed. Use the Scroll Keys to locate the name you want and select it.
 - If names are not programmed on all of the entries, you can choose 'Select by location'. All entries, with or without names, are displayed in the location order. Locations with no numbers entered, will not be displayed. Use the Scroll Keys to locate the name you want and select it.
- When you have selected the number or name you want, a free Line is automatically selected and the number dialled.

From a standard telephone, dial one of the System Speed Dial location codes (7001 - 7200).

Display Messages

This feature enables you to leave a Display Message that will be seen by any Keystation calling your Station. You can also set a Display Message on a standard telephone, but you cannot check the content.

To set a message to be displayed to internal callers:

- Press the MESSAGE Key. ☒
- Select 'Display messaging'.
- Select the message to be displayed from the message menu.
- The message menu offers you the choice of eight pre-programmed messages. You can add extra text to all messages by selecting the 'Enter data' option. Message 9 is blank so you can enter your own message.

The message menu is:

1	(Return at)	6	(At home)
2	(Call back at)	7	(On holidays)
3	(Call me at)	8	(Call)
4	(At a meeting)	9	-----
5	(At lunch)		

Press the Hands-free Key to finish programming.

Note: See page 19 on how to enter text using the Keypad. Also, if you wish to enter a time or a date, press * for : and press # for -.

Note: Only Keystations can display messages. A standard telephone will not receive any indication that a message has been set on the Station it is calling.

From a standard telephone, the code is 39. When you have dialled 39, dial digits 1-8 to select the required message, and hang up.

To cancel a Display Message:

- From a Keystation select 'Cancel the message'.

From a standard telephone dial 39 and hang up.

Caller Number Display / Routing

The Caller Number Display (CND) service is a PSTN service available from your PSTN Network Provider. If you subscribe to this service, your network sends the telephone number of persons calling in on PSTN Lines to the **Commander Vision**, (provided the caller has not elected to restrict the network from presenting their number). You then have the choice of displaying, or not displaying, this information on your Keystation Display.

Note: Your telephone number will also be presented to persons you call on PSTN Lines, unless you restrict your number from being presented. Please contact your Network Provider for further information.

Calling Line Identity (CLI) services are ISDN services available from your ISDN Network Provider. If you subscribe to this service, your network sends the telephone number of persons calling in on ISDN Lines to the **Commander Vision**, (provided the caller has not elected to restrict the network from presenting their number). This number, (or name, if a name has been associated with the number), is displayed on all Keystations programmed to ring.

Note: Your number will also be presented to persons you call on ISDN Lines, unless you restrict your number from being presented. Refer to page 51 for information on how to restrict your number being displayed to the person you are calling, for calls made over ISDN Lines.

As well as displaying the numbers of callers, your **Commander Vision** allows you to associate names with caller numbers, and display associated names in place of caller numbers. You may also store up to sixty-five caller numbers, which you can later examine and redial.

How a caller number is displayed at your Station:

- The caller's number will appear on the Display of all Keystations programmed to ring for incoming calls.
- If a name has been programmed through system programming for association with the external number, the name will appear on the Display.
- A caller may have chosen to withhold their identity. In this case, the Display will show 'Number withheld' instead of the caller's number or name.
- If the number information is not available, the Display will show 'Number unavailable' instead of the caller's number or name.
- If more than one call is calling at any one time, the number displayed will be that of the first call in the queue. When this call is answered by one of the ringing Keystations, the number of the next call in the queue will be displayed on the Displays of the other ringing Keystations.
- If your Keystation is not ringing for the call, you may examine the incoming call ID by selecting 'Examine I/C call'. The same information shown on the ringing Keystations is then displayed.

Caller Number Store (CLI Store)

The CLI Store automatically stores information about the last sixty-five unanswered calls to the system, (unless you change the programming to store both answered and unanswered calls). The information stored is the caller telephone number, and the date and time of the call. Information is not stored for calls with withheld or unavailable numbers. When the memory is full, the oldest record is discarded from memory when a new record is received.

The CLI Store can be allocated as one central store, which stores the data on calls ringing the incoming groups. This store alerts Station 20, (regardless of whether it is the Programming Station), by means of a display prompt, that new calls have been stored. You can also programme up to twelve Stations to store up to five numbers each. Each of these Stations will have a separate record of calls that ring on exchange Lines programmed to ring their Station only. (Note that a maximum of sixty-five numbers can be stored in the central and individual stores).

To examine and redial stored caller numbers:

- Select 'Examine CLI store' to examine the numbers in the personal store of your Keystation.
- Select 'Examine sys. CLI store' to examine the system store. This can be selected from any Station.
- You will see the following information:
 - The number and time of the last three calls received are displayed.
 - If the call was answered, the Display will show an 'A' on the right-hand side of the record. If the call was not answered, the 'A' will not be displayed.
- If you press the right Keypad Edit Key (▶), the date information for that call is shown for a few seconds, instead of the time.
- You may scroll through the stored numbers and names, using the Scroll Up (▲) and Scroll Down Key (▼) situated below the Display.
- If you press the Display Key beside a particular record, the system automatically seizes a free Line and dials the displayed number. If the Station is restricted from dialling, or if there is no Line available, you will hear a busy tone.
- If an 'R' is displayed on the right-hand side of a record, this indicates that the number has been redialled and answered.

Paging

You can connect a Public Address amplifier to any Station on your **Commander Vision**. Users can then make announcements over the PA. A PA Answer feature allows a user respond directly to the paging Station, without having to know the Station number. The system also allows users to make announcements over the speakers of all Keystations, and to make Voice Calls to other users via the speakers of their Keystations. You can programme the system to protect users' Keystations against both announcements and Voice Calls.

To make an announcement over a Public Address system:

If there is a Public Address (PA) system connected to your **Commander Vision**, any Station can make an announcement over the PA system.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Paging' is displayed.
- Select 'Paging'.
- Select 'Public address' and make your announcement. The announcement can last a maximum of fifteen seconds.

Note: Do not hang up if you want the paged party to be able to respond directly to your page.

From a standard telephone, the code is 47.

To respond to a page over the PA system:

If you have been paged over the PA, the PA Answer feature puts you in direct contact with the paging Station, provided that the person who paged you has not replaced the handset.

- When you are paged, select 'Answer page' on the nearest Keystation and you will be connected to the paging Station.

From a standard telephone, the code is 45.

To make an announcement over the speakers of all Keystations:

The Internal Paging feature allows any Station to make an announcement over the speakers of all Keystations. Only Keystations that are page-protected will not be paged.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Paging' is displayed.
- Select 'Paging'.
- Select 'Page all Keystations'.
- Make your announcement.

From a standard telephone, the code is 44.

To make a call over the speaker of another Keystation:

The Voice Call feature allows you to speak over the speaker of an individual Keystation. If the Keystation is page-protected the voice call will fail.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Voice call' is displayed.
- Select 'Voice call'.
- Select the Station you wish to page.
- Make your announcement.

From a standard telephone, the code is 43.

To answer a Voice Call at your Station:

- Press the Mute Key and speak in Hands-free Mode, or pick up the handset.

Manager / Secretary

The Manager/Secretary feature is a set of programming options used to maximise the efficiency with which two people work together. It is typically used for a manager/secretary partnership.

To activate the Manager/Secretary feature, it is necessary to first combine the Manager and Secretary Stations. When the Manager/Secretary combinations are programmed, the Secretary may answer calls ringing on the Manager's Station by pressing a key on which the number is programmed.

Other standard features that can be used in the Manager/Secretary partnership include programming a Dedicated Line for the Manager, so that no other Station may make or receive calls on that Line, programming the Manager's Station with a key for paging or calling the Secretary's Station, and programming the Manager's Station to divert all calls to the Secretary.

To programme a key to answer the Manager's calls:

With this feature set, the Secretary can answer calls ringing on the Manager's Station by pressing a key. The Manager / Secretary combination must be programmed for this to operate. The key will also offer the standard features available when a Programmable Key is programmed to ring a Station. That is, the Secretary can call the Manager, while the Manager's Station is idle, by pressing the key. Also, the Secretary can see the status of the Manager's Station from the key light – lit if the Station is busy, and flashing if ringing.

