

Hytel Digital Non-Display Telephone Users Guide



**This Guide shows you how to
use your Hytel Digital
Non-Display Telephone.**

**By giving you an understanding
of system features, this guide
will also help you to customise
the operation of your telephone,
so that it suits the way you want
to work.**

Hytel Digital Key Systems
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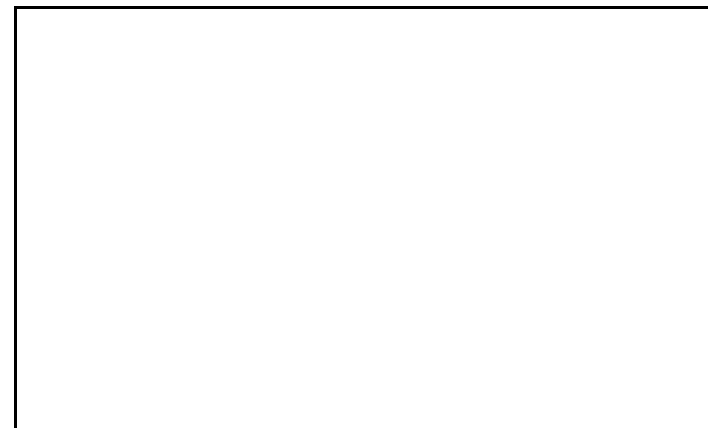
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The purpose of this publication is to provide detailed instructions on the use of a Hytel Digital Non-Display Telephone.

It shows you how to set and use the advanced features of your Hytel Digital Telephone System, providing additional and more detailed information than is contained in your associated Quick Reference Guide.

This publication is intended for both technical staff and end-users. It reflects the product status at the time of writing and therefore the contents are subject to change without notice. Whilst every effort has been made to avoid errors in compiling this publication, Access Communications Pty. Ltd. disclaims liabilities for any difficulties arising from the information or from the interpretation of the information contained herein.

For system support and service, please contact:



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Nomenclature used in this publication.

The instructions in this publication may often ask you to “press” a specified key. The word “press” means “press and release”, not “press and hold”.

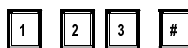
You may also be instructed to “dial”. The word “dial” means: “using the dial-pad of your keystation, press the nominated numbers and/or symbols in the sequence given”. Where the digits dialled are to be determined by you, the guide will show this symbol:



Keys designated with a specific name (i.e. “function”) are shown in this publication as:



Dial-pad keys are shown as:



Lifting the handpiece from a telephone is shown as



indicates that the telephone handset is re-
or that the telephone must be idle.



placed



Notes, hints and additional explanation are indicated by use of the symbol shown adjacent to this paragraph.

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How to find the information you need.

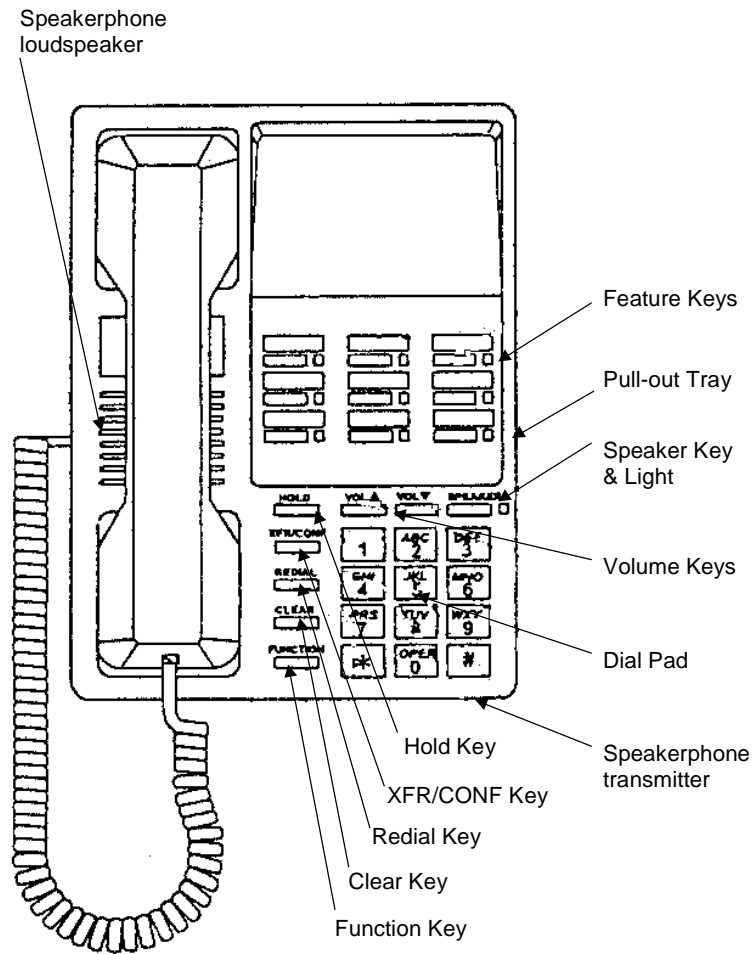
May we suggest that you begin by reading Section 1 carefully which will introduce you to the layout of the telephone and describe the lights and tones used by the system to indicate call or resource status.

Then use this guide as a reference source to learn more about a specific feature or operational procedure.

Keep your associated Quick Reference Guide handy to refresh your knowledge on common telephone operations.

If you want	Refer to
General information	Section 1
Information on tones & lights	Section 1
To use a specific feature	The index (to point you to a page)
A definition of a term	The glossary
The definition of a feature code	Appendix 2
Information on answering calls	Section 2
Information on making calls	Section 3
Call handling information such as call-holding /transferring	Section 4
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Your telephone layout.



APPENDIX 4.

Suffix Codes.

Suffix codes are automatically appended by using a soft-key on a display telephone to the end of a dialled number to instruct the system to invoke an instruction such as “intrude on this call”. The Code Look-up table allows you to see the value of these codes for your system. Non-display telephones and analog telephones may manually use these codes to initiate a system response such as “camp-on” to a busy extension.

System default values are shown in the table below.

Feature	Code
ICM Voice/Ring	2
DND Over-ride	3
Camp-On	4
Call-Back	5
Intrusion	8
Message Waiting	9
ICM OHVA	0
VM to ____	7

APPENDIX 3. System default numbering plan.

The table below shows the default numbering plan for Hytel digital telephone systems. As well as defining the extension numbering range (200-399), the numbering plan also defines the numbers reserved for system resources such as paging etc. Note that the allocated numbers may exceed the actual physical system capacity.

Resource	Assigned Numbers	96/120 System Physical Capacity	412/616/620/824 System Physical Capacity
Extension numbers	200-399	96/120	12/16/20/24
Paging groups	400-429	24	8
UCD Groups	430-459	24	16
Call pickup groups	460-489	24	8
Abbreviated numbers	500-599 (individual 1000 600-699 (system)		500
Exchange lines	700-799	48/72	4/6/8
Exchange routes	100-129	24	8
Background music	800-809	2	1
Loud bell	810-819	2	1
External paging amplifier	820-829	2	1
Operator	0	1	1
Exchange line access	9	1 route	1 route

The diagram on the opposite page represents a Hytel digital non-display telephone (with 9 programmable feature keys).

Clear Key

Press this key to cancel any task you are performing or to terminate a call. The key is also used to conclude programming of certain features.

Dial Pad

Use the dial pad to dial telephone numbers, to enter numeric data whilst programming or to enter alphabetical characters into the abbreviated dialling directories or into system messages.

Function Key

Most feature codes are set and cancelled by pressing this key followed by dialling the digits for the desired feature code.

This key is also used to access abbreviated numbers (speed dial numbers) stored on the “upper level” of a feature key.

Hold Key

Press this key to place a call on hold. The key is also used to go back one level when programming certain features.

Pull Out Tray

The tray holds a card so that you can note frequently dialled numbers, the contents of dual function feature keys or function codes you may want to occasionally use.

Section 1 – Introduction

Feature Keys

You have 9 of these keys. Each key is associated with a dual-coloured light and the key can be one of the following:

A line key. Press this key to access an outside line and answer or make a call.

A Direct Station Select (DSS) key. Press this to access an internal extension or a resource such as paging, background music etc.

A frequently used feature such as Call forward, Do not disturb, Auto redial etc.

An abbreviated number. Press this key to speed dial the stored number.

Refer to page 13 for a table which describes the meaning of the associated lights.

Feature keys have a second “level” which can be used to store abbreviated numbers. To dial a number stored on the “upper level”, first press the function key and then press the appropriate feature key to dial the number.

Redial Key

Although this key is programmable, it is usually used to redial the last outside number dialled from your telephone.

Speakerphone

The speakerphone enables you to make hands-free calls. It is also used off hook voice announce calls, alert calls and for system paging calls.

APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
User Saved #	F5*	Allows a user (active on a call) to manually save a number for later re-dialling
VC Msg Del	F*64	Used to turn off a lit voice mail LED if it fails to normally extinguish after messages have been read.
Voice Deny	F*98	Disables voice call function.
Voice Select	F98	If enabled, ICM calls are immediately received in handsfree mode.
Voice MW Key	F64	Accesses system voice mail features
Wait Dialtone	F79	Used in a decadic dialling string.

APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
Page Answer	F59	Answers a page and connects to the extn that initiated the page.
Pause	F70	Used in a decadic dialling string.
Premises Msg	F90	Allows a premises message to be set.
Pre Msg Del	F*90	Deletes a previously set premises message
Private Talk	F57	Used in conference mode to talk privately with only one party.
Reminder Del	F*92	Deletes a reminder call.
Reminder Call	F92	Phone rings at time specified.
Room Ready	F7#1	Changes room status to “room ready” in hotel/motel mode.
Room Status	F7#	Prefix code for room status codes. Used in hotel/motel mode.
Saved No. redial	F51	Allows user to store last number dialled for later re-dialling.
Sup. Monitor	F58	Allows UCD Supervisor to monitor UCD agent calls.
UCD Override	F6#	Allows UCD traffic to be redirected to UCD group 24
Unsup. Conf.	F77	Leaves outside parties connected together in an unsupervised conference mode.

Speaker Key and Light

The speaker key turns your speakerphone on and off. Use it to answer or disconnect a hands-free call. The speakerphone is active when the light is lit.

The key is used to activate the group listen feature.

To switch to hands-free mode from a handset call, simply press the speaker key and hang-up the handset . To return to handset mode, just lift the handset up.

Volume Keys

Use the volume keys to independently adjust the volume of the ringer, the speaker, background music, the handset volume and the volume of the group listen feature. The volume can be adjusted in six steps (0 through 5).

XFR/CONF Key

This key is used when transferring calls or when establishing conference calls.

Understanding the lights on your telephone.

The lights on your telephone are used to tell you the status of a line, a feature or another extension. The lights are situated beside each feature key. The tables below describe what the colour and action (fast or slow flash) of the light indicates.

Line keys are feature keys programmed to access an outside exchange line.

DSS keys (Direct Station Select) are feature keys programmed to access another extension or a system resource such as paging, background music etc.

Feature keys are keys programmed to invoke a specified system function such as call forward, mute, alert, etc.

Dark (off)	(Line) (DSS)	Trunk not in use Resource in idle state
Solid Red	(Line) (DSS)	Trunk (or trunk route) in use Resource is busy
Slow Flashing Red	(Line) (DSS)	Trunk on hold by another extension Resource is in Do Not Disturb mode
Fast Flashing Red	(Line) (DSS)	Incoming trunk call Incoming intercom call
Twinkling Green	(Line) (Feature)	You are on a trunk call You are on an intercom call
Fast Flashing Green	(Line)	Trunk exclusively held by you

APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
ICM Key	F65	Used to give intercom dialtone to a specified feature key.
Last # Redial	F8	Automatically redials the last number dialled. Used for the redial key on the keystation
LCR Key	F67	Allows voluntary access to LCR Functions for a call.
Lock Phone	F97	Used to block ALL (including 000) outgoing trunk calls. Also used to allow users to change their password.
Lookup	F#5	Displays resource allocation numbers and lists feature codes
MPD Check	F7#4	In hotel/motel mode, allows an extensions meter to be checked.
MSG Waiting	F96	Access outgoing message function
Mute key	F76	Disables the handset transmitter and the keystation microphone.
Night Sw. Key	F63	Allows the system attendant to place the system in night-switch mode.
No Ring Xfr.	F73	Allows a trunk call to be parked at any valid extn directory number.
No_Ans Fwd	F24	Calls are forwarded if not answered before the no-answer time expires.
Page Accept	F*99	Allows keyset to receive a page.
Page Deny	F99	Disables paging at the keyset.

APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
External Fwd	F26	Allows calls to be externally call-forwarded
[Follow] FM	F23	Used at a remote extension to divert calls from your normal extension.
[Follow] To	F25	Used at your normal extension to divert calls to a remote extension.
Force Clr Trk	F#9	Access force-clear-trunk menus
Forced Rlse	F74	Used by a non-display phone to force-release a conference participant.
FTR Key Prog	F#3	Allows Feature Keys to be user-Programmed from handsets
Get Held Trk	F7*	Retrieves calls placed on system hold
Headset Del	F*9#	Disables headset mode
Headset Func.	F9#	Enables headset mode
Hot Key	F93	If enabled, users can dial without lifting the handset or pressing the speaker key
Hot Key Del.	F*93	If disabled, users must lift the handset, press the speaker key or press a resource key to get dialtone.
Hotline	F9*	If enabled, the user automatically access a resource by going off-hook
Hotline Del.	F*9*	Disables the hotline feature

Understanding the System Ring Signals and Tones.

The first table below tells you how to interpret the different ring signals that are received by your telephone. The second table helps you identify the system tones you hear on your handset or loudspeaker.

Ring Signal	Description
Single ring	(a) Hold reminder (b) Confirmation tone
Two short rings	Error tone
Continued single ring	(a) Incoming outside call
Two double rings	Call-back call
Continued double ring	Incoming intercom call

Tone	Description
Continuous	Internal dial tone
Continuous with a “stutter”	(a) You have invoked a feature that affects other extensions calling you (such as DND). (b) Your call will be routed through
Long tone (1 second)	You are ringing another extension
Repeating short tone	The called extension busy
Fast-repeating short tone	The called extension is in DND mode




When programming or setting functions on your telephone, a single ring is used as confirmation tone to indicate that the programming was successful. A short double-ring indicates that your programming was not successful.

Care of your telephone.

Make sure your telephone is placed on a firm level surface or is securely fixed to the wall. Protect it from being accidentally dropped or damaged.

Periodic cleaning with a soft cloth dampened with glass cleaner or a mild non-abrasive detergent will help keep your telephone looking new for years.

 Do not spray aerosol cleaner or pour any liquids directly into the telephone.

WARNING

To prevent fire or shock hazard, do not expose the telephone to rain or any other type of moisture. If it is accidentally exposed to a liquid, immediately unplug the telephone from the wall outlet.

Your Hytel Digital Telephone System.

The Hytel Digital Key Telephone System has been designed for maximum flexibility. The system features and functions are configured by the installer using a DOS-based PC programme.

Depending on your type of system and the way it has been programmed, not all features or options described in this publication may be available on your system or available to a specified extension.

If necessary, contact your telephone system administrator or your telephone maintenance support technician for further information and assistance.

APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
CO Flash	F3	Generates a momentary (100mS) open on an exchange line.
Conference	F60	Sets up a 3 or 4 party conference.
Data Key	F66	Not used in Aust. Used with Data Key-stations.
Data Rate Sel	F75	Not used in Aust. Used to set baud rate on Data Keystations.
DB Prog	F#0	Access to Attendant Programming
Default Set	F69	Returns some keystation features to default settings.
Del MW_to	F*#9	Used by system to clear MW settings
Direct Dial	F52	Accesses Directory Dialling feature
Direct FWD	F22	Forwards calls without regard to the status of the extension.
Distinc. Ring	F#7	Selects ring cadence
Do Not Disturb	F4	Stops incoming calls ringing at the station.
DSS Key Prog	F#4	Allows DSS keys to be programmed
Dual Func Key	F#1	Allows upper level of a dual function key to be programmed
Ext Ftr Check	F#8	Allows display station users to check features enabled for their station

APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
Auto Hold	F94	If on a call, and another system resource (line, DSS etc) is seized, the first call is put on automatic hold.
A_Hold Deny	F*94	Denies use of Automatic Hold to the extension.
Auto Line Sel	F95	Allows user to choose intercom dial-tone, trunk or trunk route when going off-hook.
Auto Line Del	F*95	If disabled, the user must press a resource key to access dial tone.
Auto msg Note	F72	Sends an automatic message to a nominated extn every-time the extn handles a call.
Auto Redial	F78	Automatically keeps redialling a busy telephone number.
Auto Transfer	F54	When enabled, allows a blind transfer to occur by pressing a DSS key.
Busy Fwd.	F21	Calls are forwarded if busy or in DND
Call Fwd	F2	Prefix to access call forward features.
Call Pickup	F53	Pickup calls ringing or held on another extn in the same tenant group
CBCK Delete	F*#5	Deletes a single call-back call
CBCL All Del	F*#5*	Deletes all call-back calls
Check In	F7#2	Check-in a room in hotel/motel mode.
Check out	F7#3	Check-out a room in hotel/motel mode

Answering Calls.

If you have the Auto Answer feature set to “on”, answering an internal or an outside call is as simple as picking up the handset or pressing the speaker key if you want to take the call in hands-free mode.


If Auto Answer is set to “off” you will need to press the feature key adjacent to the fast-flashing red light which is associated with the calling resource (a line key, an intercom key etc).

Section 2 – Answering Calls




Call Pickup.

Call pickup allows you to answer a call that is ringing at another resource.



To answer a call at a ringing loud bell simply dial the ringing loud bell number.

-  1. Dial the Loud Bell resource number (810 – 811) and talk to the caller.

Use directed call pickup to answer a call ringing at another extension or on a virtual number. One of your feature keys can be programmed as F53 to give you one-touch operation.

-  1. Press the function key and then dial 53.
OR
 Press the designated feature key.
- OR
-  2. Dial the number of the ringing extension or virtual number and talk to the caller.

By dialling your group pickup number you can answer an incoming call to another group member's telephone. If you need to regularly do this, a feature key can be programmed with your pickup group resource number to give you easy one-key operation.

-  1. Dial your pickup group number (460-483)
OR
 Press the designated feature key.
2. Talk to the caller.

APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
Abbr. Dialling	F1	Allows access to programme individual abbreviated dialling numbers.
Account Code	F71	Used to input account code info. On an outgoing exchange call.
Agent Help	F61	Sends message to the UCD group supervisor.
Agent Log Off	F91	Removes the extension from the UCD group.
Agent Log On	F*91	Logs an extension onto the UCD group
Alarm reports	F62	Key will light of a system alarm occurs.
Alert	F50	Whilst using the handset on a call, an independent simultaneous ICM call can be established over the speaker.
All CFW Del	F20	Deletes all Call Forward destinations
Auto Answer	F6*	If set "off" the user must press a feature key to answer an incoming call.
Authority Code	F55	The code consists of the extn. No. and the password. When the correct codes are entered the extn COS (and other parameters) is transferred to the phone for 1 minute.

APPENDIX 1. Glossary of communication terms.**UCD**

Uniform Call Distribution. A group of (usually) extensions amongst which incoming calls are distributed (rang) in a pre-determined pattern. UCD calls are automatically queued with agents receiving periodic reminders.

UCD supervisor

An extension nominated as the supervisor of a UCD. They have the ability to act as the “agent help” contact and can also monitor UCD calls answered by individual agents.

Un-announced transfer

See *blind transfer*

User

Any person who uses the facilities or makes or receives calls from the Hytel system.

Virtual number

A system number without a physical presence. It can be used to park or hold calls.

Calling another extension (intercom call)

To call another extension, a hunt group, a virtual number or a system resource hands-free, simply dial the appropriate number. Alternatively, if you want to use the handset instead of the loudspeaker, just pick up the handset before dialling.

If the called extension does not answer you can:

Dial suffix digit 5 to place a call-back.

Leave a “call me” message by dialling suffix digit 9.

Leave a voicemail message by dialling suffix digit 7 (assuming the system is voicemail equipped).

If the called extension is busy you can:

Leave a “call me” message by dialling suffix digit 9.

Camp On to the busy extension by dialling suffix digit 4.

Leave a voicemail message by dialling suffix digit 7 (assuming the system is voicemail equipped).

If the called extension is in Do Not Disturb mode, you may be able to dial suffix digit 3 and use the DND Override feature to force your call to ring through.

If the called extension is in “voice-call-allow” mode (i.e. it is programmed to be automatically answered in hands-free mode), You will hear just a single burst of ring tone. You can either leave a call back or “call me” message as described above or alternatively you can invoke the “voice to ring interchange” feature by dialling suffix digit 2 to force the called telephone to ring.

Setting a Call-me Message.

If you place a call to an extension that is either busy or does not answer, you can leave a “call me” message.

A “message waiting” text message is sent to display telephones.

If the called telephone is a non-display telephone with a “message waiting” feature key or an analog telephone with a “message waiting” lamp, the associated LED/lamp will be lit.

To leave a “call me” message at another extension:



1. Dial the extension number.



2. If the extension does not answer or if they are busy, dial 9 to leave a “call me” message.

3. Receive confirmation tone.

To delete an individual message you have sent:



1. Press the function key and dial *#9.



2. Dial the target extension number.

3. Receive confirmation tone.

To delete all messages you have sent:



1. Press the function key and dial *#9*.

2. Receive confirmation tone.

APPENDIX 1. Glossary of communication terms.

system is operating. Call processing options can vary depending on the chosen service mode. The two most common operating modes are “day 1” and “night switch”.

independent switching system with its own group of extensions and exchange lines. Most Hytel installations employ only a single tenant group.

Speakerphone

The microphone and speaker that are part of your Hytel telephone. Using the speakerphone eliminates the need to pickup the handset.

Tone dialling

A method of dialling using two voice-frequency tones to send a “dialled” digit. Most telephones uses today employ this signalling method. (also see *decadic dialling*)

Station

Another word for “extension”

Trunk

Another word for “exchange line”.

Suffix

Digits added to the end of the dialled digit-string. Usually used to initiate action at the receiving exchange or KSU.

Trunk route

A group of exchange lines sharing some commonality (ie. connection to the same telephone company).

System administrator

See *attendant*. Although usually the same person, the role of “operator” can easily be split from the “administrator/attendant” role.

System resource

See *resource*.

Tenant group

A self-contained sub-system which operates like an

APPENDIX 1. Glossary of communication terms.

line.

Off hook

Physically lifting the handset or activating the speakerphone to make or receive a call.

On hook

Restoring the telephone to idle status (i.e placing the handset in the cradle or ensuring that the speakerphone is not activated if using hands free mode).

Operator

See *attendant*.

Outside call

See *external call*.

PABX

Private Automatic Branch Exchange. The unit that provides facilities to and interconnections between extensions.

PABX mode

External calls are made by dialling prefix digit 0 or 9.

Line keys are usually not provided on extension telephones, with auto-answer used to answer incoming external calls. (Also see *KSU mode*)

Park

Placing a call in a location where it is temporarily stored (i.e. held) .

Party

Any person using a system facility or resource or making or receiving a call.

Prefix

Digits placed in front of the number to be dialled (an STD code is a prefix).

Resource

Something belonging to the system that users can access. Typical system resources are exchange lines, music sources, paging amplifiers, virtual numbers etc.

Screened transfer

See *announced transfer*.

Service mode

The mode in which the whole

Message Waiting.



It is suggested that you programme a “message waiting” feature key (function 96) so you can receive visual indication of “call me” messages sent to you by other extensions. If no “message waiting” key is programmed, you will have no way of knowing if messages have been sent to you from other extensions.

If you have a “message waiting” feature key and a message has been sent to you, the associated LED will rapidly flash. Use the following procedure to respond:

1. “Message waiting lamp is flashing.
2. Press the “message waiting” feature key.
3. A call is sent to the extension that sent the message.



If the message waiting lamp continues to flash, you have at least one more message. Repeat the process to reply to all your messages until the message waiting lamp stops flashing.

Section 3 – Making Calls

Callback.

You can use the callback feature when you have placed a call to a busy extension or to an extension that does not answer. More than one party can leave a callback for the same extension. You will receive a callback when:

The busy extension becomes available.

The unattended extension is next used (i.e. makes or receives a call and then goes on-hook).