- From the Secretary's telephone, press the PROGRAMME Key P.
- Press the Scroll Down Key (▼) until 'Key Programming' is displayed
- Select 'Key programming'.
- Select the Programmable Key you want to programme.
- Select 'Stations'.
- Enter the Manager's Station number
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

Alternative Call Routing

You may use this feature to have users' calls routed over specific Lines, or over a specific Network Provider. To set the feature up you associate input codes with the Lines over which calls should be routed, and with whatever network codes are necessary to route the call. To use the feature, the user dials the input code before dialling a telephone number. The call is then automatically routed over the selected Lines, and the network code is sent to the Line before the telephone number.

Your system also includes the code to access the Telstra network as a pre-programmed menu option.

To route a call using the Alternative Call Routing feature:

- Select a Line Key, or dial a code for a Line (51-58), and select 'send digits'.
- Dial a valid input code.
- When a Line is seized, dial the telephone number you wish to reach.

Your call will then be connected with the output code being dialled before the telephone number.

To dial a telephone number via the Telstra preset carrier code:

- Press the NETWORK Key **N**.
- Select 'Telstra'. When 'Telstra' is selected, an external PSTN or ISDN Line is selected, as if '0' was dialled, and the digits '1411' are sent to the Line. This is the code necessary to access the Telstra network, if the customer normally uses another carrier network.
- Dial the telephone number you wish to call.

Forward Recall

A Forward Recall signal may be required if you are using certain network services on standard PSTN exchange Lines, or if your **Commander Vision** is connected to another telephone system (PABX) via one of the Line interfaces.

The Forward Recall feature allows you to send a timed loop break (TLB) on the Line to the exchange or PABX. To send a TLB signal, you must be on a call or have dialled at least one digit of the number you are calling.

To send a Forward Recall signal to an exchange or a PABX:

- From a Keystation, select 'Forward recall' on the Display.

From a standard telephone, the code is R87.

Do Not Disturb

If your Station is set to 'Do Not Disturb', anyone trying to call you will receive a busy (engaged) tone. If the person trying to contact you has a Keystation, 'Do-not-disturb enabled' will appear on its Display. Call Back and Reminder Call are the only incoming ringing that will be accepted when this feature is set.

To set Do Not Disturb on your Station:

- From the Idle Menu, press the Scroll Down Key (▼) until 'Do Not Disturb' is displayed.
- Select 'Do Not Disturb'.

To cancel Do Not Disturb on your Station:

- From the Idle Menu, Select 'Cancel do-not-disturb'. This option is displayed only when the feature is set.

Note: When 'Do Not Disturb' is set, you will hear a broken dial tone when you lift the handset.

From a standard telephone, the code 150 is used to set and cancel this feature.

Station Lock

This feature allows you to lock your Station to prevent unauthorised users from making external calls. You use a Lock Password to lock, unlock, or to make calls from a locked Station. The default Lock Password for all Stations is 123, but each Station may change its password. Station Lock Passwords can be examined from the Programming Station.

To lock your Station

- From the Idle Menu, Press the Scroll Down Key (▼) until 'Station Lock' is displayed.
- Select 'Station Lock'.
- Select 'Lock the Station'.
- Dial your 3-digit Lock Password. (The default Lock Password is 123).

Press the Hands-free Key to finish programming.

From a standard telephone, the code is 41.

To unlock your Station:

- Select 'Unlock the station'. This Display option only appears when the Station is locked.
- Dial your 3-digit Lock Password. (The default Lock Password is 123).

Press the Hands-free Key to finish programming.

From a standard telephone, the code is 41.

To make a call from a Locked Station:

- Dial 0, or press a Line Key, or dial the code for a Line (51 - 58), as if to select a Line.
- Dial your 3-digit Lock Password. (The default Lock Password is 123).
- Lift the handset or press 'Send digits' or press the Hands-free Key.
- A Line will be seized.
- Dial the number you require.

To change your Station Lock Password:

- From the Idle Menu, press the Scroll Down Key (▼) until 'Station Lock' is displayed.
- Select 'Station Lock'.
- Select 'Change the lock code'.
- Dial the existing 3-digit Lock Password. The default password is 123.
- Dial your new 3-digit Lock Password. The new Lock Password will not be displayed when entered.

Press the Hands-free Key to finish programming.

From a standard telephone, the code is 42.

To examine Station Lock Passwords:

- From the Programming Station, press the PROGRAMME Key P.
- Press the Scroll Down Key (▼) until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password and select 'Stations'.
- Select 'Examine passwords'.
- Select 'Stn. lock password'.
- Select the Station. The Lock Password is briefly displayed on the top line of the Display.

Press the Hands-free Key to finish programming.

Tone Protect

As described on page 27, Stations may present a busy Station with a Call Waiting tone, provided the busy Station is not protected against receiving Call Waiting tones. By default, all Stations are protected against receiving Call Waiting tones. However, you may programme Stations to receive Call Waiting tones.

To protect an individual call from Call Waiting tones:

If your Station can receive Call Waiting tones, you may protect each call on an individual basis from interruption.

- When you are on a call, select 'Tone protect' on the Display.

From a standard telephone, the code is R66.

Room Monitor

This allows you to call a Station that has this feature set and listen through its handset receiver.

To monitor a room:

- From the Idle Menu of the Keystation in the room you wish to monitor, press the Scroll Down Key (▼) until 'Room Monitor' is displayed.
- Select 'Room monitor'.
- Lift the handset and leave off-hook.
- Go to the Station from where you want to monitor and dial the number of the Station that has the feature set.

Note: The Station that has the feature set must be either Station 20 or 21.

From a standard telephone, the code is 48.

To cancel room monitoring:

- To cancel room monitoring, replace the handset at both Stations.

Reminder Call

This feature enables you to set your Station to ring at a given time.

To set your Station to give you a Reminder Call at a given time:

- From the Idle Menu, press the Scroll Down Key (▼) until 'Reminder Call' is displayed.
- Select 'Reminder call'.
- Enter the time in the 24-hour clock format, for example, 0930 for 9.30 am.

At the programmed time, the Station will give ten rings. If not answered, it will ring twice more at two-minute intervals and will then cancel.

Note: Alarm calls must be set daily and therefore cannot be set more than 24hrs ahead.

To review and cancel a Reminder Call:

- To review a Reminder Call, select 'Reminder call' and the time set will be displayed. Select 'Confirm' to retain the programmed time. If you wish to change the time, select 'Change' and enter a new time.
- To cancel the reminder call, select 'Change' followed by 'Confirm'.

From a standard telephone, the code 46 is used to set a Reminder Call, and the code 46* is used to cancel it. A standard telephone cannot query the Reminder Call time.

Station Reset

You can reset your Station to cancel all the following features if they have been set:

- Do Not Disturb
- Call Divert
- Call Back
- Display Messaging
- Reminder Call

To reset your Keystation:

- From the Idle Menu, press the Scroll Down Key (▼) to scroll downwards until 'Reset the telephone' is displayed.
- Select 'Reset the telephone'. The Display shows 'Station reset' momentarily before returning to the Idle Menu.

If you are using a standard telephone, dial 157 and wait for the acknowledgement tone (internal dial tone).

Incoming Ringing

By default, all exchange Lines will ring Stations 20 to 27. Each exchange Line may be programmed to ring up to eighteen Stations and a Central Bell. The Door Station may be programmed to ring up to eighteen Stations. Each exchange Line may also be programmed to ring different Stations for Day Service and Night Service.

Outgoing Groups

Exchange Lines can be grouped together into up to four Outgoing Groups. Each Outgoing Group is associated with a code. These codes are 0, 81, 82, and 83, with Group 1 being associated with 0, etc. Dialling a code seizes a Line from the associated Outgoing Group.

Hunt Groups

Hunt Groups allow you to have groups of Stations answering different Lines. The calls to the Hunt Group are presented in cyclical order to the Stations in the Group. The first call is presented to the first available Station, the next to the second available Station, and so on.

To divert Hunt Group calls:

Station 20, (irrespective of where the Programming Station is), can programme diversions for calls presented to Hunt Groups.