To set a callback at another extension:



1. Call an extension & receive busy tone
OR
receive no answer from the extension.



2. Dial 5.

3. Receive confirmation tone.

To delete an individual callback:



1. Press the function key and dial *#5.



2. Dial the extension number.

3. Receive confirmation tone.

To delete all call-backs:



1. Press the function key and dial *#5*.

2. Receive confirmation tone.

APPENDIX 1. Glossary of communication terms.

Restoring the telephone to idle status (i.e placing the handset in the cradle or ensuring that the speaker-phone is not activated if using hands free mode).

Hunt group

Term commonly used to indicate a group of lines or extensions that are called in sequential order. (see *UCD*)

Intercom

An internal call between two Hytel extensions.

Internal call

A call between two Hytel extensions.

Intrusion tone

A short duration tone sent to all parties in conversation to alert them that another party is about to connect across the call.

KSU

Key Switching Unit. The unit that provides facilities to and interconnections between extensions.

KSU mode

Calls (particularly external

calls). are typically answered or made by users having to first press a key to make or receive a call. Extension telephones therefore have a series of line keys. The Telecom commander is perhaps the best-known KSU-mode system. (Also see *PABX mode*)

LCD

Liquid Crystal Display. The display panel on your telephone that shows you information about your call, the system or your programming options/status.

Least cost routing (LCR)

A system feature that (depending on the digits dialled by an extension) automatically alters the number dialled to force the call via a preferred supplier or trunk route.

LED

Light Emitting Diode. A small solid-state light source used to indicate the change in status of a key on your telephone.

Line key

A feature key programmed to access or answer an exchange

APPENDIX 1. Glossary of communication terms.

series of timed pulses. (Also see *tone dialling*)

Dialpad

The group of 12 keys commonly used to dial numbers. They include digits 0-9 plus * and # keys.

Display

The part of your telephone that shows you information about your call, the system or your programming options/status. Hytel telephones have a two-line display.

DSS key

A “direct station select” key. A feature key programmed to call another extension (or any system resource). The extension (or resource) is called by simply pressing the key.

External call

A call that originated or terminated outside of the Hytel system (i.e. from or to a “normal” telephone service).

Feedback squeal

A howl or distortion in an amplified system caused by the input source being too close to the output source (i.e. the handset transmitter being too close to the telephones speaker).

Flash

A timed-loop-break (100 mS) signal sent from a telephone or KSU to initiate action at the telephone exchange (typically used with easycall features).

Forced account code

A number between 4 and 15 digits which is sent by an extension prior to making a call so that call details can be logged against a particular user.

Hands free

Using the speakerphone to converse with a caller.

Handset

The part of the telephone containing the transmitter and the receiver.

Hang up

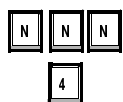
Responding to a callback.

The callback signal is two double rings. Unless the callback ring is immediately acknowledged (within 1 second after the cessation of the second double-ring) the callback will not occur.

To accept the callback and speak to the other extension simply pickup the handset or press the speaker key.

Camp On.

If the extension you have called is busy, you can use the Camp On feature and remain off-hook for the busy extension to become available. This feature is useful for an urgent call as it overrides any Callback Busy calls waiting at the extension. If your system is equipped with a music source you will hear music-on-hold while you are camped on. Only one call may camp on to a nominated extension at any one time. The target extension receives a single ring every 30 seconds while someone is camping-on. If you hear error-tone (two short rings), it indicates that another extension has already camped on to the called extension. You can still use the call-back feature to set up a call-back call when the target extension becomes free.



1. Call an extension & receive busy tone.
2. Dial 4 and receive music-on-hold.
3. When the extension hangs-up, the call rings through

To cancel the camp on while waiting for the extension to become available, hang up your telephone.

To cancel the camp on after the extension begins ringing, press the clear key.



A feature key programmed as an ICM key (function 65) is useful because it will flash whenever someone camps-on to your extension while you are on a call. The internal camp-on can be answered by first placing your existing call on hold and then pressing the ICM key.

APPENDIX 1. Glossary of communication terms.

Agent

A member of a UCD group. Groups can have just a single agent or multiple members.

Analog

A non-digital device that transmits and/or receives continuously varying signals. A fax machine or an “ordinary” telephone are both examples of analog devices.

Announced transfer

A transfer where the transferring party stays on the line and tells the second party who is calling (ie announces the call).

Attendant

The person nominated to look after the telephone system and the users. Can be called by dialling the “operator” digit. Responsible for some system programme updating.

Blind transfer

A transfer where the transferring party hangs-up before the called extension answers. The caller is connected to the second extension without them being advised who is calling.

Caller ID (CID)

A service provided by

telephone companies (usually at a fee per month per line) that sends information about the caller to the called party. With caller ID enabled, the calling parties telephone number will be displayed on your LCD (provided that the caller has not chosen to block their caller ID details).

Class of service (COS)

A number that is assigned to every extension. It is used to determine which system features are made available to that extension. It typically limits which external numbers the extension is allowed to call.

Conferee

A person who is taking part in a conference

Conference

A telephone conversation consisting of at least three members.

Decadic dialling

Dialled information from the telephone is sent to line as a

Calling the Operator / Attendant.

Depending on your system configuration, you can call the system operator / attendant by dialling either 0 or 9. (The alternate digit can be used to select an exchange line to make an outgoing call).

The default operator / attendant extension number is 201.

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Making an Outside Call.

There are several different ways you can select an exchange line to make an outside call.

Depending on the way your system is configured, you may need to:

Dial either 0 or 9 (depending on system programming) to get an outside line. (The alternate digit can be used to contact the system attendant).

Press a DSS key labelled with the exchange line you want to use.

If you voluntarily want to use Least Cost Routing (LCR) on a call you must first press a feature key designated as LCR (or alternatively press the function key and then dial 67).

If your extension is programmed to use the Forced Account Code (FAC) feature, you will need to enter the account code details before you are able to dial your wanted number.

In all four cases, you then simply dial the outside telephone number (including international access or area code) that you want to call.



You may voluntarily enter FAC details at any time on either an incoming or an outgoing exchange call by using Function 71 (or pressing a designated feature key) and then entering the FAC digits. Finish by pressing the (*) key to save the FAC details. You will then hear confirmation tone.