- At Station 20, from the Idle Menu, press the Scroll Down Key (▼) until 'Hunt Group Divert' is displayed.
- Select 'Hunt group divert'.
- Select the Hunt Group. If selecting 'Group 4', press the Scroll down key (▼) and select 'Group 4'
- Select the type of diversion.
- Enter the Station to which the calls are to be diverted

Press the Hands-free Key to finish programming.

Note: Individual Stations in a Hunt Group cannot divert calls presented to the Hunt Group.

Note: If you are diverting to an external number first dial a Line access code, (0, 51, 81, etc), and then the number.

Note: When 'Hunt group divert' is enabled, there is no indication given on Keystation displays.

Station Naming

You may assign names to Stations. When a Station receives an internal call, its Display will show the calling Station name in the place of the calling Station number.

Day Service / Night service

The Day Service / Night Service feature allows you to change the Stations which ring on incoming calls, change the Class of Service at each Station, and change the voice greeting heard by callers, (if you have voicemail installed). These changes can take place each day automatically at pre-programmed times, or can be invoked manually. Furthermore, the system can be programmed to remain in Night Service over the weekend.

To manually turn on Night Service:

The Manual Night Service feature enables you to turn Night Service on or off manually. When you turn Night Service on, the Night Service ringing and Class of Service come into operation.

- At Station 20, select 'Night Service'.

Hot Line

Stations can be programmed so that they automatically dial a number when they go off-hook. The number dialled can be a Station or an external number.

Fax Line / Station

If your **Commander Vision** is equipped with standard PSTN Lines, and you wish to employ a fax machine, it is recommended that one of the PSTN Lines be allocated as a fax line with the number being publicised accordingly. With the Fax Line/Station feature you can programme the unit to route all calls received on this Line directly to a Station equipped with your fax machine. The Line will also be available to make outgoing calls as normal. You can restrict the number of Stations that have access to this Line for making calls to ensure that the Line is generally available to receive faxes.

Fax Detection

If you wish to receive ordinary calls and fax calls on the same Line, a Fax Detect feature is provided in the system.

When a Line is programmed for 'Fax Detect', a voice message is provided to callers on the Line. When a call rings in it is answered by the system, the following message is returned to the caller: *'If you are sending a fax, please press the send key. If not, please hold.'* This message is followed by silence, while the system looks for fax tones. If fax tones are detected, the call will be sent to the Station programmed as having a fax machine connected. If fax tones are not detected, the call will be presented as a normal incoming call.

This service is available as standard on all systems and does not require a Voice Module. However, it can only be programmed for one PSTN exchange Line and cannot be programmed for ISDN Lines.

You can use this service when you have a limited number of PSTN Lines and do not have a dedicated fax number.

Station Line Access

This feature lets you decide which exchange Lines each Station can access for outgoing calls. By default, all Stations have access to all Lines.

Call Restrictions

Each Station may be programmed for a Class of Service. This determines the type of call the Station is allowed to dial. Four tables, which can be programmed with up to fifty codes, are used to implement six Classes of Service.

- By default, all Stations are in Class 1, that is, they have no restriction placed on them.
- A Station placed in Class 2 is restricted from dialling the codes programmed in Table 2. (Table 2 would typically be programmed with the international access code 00).
- A Station placed in Class 3 is restricted from dialling the codes programmed in Tables 2 and 3. (Table 3 would typically be programmed with non-local national access codes).
- A Station placed in Class 4 is only able to dial internal and emergency, (000 and 11444), calls only.
- A Station can be placed in Class 5 in addition to being in Class 2 or 3. In this case the codes programmed in Table 5 are allowed.
- A Station can be placed in Class 6 in addition to being in Class 1, 2 or 3. In this case the codes programmed in Table 6 are restricted.

The following table shows the types of restriction for the different Classes of Service available:

Type of restriction	Table	Class
No restriction		1
Restrict codes in Table 2	Table 2	2
Restrict codes in Table 2 and 3	Table 3	3
Internal and emergency calls only	-	4
Allowed codes that can be combined with Class 2 or 3	Table 5	5
Restricted codes that can be combined Class 1, 2 or 3	Table 6	6

Note: The emergency codes are 000 and 11444. They cannot be barred.

Note: Both Classes 5 and 6 can be associated with the same Station.

Note: Class 5 cannot be associated with Class 4 Stations.

Courtesy Service

This service is available, with a standard greeting, on all systems. If the system is equipped with a Voice Module, you can customise the greeting.

When the Courtesy Service feature is activated on an exchange Line, callers to the system are answered automatically with a greeting.

If a call rings in during Day Service and is not answered manually within a programmed time, (30 seconds by default), the call is automatically answered with the following message: *'Thank you. Your call will be dealt with. Please hold.'*

If a call rings in during Night Service and is not answered manually within a programmed time, (30 seconds by default), the call is automatically answered with the following message: *'Thank you. There is no one here at the moment. Please call back again during office hours.'*

Whilst the message is being returned, the call continues to ring as an incoming call until a Station answers it, or the call is automatically cleared down by the system.

A programming choice is given to select the source for the message, the internal source, or the Voice Module source (if you have a Voice Module fitted). The Voice Module source should only be chosen if you wish to customise the messages.

This service can be used where there can be delays in answering calls, and you want to ensure that callers do not hang up before someone answers their call.

Note: On standard PSTN Lines, if a caller hangs up the call will be held by the system until it is either picked up internally or the system times out after one minute. You can avoid this by equipping your PSTN Lines with the Reversal-on-Idle service. See page 144.

Voice mail

This service is only available when a Voice Module is fitted. Stations can be provided with Voice Mailboxes. When these are turned on, the Voice Mailbox answers calls to the Station. The calls answered are all internal calls and external calls directed solely to the Station. Examples of external calls directed solely to the Station are DDI calls and Auto-attendant calls.


A Station must be allocated a Voice Mailbox before it can use voicemail. The default programming is that Stations are not allocated a Voice Mailbox.

All messages, which have been retrieved or played, are permanently deleted after eight days. Messages that are not retrieved are deleted after fifteen days.

To turn on your Voice Mailbox:

- You turn on your Voice Mailbox by diverting calls to the number 38.
- If 'Divert all calls' is activated to 38, all calls will be answered by the Voice Mailbox (by default).
- If 'Divert on no answer' is activated to 38, calls unanswered after four rings will be answered by the Voice Mailbox.
- If 'Divert on busy' is activated to 38 calls received when your Station is busy will be answered by the Voice Mailbox.
- For information on how to divert calls, see page 23.

To access your Voice Mailbox:

- Press the MESSAGE Key .
- Select 'Voice messaging'.
- Enter your Station number, (which is your Voice Mailbox number).
- Enter your Voicemail Password, (1111 by default), followed by #.
- You are presented with the Voice Messaging Control Menu. The options displayed are 'Play', 'Erase all messages', 'Greeting', 'Change Password', 'Monitor' and 'Cancel'.
- Select the Display option you require.

To retrieve messages left in your Voice Mailbox:

If new voice messages have been left in your Voice Mailbox, the Message Waiting Light, located on the top right-hand corner of your Keystation, will be on. In addition, the top line on your Keystation Display will show 'New voice messages'.

- Select 'New voice messages'.
- Enter your Station number.
- Enter your Voicemail Password, which is 1111 by default, followed by #.
- Select 'Play'. The new messages are played.

Note: Each message is preceded by a time stamp telling you when the message was received. When all new messages are played, you are informed of the total number of messages in your box. You may skip the time stamp by dialling 8, which jumps forward ten seconds.

To record your own Voice Mailbox greeting:

Each Station, which has been allocated a Voice Mailbox, can record its own greeting. This will be relayed to callers who are answered by the Voice Mailbox.

- At your Station, press the MESSAGE Key ☒.
- Select 'Voice messaging'.
- Enter your Station number when prompted.
- Enter your Voicemail Password, (1111 by default), followed by #.
- Select 'Greeting'.
- Select 'Record greeting'
- Speak to record a personalised greeting when prompted.
- Press 'Confirm'.