Re-setting your telephone.

Using the default set procedure restores specific system features to their default values.

The features and their re-set values are:

Do not disturb is cancelled
Call forward programming is cancelled
Secretarial hot line is deleted
Voice calls are denied
Paging is accepted
Auto line select is set to intercom calls
Headset mode is disabled
Auto hold is denied
Data rate is set to 9600 bps (not used in Australia)
UCD agent is logged on
Mute is disabled
Premises messages are cancelled
Auto transfer is disabled
All volume levels are set at default values.

To reset your telephone to default values:








1. Press the function key and dial 69*.

2. Receive confirmation tone.



If you are experiencing problems with one extension, performing this reset procedure often clears up any mis-programming and allows the extension to function normally again.

Programming a Feature under a feature key:

1. Telephone is idle.
2. Press the function key and dial #3.

3. Press the feature key you want to programme.

4. Dial 2.

5. Press the function key and dial the appropriate feature code digits.

6. Press the hold key to “save” your selection.

7. Receive confirmation tone.

To programme a
DSS key
for di-



Follow steps 1-3 above.

4. Dial 1.



5. Dial the appropriate resource code or extension number

rect-calling
an extension
or a resource
key which is
to be



Follow steps 6 and 7 above,

Refer to the companion publication which gives you more information about programming feature keys on your telephone.

used to select a system

Least Cost Routing.

The Hytel Digital Telephone System can be programmed to use Least Cost Routing (LCR) for outside calls. It will have also been programmed to either automatically force nominated extensions to use LCR, or allow voluntarily use of the feature on a call-by-call basis.

If automatic LCR is programmed for your extension, you will hear a “stutter” dial tone when you attempt to make a call. After you dial the number you want to call, you will experience a pause (approximately 8 seconds) while the system analyses the digits you have dialled and chooses the appropriate routing for the call. Depending on system programming, you will either then hear the system re-dialling your number or experience another pause while this redialling is taking place.

Voluntary use of LCR on a call-by-call basis is implemented by following the procedure outlined on the previous page.

Forced Account Code.

If your system has been programmed for compulsory Forced Account Codes, you must enter a valid Forced Account Code number before you are able to dial your wanted outside number.

An account code is between 4 and 15 digits in length and may consist of a Client code, a Matter code and a User code. Your system may have been programmed to accept just two of these codes or just a single code.

Your telephone system administrator can give you specific details on the codes that have been programmed for your system.

Redialling

The Hytel system is capable of four different redial options:

Last Number Redial
Automatic Number Redial
Saved Number Redial
User Saved Number Redial

Last Number Redial redials the last outside number dialled from your telephone. In the default layout, this is the key marked “redial” on the left-hand-side of your keypad. If you constantly prefer to use another redial option, the key may be reprogrammed to your most-used redial preference. Pressing the key (or pressing the function key and dialling 8) automatically selects an exchange line and redials the number.

The last outside number dialled from your telephone is also stored in the Automatic Busy Redial (ABR) number store. Pressing a ABR feature key (programmed with function 78) or pressing the function key and dialling 78, automatically repeatedly dials the number until either the called party answers or the number of call-attempts specified in system programming is reached.

Saved Number Redial (SNR) is used to store the number of your current outside call for redialling at a later time. Pressing a SNR feature key (programmed with function 51) or pressing the function key and dialling 51 at any time during an outgoing call will store the number you have dialled. The number is retained in the store until you save another number in its place. To redial the stored number press the SNR feature key or press the function key and dial 51.

Changing your password.

Some system features such as remote follow me call forward and authority code require you to enter a password. The default password for all users is 0000 (four zeros) and this may be changed to provide protection when you want to programme some system features.

To change your password:



1. Press the function key and dial 97.



2. Dial your existing password.



3. Dial your new password.

4. Receive confirmation tone.



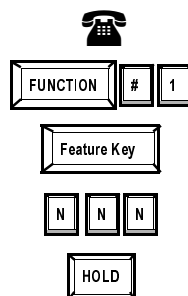
If you can't remember your password, you will need a service call from your technician to re-programme your password to the default value .

Programming an Abbreviated Number on the “upper level” of a dual function feature key:



All 9 feature keys on your non-display telephone are dual- function keys.

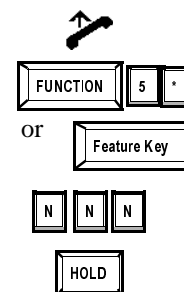
Default resource numbers for storing abbreviated numbers are in the 600 range for common abbreviated numbers and in the 500 range for individual numbers. Note that the actual abbreviated number resource codes on your system may differ from this (depending on system programming).



1. Telephone is idle.
2. Press the function key and dial #1.
3. Press the feature key you want to programme.
4. Dial the abbreviated directory number.
5. Press the hold key to save your selection.
6. Receive confirmation tone.

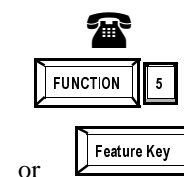
User Saved Number Redial (USNR) is used as a paperless way to store a telephone number. To use this feature you must be active on a call and you need to be able to store a number for later redialling. The number can be any digit-string you want to save. Pressing a USNR feature key (programmed with function 5*) at any time during a call will allow you to store a number. The number is retained in the store until you save another number in its place. If you do not have a USNR feature key, you can store a number by pressing the function key and dialling 5*. To later redial the stored number, press the USNR feature key or alternatively press the function key and dial 5*.

To store a number:



1. Telephone is in use on a call.
2. Press the function key and then dial 5*.
OR
Press the designated feature key.
3. Dial the number you want to store.
4. Press the Hold key to save the number.
5. Receive confirmation tone.

To dial a stored number:



1. Telephone is idle.
2. Press the function key and then dial 5*.
OR
Press the designated feature key.

Dialling Abbreviated Numbers.

The Abbreviated Numbers feature lets you store a telephone number up to 20 digits in length and subsequently dial that number by dialling its three-digit resource number.

Default resource numbers for storing abbreviated numbers are in the 600 range for common numbers and in the 500 range for individual numbers. Note that the actual abbreviated number resource codes on your system may differ from this (depending on system programming). Common abbreviated numbers are shared by all extension users. Individual abbreviated numbers are specific to your telephone.