Press the Hands-free Key to finish programming

To replay the Voice Mailbox greeting:

- At your Station, press the MESSAGE Key ☒.
- Select 'Voice messaging'.
- Enter your Station number when prompted.
- Enter your Voicemail Password, (1111 by default), followed by #.
- Select 'Greeting'.
- Select 'Replay greeting'

The greeting will then be replayed for you.


To retrieve your Voice Mailbox messages remotely:

In order to access your Voice Mailbox remotely, you must have your calls diverted to your Voice Mailbox, and have either a Line programmed to ring directly at your Station, or have a Line programmed with the Auto-attendant service. (See page 45 for information on the Auto-attendant service).

- If a Line is programmed to ring directly at your Station and your Voice Mailbox is turned on, dial the Line number.
- If you do not have a Line ringing directly to your Station, dial in on an Auto-attendant Line, and when you receive the Auto-attendant message dial your Station number.
- When answered by your voicemail greeting, access your Voice Mailbox by dialling the code 88, followed by your Station number, Voicemail Password and #.
- Then dial the following numbers to access your messages:
 - Dial 1 Playback commences at the first message
 - Dial # Playback is paused
 - Dial 2 Save this message and move to the next message
 - Dial 3 Erase this message and move to the next message
 - Dial 4 Go back to the start of the message
 - Dial 5 Go back to the previous message
 - Dial 6 Erase all messages
 - Dial 7 Go back ten seconds
 - Dial 8 Go forward ten seconds / Skip the time stamp
 - Dial 91 Change the outgoing greeting
 - Dial 92 Check the outgoing greeting
 - Dial 93 Delete the outgoing greeting
 - Dial 0 Change Voicemail Password

To monitor/pick-up callers as they speak to your Voice Mailbox:


You can operate your voicemail in Voicemail Monitor Mode. In this mode, when calls are diverted to your Voice Mailbox and your Station is free, the call is relayed over the speaker of your Keystation. If you lift your handset, you can intercept the call, in which case no message is left in the Voice Mailbox.

- Press the MESSAGE Key .
- Select 'Voice messaging'.
- Enter your Station number when prompted.
- Enter your Voicemail Password, (1111 by default), followed by #.
- Press the Scroll Down Key (▼) until 'Monitor' is displayed.
- Select 'Monitor'.
- Select 'Monitor on' or 'Monitor off'.

Press the Hands-free Key to finish programming.

To change your Voicemail Password:

By default, each Station is allocated the same Voicemail Password, (1111). You can enter your own password, which can be up to eight digits long, as follows:

- Press the MESSAGE Key .
- Select 'Voice messaging'.
- Enter your Station number when prompted.
- Enter your Voicemail Password, (1111 by default), followed by #.
- Select 'Change password'.
- Enter your new Voicemail Password, which can be up to eight digits long.
- Press 'Confirm'.

Press the Hands-free Key to finish programming.

Note: If you forget your Voicemail Password, you can check all Station Voicemail Passwords from the Programming Station.

To operate voicemail from a standard telephone:

Standard telephones can also be allocated Voice Mailboxes. As explained, you turn on the Voice Mailbox by diverting calls to 38. To do this dial the following codes, followed by the number 38:

- 151 for 'Divert all calls'
- 152 for 'Divert on busy'
- 153 for 'Divert on no answer'

If messages have been left for a standard telephone, there is no indication given to the telephone. You should regularly access the Voice Mailbox to check for messages.

To access the Voice Mailbox, dial the code 88, followed by your Station number, Voicemail Password and #. Then dial the following numbers to access your messages:

- Dial 1 Playback commences at the first message
- Dial # Playback is paused
- Dial 2 Save this message and move to the next message
- Dial 3 Erase this message and move to the next message
- Dial 4 Go back to the start of the message
- Dial 5 Go back to the previous message
- Dial 6 Erase all messages
- Dial 7 Go back ten seconds
- Dial 8 Go forward ten seconds / Skip the time stamp
- Dial 91 Change the outgoing greeting
- Dial 92 Check the outgoing greeting
- Dial 93 Delete the outgoing greeting
- Dial 0 Change the Voicemail Password

Answering Machine

This feature allows you to set up an Answering Machine to answer incoming calls. This service is only available when a Voice Module is installed. You can select which Lines are to be answered by the Answering Machine when it is turned on. It can be used on both ISDN and PSTN Lines. You can select how long a call rings before the Answering Machine answers.

All messages received are stored in a system Voice Mailbox, which is controlled by Station 20. Station 20 can also customise the greeting. You can turn the Answering Machine service on and off at any time at Station 20 and its operation is independent of Night Service.


This service replicates an Answering Machine. You can use it if you are not answering calls at lunch or at night, or simply want to record messages from callers. If desired, you can have this feature on permanently, so that calls, which are not answered for a programmable period, are answered by the Answering Machine. The greeting may ask callers to dial a Station number, in which case the call will be transferred through to that Station.

Note: If a call is received when the Voice Module storage is full, it will not be possible to store any further messages. In this case the following standard greeting will be given to the caller: *'There is no one available to deal with your call at the moment. If you wish to contact a particular Station, please dial the number.'*

To turn the Answering Machine on and off:

- At Station 20, press the Scroll Down Key (▼) until 'Answering machine' is displayed.
- Select 'Answering machine' to turn the Answering Machine on. Deselect 'Answering machine' to turn the Answering Machine off.

To change the greeting on the Answering Machine:

- Press the MESSAGE Key .
- Select 'Voice messages'.
- Enter 9 as the Station number, (which is your Voice Mailbox number).
- Enter your Voicemail Password, (1111 by default), followed by #.
- You are presented with the Voice Messaging Control Menu. The options displayed are 'Play', 'Erase all messages', 'Greeting', 'Change Password', 'Monitor' and 'Cancel'.
- Select 'Greeting'.
- Select 'Record greeting'.
- Speak to record a personalised greeting when prompted.
- Press 'Confirm'.

Press the Hands-free Key to finish programming.

To retrieve messages left on the Answering Machine:

Messages stored on the Answering Machine can be retrieved from Station 20 only. When messages have been left, the Message Waiting Light on Station 20 will be lit and the 'Voice messages' will appear on the top line of the Display.

- Select 'Voice messages'.
- Enter 9 as the Station number.
- Enter the Voicemail Password and select the option you require.

Note: Station 20 can have its own Voice Mailbox, accessed by using Station number 20. The Answering Machine has its own Voice Mailbox, accessed by using Station number 9. Both can have their own Voicemail Passwords.

To retrieve Answering Machine messages remotely:

- Dial in on an Auto-attendant Line. (See page 45 for information on the Auto-attendant feature).
- When you receive the Auto-attendant greeting, dial 88, followed by Station number 9, the Answering Machine Voicemail Password and #.
- Then dial any of the following numbers to access your messages:
 - Dial 1 Playback commences at the first message
 - Dial # Playback is paused
 - Dial 2 Save this message and move to the next message
 - Dial 3 Erase this message and move to the next message
 - Dial 4 Go back to the start of the message
 - Dial 5 Go back to the previous message
 - Dial 6 Erase all messages
 - Dial 7 Go back ten seconds
 - Dial 8 Go forward ten seconds / Skip the time stamp
 - Dial 91 Change the outgoing greeting
 - Dial 92 Check the outgoing greeting
 - Dial 93 Delete the outgoing greeting
 - Dial 0 Change password

Auto-attendant

The Auto-attendant feature allows callers to ring directly through to a Station provided that they know the Station number of the person they wish to contact. A Voice Module must be installed for this feature to operate. The service is available on both PSTN and ISDN Lines.

When the caller telephones in on a Line programmed for Auto-attendant, the call will be answered by the system within a programmed time - ten seconds by default.

When the system is in Day Service, the caller will hear the following pre-recorded greeting: *'Thank you for calling. If you know the Station number you wish to contact, please dial the number. If you require assistance, please wait or dial 9.'* When the system is in Night Service, the caller will hear the following pre-recorded greeting: *'Thank you. There is no one available to handle your call at the moment. If you wish to contact a particular Station, please dial the number.'* You can customise these greetings.

The caller then dials the Station number required. (The caller's telephone must be in tone dialling mode).

The system will wait ten seconds for the caller to dial the first digit and a further four seconds for the second digit. If the digits are not received within that time, or an incorrect Station number is dialled, the call will ring in as a normal incoming call.

When the caller enters the Station number correctly, the Station will ring. If it is not answered within thirty seconds, the call will be presented as a normal incoming call. If the Station is busy the call will be presented as a normal incoming call.

If a call is received on an Auto-attendant Line when the voicemail system is busy, the call will ring as a normal call. If the voicemail system becomes free before the call is answered, the Auto-attendant feature is activated and the call is automatically answered and the Auto-attendant message is returned.

You may use this service to allow callers dial Stations directly, if you are not availing of the ISDN MSN/DDI service.

Door Station

You can equip your **Commander Vision** with a Door Station. The Door Station has a button which, when pressed, rings at programmed Stations, and has a microphone/speaker for communication. With a Door Station fitted in your reception area, anyone visiting your premises can call when they arrive and you can speak to them before you let them in.

Your **Commander Vision** also features a Doorstrike relay output, which can be used to operate a Doorstrike mechanism, to allow you open the door from your Station. You must purchase the Doorstrike mechanism yourself and arrange for a qualified electrician to install it.

Answering a Door Station call:

You can answer a Door Station call if your Station is programmed to ring when someone calls at the Door Station.

- To answer a Door Station call, lift the handset and speak. There is no code to dial.

Note: A Station cannot make a call to a Door Station

To open a door using the Doorstrike:

- When your Station is ringing with a Door Station call, and you have a Doorstrike mechanism installed, the option 'Open the door' will be displayed.
- Select 'Open the Door'. The Doorstrike relay will operate and the call to the Door Station will be disconnected.

From a standard telephone, the code is R36 if you are on a call, and 36 if you are not on a call.

With Compliments & Data
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Call Manager

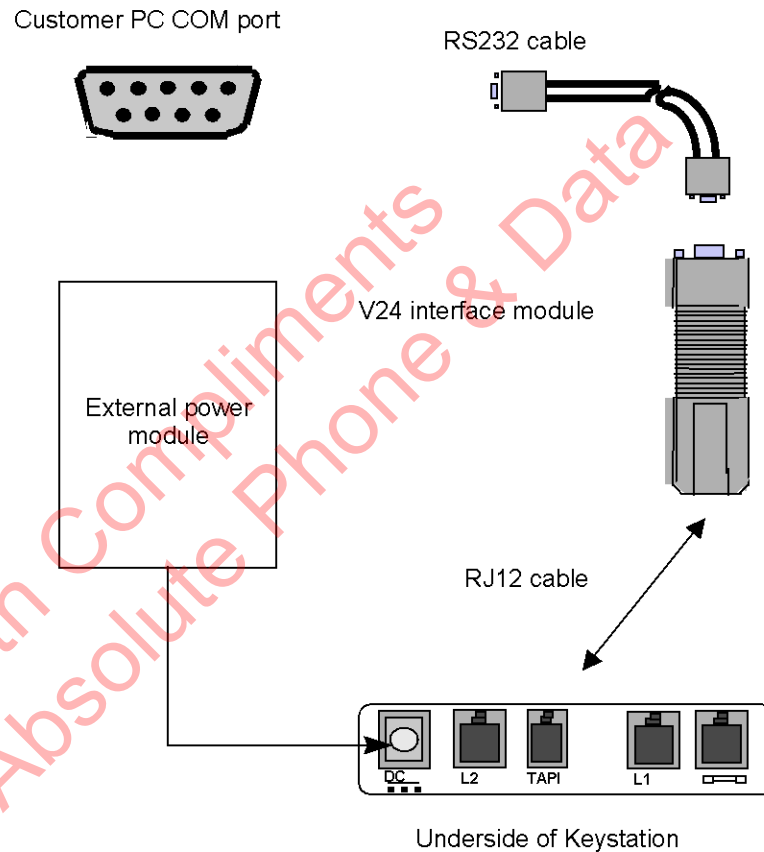
To control your Keystation from your PC:

You can equip each of your Keystations with a Call Manager. This allows the Keystation to be controlled from a Personal Computer (PC), with calls being placed and answered using the PC. The Call Manager package consists of the software programme, which runs on Windows 95/98, a connection cable and V24 interface module to connect the Keystation to the PC, a power adapter for the Keystation, and a user guide.

One Call Manager package must be purchased for each Keystation that is to be controlled by a PC. There is no limit to the number of Keystations that can be equipped with Call Manager.

Note: Call Manager is only compatible with Windows 95/98.

Call Manager set up is illustrated below:



To use the Extended Call Log, Phone Book and Call Notes:

Call Manager provides additional services in addition to placing and answering calls via your PC:

- Extended Call Log: A log is maintained on the PC of all incoming calls to the Station.
- Phone Book: A PC-based telephone book is provided which can store a large number of entries. Phone numbers can be imported from other applications.
- Call Notes: A call history can be maintained by inserting text notes for each call received from a particular person. When recalled, notes for all the calls received from that person are displayed. An example of a call notes screen is illustrated below:

View/Edit Call Notes

First Name: Sean

Surname: O'Connor

Telephone No: 01814023312

07/09/98 14:57:22 Called regarding spares for 10th Sept
24/08/98 17:34:11 Ordered spare system modules for shipment 2nd week Sept.

OK Cancel

Call Logging

If your system is equipped with a Call Logging Interface Module, a printer or PC may be connected to your **Commander Vision** system, which will maintain a record of incoming and outgoing calls made on the system. Details are printed as the calls are completed.

The interface to the printer or PC should be serial V24 / RS232-C and should meet the following specifications: Speed - 4800, 9600 or 19200 bps. Data - 8 bits, no parity, 1 stop bit.

Calls are printed out in the following format as they are completed:

1	2	3	4	5	6	7	8	9
O/G	10/01/99	12.00:01	00:00:30	L01	S21	S21	:000.00	1234567
O/G	10/02/99	12.00:10	00:01:56	L02	S25	S25	:000.00	567890
I/C	10/13/99	12.01:13	00:06:32	L03	S22	S24	:000.00	

The explanation of the data output is as follows:

Column Number	Data Output Explanation
1	Incoming (I/C) or Outgoing (O/G) call
2	Date (day/month/year)
3	Start time
4	Duration of the call
5	Line used
6	Initiating Station
7	Terminating Station
8	Cost. (Only available if the ISDN service, AOC, is enabled on the network)
9	Digits entered (outgoing calls only)

Power Fail

To provide battery backup:

Your **Commander Vision** can be equipped with an optional Battery Backup Unit (BBU). When equipped, full operation of the **Commander Vision** is provided for at least one hour in the event of a power failure. If your system is equipped with ISDN access, it is recommended that this BBU be installed as calls can be received and made on the ISDN Lines if power fails.

Note: If you require back up batteries please contact **Commander Service** on 1 300 138899.

To make outgoing calls following a power failure:

In the event of a mains power failure, (with the system not equipped with a BBU), PSTN exchange Lines are switched automatically to particular Stations and calls can be made and received on these Lines until the power is restored. The Keystation will not work when power has failed, so these Stations must be connected to standard telephones in order for calls to be made.

- Line 1 is switched to Station 24
- Line 2 is switched to Station 25
- Line 5 is switched to Station 31
- Line 7 is switched to Station 37

Note: ISDN Lines are not switched. A Battery Backup Unit must be provided if ISDN service is required during a power failure.

Operation with a parent PABX

You can connect the **Commander Vision** to a parent PABX via its Line interfaces.

You can programme any of the four Outgoing Groups to work with a parent PABX. When programming the Outgoing Groups as PABX groups, PABX access digits and the number of digits in a PABX Station number are entered. The PABX access digits are the digits that must be dialled to select an exchange Line in the parent PABX. (You can have a maximum of two PABX access digits).

If you wish to make an external call via the parent PABX, you must seize a Line connected to the PABX and dial the access digit(s) before the external number you require. If you wish to make a call to a parent PABX Station, you must seize a Line connected to the PABX and dial the Station number without any access digit(s).