Refer to Section 6 – Abbreviated numbers (page 106-116) for information about storing individual abbreviated numbers.

An abbreviate number may be assigned to:

- A feature key
- The upper level of a dual-function feature key
- A key on a DSS unit.

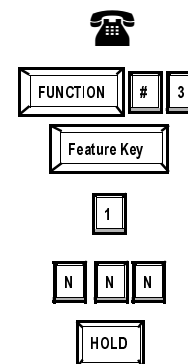
To dial an abbreviated number which is not assigned to a feature key or to a key on a DSS unit, dial the three digit resource number for the number you want to call (i.e. dial 600 to call the first common number, dial 610 to call the eleventh common number, dial 500 to call your first individual abbreviated number etc)



1. Phone idle.
2. Dial the resource number

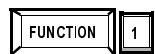
Programming an Abbreviated Number on a feature key:

Default resource numbers for storing abbreviated numbers are in the 600 range for common abbreviated numbers and in the 500 range for individual numbers. Note that the actual abbreviated number resource codes on your system may differ from this (depending on system programming).



1. Telephone is idle.
2. Press the function key and dial #3.
3. Press the feature key you want to programme.
4. Dial 1.
5. Dial the abbreviated directory number.
6. Press the hold key to save your selection.
7. Receive confirmation tone.

To store a forced account code as an individual abbreviated number:



1. Press the function key and dial 1.



2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to use.



3. Dial 2.

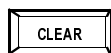


4. Dial the forced account code number you want to store.



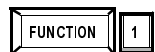
5. Press the hold key to save the number.

6. Receive confirmation tone.



7. Press the clear key to exit.

To delete a forced account code previously assigned to an individual abbreviated number location :



1. Press the function key and dial 1.



2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to delete the FAC from.

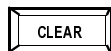


3. Dial 2.



4. Press the hold key.

5. Receive confirmation tone.



6. Press the clear key to exit.

To dial an abbreviated number assigned to a DSS key or assigned to the lower level of a feature key, simply press the appropriate feature or DSS key.



1. Telephone is idle.



2. Press the feature key.

To dial an abbreviated number that has been assigned to the upper level of a dual function feature key, first press the function key (to switch to the upper level) and then press the appropriate feature key.



1. Telephone is idle.



2. Press the function key.



3. Press the feature key.

Conference calls.

The conference function allows you to connect up to three other parties into a conference. The conferenced parties can be any combination of extensions and exchange lines. The Hytel Digital Telephone System is capable of supporting up to eight simultaneous four-party conferences.

The person who establishes the conference is the conference controller and has the ability to:

- speak privately with a single party;
- force an individual party out of the conference;
- exit the conference.

If there is at least one other extension involved in the conference and the conference controller exits the conference by hanging up, the last extension added to the conference becomes the new conference controller.

If the conference controller is the only internal party in the conference, the conference is terminated and all parties are disconnected when the conference controller hangs up.

If the conference consists of the conference controller and at least two outside parties, the conference controller can exit the conference and leave the outside parties connected in an unsupervised conference if the controller uses the “unsupervised conference” feature code (function 77) before hanging up. Any one of the outside parties can then control the conference by:

• dialling 0* to extend the talk time (within 10 seconds of hearing the end-of-conference warning beeps)

• dialling 0# to end the conference after conversation has finished and before terminating their connection.

Assigning a specific exchange line or a specific trunk route to an individual abbreviated number location will ensure that the nominated exchange line or route is always used when dialling the stored telephone number.

To assign an exchange line or a trunk route:



1. Press the function key and dial 1.



2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to use.



3. Dial 3.



4. Dial the number of the exchange line or the trunk route you want to use.

5. Receive confirmation tone.



6. Press the clear key to exit.

To delete trunk/route details previously assigned to an individual abbreviated number location:



1. Press the function key and dial 1.



2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to delete trunk/route details from.

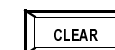


3. Dial 3.



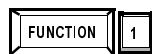
4. Press the hold key.

5. Receive confirmation tone.



6. Press the clear key to exit.

To store an external telephone number as an individual abbreviated number:



1. Press the function key and dial 1.



2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to use.



3. Dial 1.

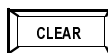


4. Dial the telephone number you want to store.



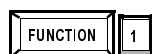
5. Press the hold key to save the number.

6. Receive confirmation tone.



7. Press the clear key to exit.

To delete an external telephone number previously stored as an individual abbreviated number:



1. Press the function key and dial 1.



2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to delete the telephone number from.

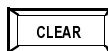


3. Dial 1.



4. Press the hold key.

5. Receive confirmation tone.



6. Press the clear key to exit.



In an unsupervised conference, it is **ESSENTIAL** that one of the parties terminates the conference correctly (by dialling 0# before terminating their connection) to release the exchange lines on the Hytel system. Failure to do this will result in the exchange lines used for the conference being held until the end of the system conference-timer time-out period (which can be set up to 10 minutes).

The conference controller can re-enter an unsupervised conference at any time by pressing the function key and dialling 77 (or using a feature key programmed as function 77).



If you regularly set up unsupervised conferences, programming a “unsupervised conference” feature key (with function 77) will make your task a lot easier.

There are two ways you can set up a conference call and these are explained on the following page;

the first method involves the use of the existing keys labelled “function” and “xfr/conf” to set up your conference

the second method involves setting up a “conference” feature key (with function 60) and then using this key to set up your conference.

Whilst operationally different, both methods produce exactly the same results. It's just a matter of selecting the method that you find easiest to use.

Conference calls – method 1.

This method uses the pre-programmed “function” and “xfr/conf” keys.



1. Call the first conferee using normal procedures.



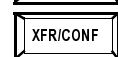
2. Press the “hold” key.



3. Call the next conferee using normal procedures.



4. Press the function key and then press the xfr/conf key to create the (3-party) conference.



5. Repeat steps 2, 3 and 4 to create a 4-party conference.



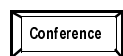
1. Call the first conferee using normal procedures.



2. Press the “hold” key.



3. Call the next conferee using normal procedures.



4. Press the “conference” key to create the (3-party) conference.

Conference calls – method 2.

5. Repeat steps 2, 3 and 4 to create a 4-party conference.

Storing personal abbreviated numbers.