Note: The system will take the access digits into account in deciding whether the Station is restricted from making the call according to its Class of Service, that is, a Station prevented from making external calls will be also prevented from making external calls through the parent PABX.

Both external numbers and PABX Station numbers may be entered into Personal and System Speed Dial lists. When a speed dial number is selected for dialling, the system checks whether the number is a PABX Station by checking the number of digits against the programmed Station number length. If it is a PABX Station the system selects a PABX Group and if a Line is free dials the digits. If the selected number is an external number, the system attempts to seize an exchange Line. If one is available, it dials the number without inserting the access digits. If an exchange Line is not available a free PABX Line is seized and the access digits are automatically inserted.

If Redial is activated the number is redialled on the same group on which the original call was made.

ISDN - Multiple Subscriber Numbering (MSN) / Direct Dialling In (DDI)

Your ISDN Network Provider can allocate more than one number to each of your ISDN Accesses. This ISDN supplementary service is called either Multiple Subscriber Numbering (MSN) or Direct Dialling In (DDI).

These numbers may be programmed to ring individual Stations allowing callers to dial through directly. You may also choose to allocate a number to a group of Stations, so that a caller may dial through to that particular group.

A typical way of using this facility is to publicise one of these numbers as a fax number and then route calls received on this number through to a fax machine connected to a Station. Another typical use is to have users publicise their individual numbers and have callers ring directly through to their Stations, but retain at least one number to ring on a Line that can be provided with call services such as Auto-attendant, Answering Machine and Courtesy Service.

MSN/DDI numbers are also sent to the network as the Calling Line ID (CLI) for presentation to the called party.

You may associate names with your MSN/DDI numbers and use the Tele-secretary feature to have the name displayed for incoming calls.

You can programme your system to recognise up to forty MSN/DDI numbers. Each is given an MSN Index from 01 to 40. If your ISDN Accesses are P-P then the forty MSN Index's can be shared across all ISDN Accesses. If your ISDN Accesses are P-MP mode, each Access can be allocated up to ten MSNs Index's.

- For ISDN Access 1, these are MSN Index's 01 - 10
- For ISDN Access 2, these are MSN Index's 11 - 20
- For ISDN Access 4, these are MSN Index's 21 - 30
- For ISDN Access 5, these are MSN Index's 31 - 40

ISDN - Calling Line Identity (CLI) services

Calling Line Identity (CLI) services are ISDN services available from your ISDN Network Provider. You must contact your Network Provider and subscribe to these services before their functionality is available to the **Commander Vision**.

The Calling Line Identity Presentation (CLIP) service provides that, when you receive an incoming call on your ISDN Lines, the caller's number is presented to the **Commander Vision**. This number, (or name, if a name has been associated with the number), is displayed on all Keystations programmed to ring. In addition, you can store caller numbers, dial stored numbers, and route incoming calls to Stations based on the caller number provided. For information on using these features, see page 29.

Your number will also be presented to the person you are calling on an ISDN line, if they subscribe to the CLIP service. The Calling Line Identification Restriction (CLIR) service allows you to restrict the network from presenting your number.

The Connected Line Identification Restriction (COLR) service prevents the transmission of your number to the caller when you answer a call. Contact your Network provider for further information.

To prevent your number being sent on an individual call:

MSN/DDI numbers are also sent to the network as the Calling Line Identity for presentation to the called party. You can prevent your number being presented to the called party as follows:

- Press the NETWORK Key **N**.
- Select 'ISDN Services'.
- Select 'Set CLIR'.
- Enter the number you wish to call and select 'Send to line'. The call is placed with the CLIR service activated.

ISDN - Multiple Call Handling

You can programme more than one MSN/DDI number to ring at a Station. If a call is presented to your Station whilst you are on another call you will hear a Call Waiting tone, provided your Station is programmed to receive Call Waiting tones. (See page 35).

ISDN - Malicious Call Trace (MCT)

Malicious Call Trace (MCT) is an ISDN service that may be obtainable from your ISDN Network Provider. If you subscribe to this service, you can request your provider to store the telephone number of a caller incoming on an ISDN Line. You can make the request to the network during a call, or within thirty seconds of call completion. This service is typically used when you are receiving malicious calls and the caller has restricted the network from displaying their number. For detail on how the service operates please contact your Network Provider.

To request the network to make a Malicious Call Trace (MCT):

- During an incoming call, or within thirty seconds of the caller hanging up, press the NETWORK Key **N**.
- Select 'Malicious call trace'.
 - If your request is confirmed your Display shows 'Confirmed' for two seconds and then the Display reverts to the In Call menu.
 - If your request is rejected the Display shows 'Not activated' for two seconds and the Display reverts to the In Call menu.
 - If you have not subscribed to the service the Display shows 'Not subscribed' for two seconds and reverts to the in Call menu.

Note: A call in progress is in no way affected by the MCT request.

ISDN - Advice of Charge (AOC)

Advice of Charge (AOC) is an ISDN service that may be obtainable from your ISDN Network Provider. If you subscribe to this service, your Keystation will automatically display the cost of your outgoing calls over ISDN Lines. The cost will be displayed in Australian Dollars and will be updated constantly during your call. When the call is completed the total cost of the call will appear on the display momentarily.

To display the cost of your call on your Keystation:

- Contact your Network Provider and enable the ISDN service, AOC.

Note: Cost will only be displayed for outgoing calls on ISDN Lines.

ISDN - Network Divert

Network Divert is an ISDN service available from your ISDN Network Provider, which allows you to divert calls from an incoming ISDN Line.

Note: Note that Network Divert differs from the divert options described in 'Call Divert' on page 23. With network divert, the call never rings in to your Commander Vision. Rather, it is diverted by the network to the number you specify.

To have the network divert calls on your ISDN Lines:

- Press the NETWORK Key **N**.
- Select 'Network divert'.
- Select 'Divert all calls', or 'Divert when busy', or 'Divert on no answer' as required.
- Select 'Activate' to activate the facility, or 'Deactivate' to deactivate the facility, or 'Interrogate' to check the current status of the divert.
- If you select 'Activate' you will be promoted to 'Enter destination number'. Dial the desired destination for your calls and select 'Send to line'.

Note: For ISDN Lines in P-MP mode, a Station must be programmed with an MSN number in order to activate the Network Divert facility. If a Station, which has not been provided with an MSN, attempts to activate the feature, it will be presented with the prompt 'Invalid'.

Note: For ISDN Lines in P-P mode, the Network Divert applies to all ISDN Lines, that is, all Lines will be diverted. To protect unforeseen diverts, the user is prompted to enter the System Programming Password upon selecting 'Activation' above.

ISDN - Tele-secretary

The Tele-secretary feature allows you to use the names you have associated with the MSN/DDI numbers of your ISDN Lines, to have ringing Stations display 'Call for XYZ', where XYZ is the name

associated with the MSN/DDI number being called. When the call is answered and transferred, the Display of the Station, to which the call is being transferred, will see the CLI number, (or name if programmed), as normal.

A typical application is to have different MSN/DDI numbers published as belonging to different partners in a professional partnership and to programme the numbers to ring on a secretary's Station. With the Tele-secretary feature, the secretary can see from the display to whom the call is directed and can answer the call with "Hello, XYZ's office". If the call is transferred to XYZ, XYZ will see the caller number, or name if programmed.

ISDN - To the desktop

The **Commander Vision** can be equipped with an interface to an internal ISDN bus, which allows ISDN devices to use your system ISDN Lines. When the **Commander Vision** is equipped with twelve or more Stations, two internal ISDN buses can be provided.

Each of the ISDN buses can be equipped with up to eight ISDN devices. Four of these can be powered from the **Commander Vision**; the remaining four, if equipped, must be independently powered.

Eight Station numbers are allocated to each ISDN internal bus interface. The first interface is allocated Stations 120 - 127, and the second is allocated Stations 130 - 137, or 140 - 147, depending upon the position of the ISDN Access Card in the **Commander Vision**.

Incoming data calls are presented to an internal ISDN bus when one its ISDN Station numbers is programmed in the ringing group. If an appropriate device is connected to the internal bus, the call will be presented to it. For example, if you connect an ISDN fax machine to the first S-bus interface of your system and programme an MSN number to ring Station 120 directly, then callers can use this MSN number to send you ISDN faxes.

Using a standard telephone

Feature access codes list

You may access the wide range of **Commander Vision** features with a standard telephone. To use a feature, dial the appropriate code from the list given below. (In the table, R means the Recall Key).

If your telephone is equipped with memory keys, you may programme feature codes onto the keys - refer to your telephone user guide for instructions.

Feature	Code	Feature	Code
Display Messages	39 (1 - 8)	Operator/Station 20	9
Answering Machine on/off	158	Page - Keystations	44
Ring Back	R5	PA - answer	45
Call Pick-up (incoming calls only)	67	PA announcement	47
Call Pick-up Group (all calls)	68	Park	R40
Call Waiting Tone Protection	66 (R66)	Pick up parked call	40
CLIR activation	64	Recorded messages - retrieving	88
Conference	R3	Redial	60
Divert on Busy	152 xx	Reminder Call	46
Divert on No Answer	153 xx	Reminder Call cancel	46*
Divert All	151 xx	Reset telephone	157
Do Not Disturb - set/cancel	150	Return and release in Two Call handling	R1
Door Open	86	Return and hold in Two Call handling	R2
External Call Hold	R	Room Monitor	48
Follow Me	154 (Password) xx	Speed Dial - accessing personal numbers	61 (0 - 9)
Forced Call Waiting	R8	Speed Dial - accessing system numbers	7001-7200
Forward Recall	R87	Speed Dial - programming personal numbers	62 (0 - 9)
General Call	65		
Keypad protocol	84	Stations	20 - 37
Line Access - Group 1	0	Station Lock - change code	42 xxx
Line Access - 1-8	51-58	Station Lock - lock/unlock	41 xxx
Line Access - Groups 2-4	81-83	Voice Mailbox number	38
Night Service - on/off (Station 20 only)	156	Voice call (to page an individual Keystation)	43

Note: To activate a Voice Mailbox, you invoke a divert facility to Station 38.

Making and answering calls

To make an external call:

- Lift the handset, or use a Hands-free Key, if available on your telephone.
- Obtain a free Line in one of the following ways:
 - Dial 0, (to select a Line from Outgoing Group 1).
 - Dial 81, 82 or 83, (to select a Line from Outgoing Groups 2, 3 or 4 respectively).
 - Dial 51, 52, 53, 54, 55, 56, 57 or 58, to select Line 1, 2, 3, 4, 5, 6, 7 or 8 respectively.
- Dial the number you require.

To make an internal call:

- Lift the handset, or use a Hands-free Key, if available on your telephone.
- Dial the desired Station number (20 - 37).

To answer a call:

- When the telephone rings, lift the handset, or use a Hands-free Key if available on your telephone.

Holding and transferring calls

To place a call on hold:

- Press the Recall Key (R) on your telephone.

If you replace the handset, you can continue to use your telephone. The held call will call back within thirty seconds, provided your telephone is idle. If you are busy on the telephone after the thirty seconds, the call will ring as soon as you replace the handset.

To transfer a call:

- Press the Recall Key (R) on your telephone.
- Dial the Station number and replace the handset.

To make an external consultation call:

While on an external call, you can contact another Station to make an enquiry, as follows:

- While on an external call, press the Recall Key (R) on your telephone.
- Dial the Station number.
 - To return to the external call and place the Station on hold, press R and dial 2.
 - To return to the external call and release the Station, press R and wait, or press R and dial 1.
 - To transfer the external call to the Station, replace the handset when talking to the Station with the external call on hold.

Programming and dialling speed dial numbers

If you have a standard telephone, you can programme up to ten Personal Speed Dial numbers.

To programme a Personal Speed Dial number:

- Go off-hook.
- Dial the code 62.
- Enter the location (0 - 9) where you want to store the number.
- Dial the number you want to store.
- Go on-hook.

To dial a Personal Speed Dial number:

- Dial the code 61.
- Dial the location (0 - 9) of the number you wish to access. The number is automatically dialled.

To dial a System Speed Dial number:

- Dial the location code (7001 - 7200) of the number you wish to access. The number is automatically dialled.

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APPENDIX C – Quick Reference Guide

Introduction to your Commander Vision

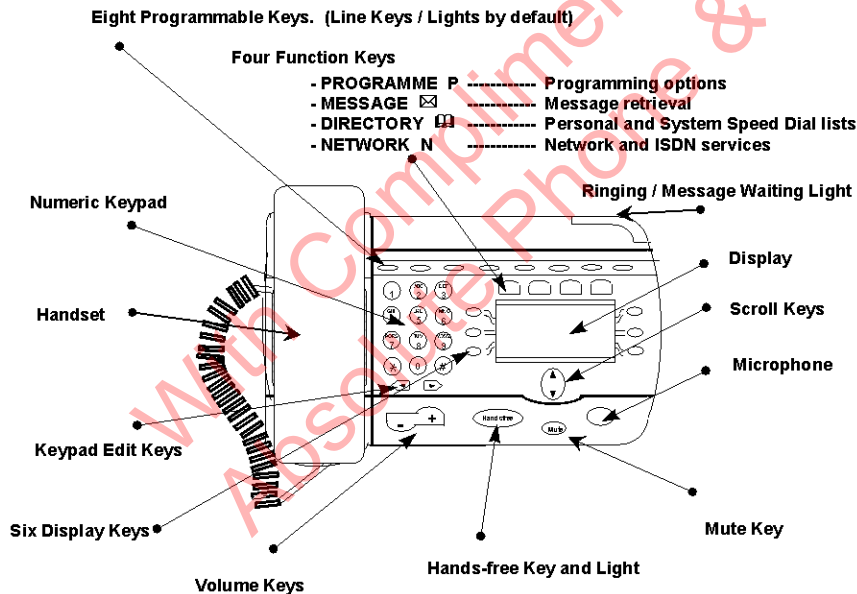
Thank you for choosing the Commander Vision phone system.

This Quick Reference Guide takes you through the features that you will be using on a regular basis. It is divided into two sections, covering operation with the system Keystation and operation with a standard telephone.

In the section on Keystation operation, the instructions assume that the Keystation starts out showing the Idle Menu, unless stated otherwise. If you wish to return to the Idle Menu at any time from within other menus, press the Hands-free Key. Also, 'Select ⇒ Answer the call', means to press the Display Key (⇒) opposite the menu option 'Answer call' on the Display. Please note that all menu options may not all be displayed at one time on the Keystation Display. In this case, to display the desired menu option, press the Scroll Down (▼) Key, or the Scroll Up (▲) Key, until the menu option appears.

Commander Vision Keystation

To get the most from your *Commander Vision*, we recommend that you use the dedicated *Commander Vision* Keystation. To order more Keystations, please contact your account manager or call 1800 809 882 for information.



Answering and making calls

Answer a call that is ringing on the Keystation using the handset

Select ⇒ **Answer the call** and/or pick up the handset.

Answer a call that is ringing on the Keystation using hands-free

Select ⇒ **Answer the call**.

Make an external call

Select ⇒ **External call** and dial the number.

Note: **◆** = busy line.

Make an internal call

Select ⇒ **Internal call** and then

Select ⇒ **Stn no.**, or

Dial the Station number (20 - 37), and

Pick up handset, or press **HANDSFREE**

Transferring calls

Note: The following instructions assume you are on a call.

Transfer a call to an internal number

Select ⇒ **Internal transfer** and then

Select ⇒ **Stn no.** and when the call is answered

Select ⇒ **Transfer**.

Transfer an external call to an external number

Select ⇒ **External transfer** and then

Select an available Line as indicated by "◆" and then

Dial the external number and when the call is answered

Select ⇒ **Transfer**.

Make an external consultation call

Press the Scroll Down Key (▼) until 'External Consultation' is displayed.

Select ⇒ **External consultation** and then

Select an available Line as indicated by "◆" and

Dial the external number and wait until the call is answered.

To switch between the calls

Select ⇒ **Return and hold**.

Put an external call on hold

Select ⇒ **System hold**.

To retrieve the call

Select ⇒ **Return to line**.

Deflecting calls

Note: The following instructions assume that your Station is ringing.

Deflect a call to another Station

Select → **Deflect the call** and then

Select → **Stn. no.**

Deflect a call to your voicemail box

Select → **Deflect the call** and

Dial 38.

Diverting calls

Divert calls when your Station is busy

Press the Scroll Down Key (▼) until "Divert" is displayed.

Select → **Divert** and then

Select → **Divert when busy** and

Dial the target Station number, or

Dial 0 and the target external number, (for incoming external calls only).

Cancel divert a call on busy

Press the Scroll Down Key (▼) until "Divert" is displayed.

Select → **Divert** and then

Select → **Divert when busy** and the diversion is cancelled.

Divert calls when your Station does not answer after four rings

Press the Scroll Down Key (▼) until "Divert" is displayed.

Select → **Divert** and then

Select → **Divert on no answer** and

Dial the target Station number, or

Dial 0 and the target external number, (for incoming external calls only).

Cancel divert a call on no answer

Press the Scroll Down Key (▼) until "Divert" is displayed.

Select → **Divert** and then

Select → **Divert on no answer** and the diversion is cancelled.

Divert all calls

Press the Scroll Down Key (▼) until "Divert" is displayed.

Select → **Divert** and then

Select → **Divert all calls** and

Dial the internal Station number, or

Dial 0 and the target external number, (for incoming external calls only).

Cancel divert all calls

Select → **Cancel divert**

Voicemail

Note: Voicemail services require the Voicemail Module to be installed.

Enter a personal greeting

Press **☒**, and

Select ⇒ **Voice messaging** and

Enter your Voice Mailbox Password followed by #. Then

Select ⇒ **Greetings** and

Follow the text and voice prompts to enter and check your greeting.

Turn on your voicemail

Press the Scroll Down Key (▼) until "Divert" is displayed.

Select ⇒ **Divert** and

Select ⇒ **Divert when busy** or

Select ⇒ **Divert on no answer** or

Select ⇒ **Divert all calls** and

Dial 38.

Retrieve messages from your voice mailbox

Select ⇒ **New voice messages** and

Enter your Station number. You will be prompted to

Enter your Voice Mailbox Password, followed by #. Then

Select ⇒ **Play**.

Retrieve messages remotely from your voicemail box

Dial your Station and wait until your voicemail answers, then

Dial 38 and

Dial your Station number, then

Dial your Voice Mailbox Password followed by #. Then

Press 1 To play back messages

Press # To pause playback

Press 2 To save message and move to the next message

Press 3 To erase message and move to the next message

Press 4 To go back to start of message

Press 5 To go back to start of previous message

Press 6 To erase all messages

Press 7 To go back 10 seconds

Press 8 To go forward 10 seconds/skip the time stamp

Press 91 To change the outgoing greeting

Press 92 To check the outgoing greeting

Press 93 To delete the outgoing greeting

Press 0 To change your password

Change your Voice Mailbox Password

Press **☒**, then

Select ⇒ **Voice messaging** and enter your Station number.

Enter your existing password, (default is 1111), followed by #. Then

Select ⇒ **Change password** and

Enter your new password (up to 8 digits long - e.g. 12341234).

Paging

Make an announcement over Public Address (PA)

Press the Scroll Down Key (▼) until "Paging" is displayed.

Select ⇒ **Paging** and then

Select ⇒ **Public address** and

Make your announcement (maximum 15 seconds).

Note: Do not hang up if you want the PA answer feature to be available.

Answer a Public Address announcement

Select ⇒ **Answer page** and

Respond to the Station that made the page.

Page a single Keystation

Press the Scroll Down Key (▼) until "Voice Call" is displayed.

Select ⇒ **Voice call**, and

Select the Station you wish to page and

Make your announcement.

Answering machine

Turn on the answering machine (from Station 20 only)

Press the Scroll Down Key (▼) until "Answering Machine" is displayed.

Select ⇒ **Answering machine**.

Turn off the answering machine (from Station 20 only)

Select ⇒ **Answering machine**.

Speed dialling

Programme your personal speed dial list – numbers only

Press **P**, then

Select → **Personal speed dial** and then

Select the location you want to program, and

Enter the number, and then

Select → **Confirm**. When prompted for a name

Select → **Cancel**.

Press **HANDSFREE** to finish programming.

Programme your personal speed dial list – numbers and names

Press **P**, then

Select → **Personal speed dial** and then

Select the location you want to program, and

Enter the number, and then

Select → **Confirm**. When prompted to enter a name.

Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name

Select → **Confirm**.

Press **HANDSFREE** to finish programming.

Dial a number from your personal speed dial list

Press **☎**, then

Select → **Personal speed dial** and then

Select the desired location and the number will be dialled.

Conference calls

Note: The following instructions assume you are on a call.

Internal conference – up to three people

Select → **Internal conference** and then

Select the Station to be conferenced. When the Station answers

Select → **Conference**.

External conference – up to three people

Press the Scroll Down Key (▼) until "External Conference" is displayed.

Select → **External conference**, then

Select a free Line and dial the external number. When the call is answered

Select → **Conference**.

Using a standard telephone

Answering and making calls

Answer a call using the handset

When the phone rings, lift the handset.

Answer a call using hands-free

Use hands-free if available on your telephone.

Make an external call

Lift handset or use hands-free if available.

Obtain a free Line by dialling 0, or dialling 51 - 56 or 81 - 83.

Make an internal call

Lift handset or use hands-free if available.

Dial the Station number (20, 37), or

Dial 9 for the operator.

Transfer external call to an internal Station

Press the RECALL key (R), and

Dial the Station number and

Replace handset.

Put an external call on hold

Press the RECALL key (R).

Replace handset to continue to use phone.

Note: Call is held for thirty seconds when the telephone is idle. If the telephone is busy, it will ring when the handset is replaced.

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Diverting calls

Divert calls when your telephone is busy

Dial 152 and then
Dial the Station number, or
Dial the external number, (including Line access code, e.g. 0).

Cancel divert a call on busy

Dial 152.

Divert calls when your telephone is not answered after four rings

Dial 153 and then
Dial the Station number, or
Dial the external phone number (including Line access code, e.g. 0).

Cancel a divert a call on no answer

Dial 153.

Divert all calls

Dial 151 and then
Dial the Station number, or
Dial the external phone number (including Line access code, e.g. 0).

Cancel divert all calls

Dial 151.

Voicemail

Note: Voicemail services require the Voicemail Module to be installed.

Turn on your voicemail

Dial 151, 152 or 153 and then
Dial 38.

Enter a personal greeting

Dial 88 to access a Voice Mailbox, and
Dial your Station number, Voice Mailbox password and #, and then
Press 91 to enter greeting, or
Press 92 to check greeting, or
Press 93 to delete greeting.

Retrieve messages from your Voice Mailbox

Dial 88 to access a Voice Mailbox, and
Dial your Station number, Voice Mailbox password and #, and then
Press 1 to playback messages.

Note: Standard telephones do not indicate received messages, so check your Voice Mailbox often.

Change your Voice Mailbox Password

Dial 88 to access a Voice Mailbox, and
Dial your Station number, Voice Mailbox password and #, and then
Press 0 followed by your new password (up to eight digits long).

Paging

Make a Public Address (PA) announcement

Press 47.

Answer a Public Address announcement

Press 45.

Page a single Keystation

Press 43 followed by Keystation Station number.

Speed dialling

Programme your personal speed dial list

Dial 62, then

Enter the location (0-9) where you want to store the number, and

Dial the number to store, and

Replace the handset.

Dial a number from your personal speed dial list

Dial 61, then

Enter the location (0-9) of the number required, and the number is automatically dialled.

Dial a number from the system speed dial list

Dial a system speed number – 7001 to 7200.

Conference calls

Note: The following instructions assume you are on a call.

Internal conference – up to three people

Press RECALL (R), then

Dial the number of the third party, and when answered,

Press RECALL (R) and dial 3.

External conference – up to three people

Press RECALL (R), then

Dial the number of the third party, and when answered,

Press RECALL (R) and dial 3.