Pages 28-29 of this guide gave you an overview of both system and individual abbreviated numbers and instructions on how to dial them.

This section of the user guide shows you how to store individual abbreviated numbers into your personal abbreviated-number-store (default resource code numbers 500, 501 etc). System abbreviated numbers can be stored only via attendant programming procedures (refer to the companion guide for details on how to do this).

Pages 91-92 of this guide will show you how you can assign a stored abbreviated number to either level of a feature key for subsequent easy use.

The quantity of personal individual abbreviated numbers assigned to your extension is nominated in system programming and can be increased to suit your needs. You are able to store a number up to 20 digits long.

A forced account code may also be stored as an individual abbreviated number to give you an easy code entry procedure. Store your FAC abbreviated number code on a feature key and use that key as a one-touch key to enter your account code.

If you store an external telephone number you are also able to specify a particular exchange line or a particular trunk route that will always be used for the call.





You can use the hold key to go back one level while you are programming and you can use the clear key to exit programming at any time.

Adjusting volume levels.

There are two keys on your telephone beneath the feature keys that can be used to independently set the volume of:

- incoming ring
- received speech on the handset
- received speech on the speakerphone
- received speech on a headset
- received speech for the group listen feature
- background music.

The key  is used to increase the volume by repeatedly pressing it while the event that you want to adjust is happening (ie you adjust the level of incoming ring while your telephone is receiving an incoming ring).

The vol  key is used in a similar manner to decrease the volume of an event whilst it is happening.

Placing the conference on hold.



Press the hold key.

You receive system dial tone, enabling you to make a call. All other conferees receive music-on –hold.

To return to the conference (if there is at least one external conferee):



1. Press the function key and then dial 7*

OR

OR



Press the “held trunk” feature key

If the conference is with internal parties only, you must have a feature key programmed as an ICM key (function 65) or as a DSS key for one of the conferees. You press one of these keys to return to the conference:



or

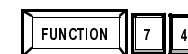
1. Press the DSS key of one of the conferees.

OR



Press the ICM feature key

To force-release one conference participant.



1. Press the function key and dial 74.



2. Dial the trunk or extension number you want to release from the conference.

To activate the private talk feature.

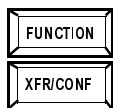
1. Press the function key and dial 57.



2. Dial the trunk (or extension) number you want to privately talk with.

While you are talking privately with one conferee, the other conferees hear music-on-hold.

To return to the full-conference mode:

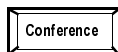


1. Press the function key and then press the xfr/conf key.

OR

Press the “conference” feature key.

or

To form an unsupervised conference.

1. Set up a conference with at least two external participants.



2. Press the function key and then dial 77

OR

Press the “unsupervised conference” feature key.

or



You can rejoin the conference at any time by repeating step 2.

Ending a conference.

1. Wait for the other parties to disconnect
OR
force-release the other parties.

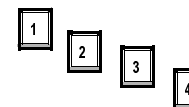
Distinctive ring.

This feature allows you to choose between four different sounds for incoming rings so that you can identify your extension's ring from other nearby telephones. The sound you select is universally applied to all ring signals received by your extension.

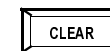
To set distinctive ring :



1. Press the function key and dial #7.



2. Dial 1, 2, 3 or 4 and listen to the four different sounds. Stop when you have heard the sound you want.



3. Press the clear key to save your selection and return your telephone to normal.

Auto answer.

When auto answer is set on (default condition) you answer calls by simply lifting the handset or by pressing the speaker key.

If auto answer is set off, you must first press an appropriate feature key (ICM key or trunk key) to answer the call.

To turn auto answer on:



1. Press the function key and dial 6*.
2. Receive confirmation tone.

To turn auto answer off:



1. Press the function key and dial 6*.
2. Receive confirmation tone.

Off-Hook Voice Announce Call.

The off-hook voice announce feature (OHVA) allows you to interrupt a busy extension and connect to that extension using the speakerphone. The feature is programmed at system level to either connect immediately or to connect after a specified time delay.

If the system is programmed to connect after a specified delay, the called party has the option of rejecting the OHVA call (by pressing soft key F2 below the word “reject”) before the interruption takes place.

To be able to place an OHVA call, the called extension must:

- be a 20 button display telephone
- be using the handset on their call
- not be connected to a 16 port board (96/120 systems).

If you attempt to place an OHVA call to the wrong type of telephone on or if the called party is using hands-free mode, you will receive a fast busy signal instead of confirmation tone.

To place an OHVA call:

1. Receive busy tone from the called extension.



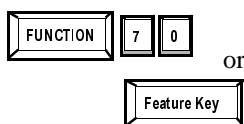
2. Dial suffix digit 0.
3. You are connected to the speaker of the called extension.

To terminate an OHVA call:

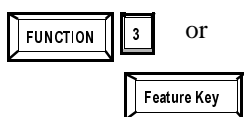
The OHVA call is terminated when the calling party hangs up or when the called party presses soft key F2 below the word “reject”. A called party can also use the F2 key to immediately reject an OHVA call if they do not wish to accept it.

Decadic dialling elements (pulse/tone, flash etc).

These special dialling elements are only required if your system uses pulse (decadic) dialling on outgoing external calls. Your system administrator will be able to tell you at what stage during dialling you need to insert these special elements. You can programme feature keys with the different dialling elements you need to regularly use.

To insert a pause.

1. Press the function key and then dial 70.
OR
Press the “pause” feature key.


To insert a flash.

1. Press the function key and then dial 3.
OR
Press the “flash” feature key.

To insert a wait-for-dialtone pause.

1. Press the function key and then dial 79.
OR
Press the “wait for dialtone” feature key.

To convert from pulse to tone signalling.

Dial  when you need to start sending tone signals as part of your call and continue to dial the digits you need to send. This is used to access remote facilities such as voice mail systems, queuing systems, on-line transactions etc.

To activate the hotline feature:



1. Press the function key and dial 9*.



2. Dial the number of the resource you want to use.



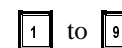
or 

or 

3. Select the service mode by:
dialling 1 for day
OR
dialling 2 for night
OR
dialling 3 for always



or



4. Dial 0 for immediate action
OR
dial a digit between 1 and 9 representing the number of seconds delay you want to include.

5. Receive confirmation tone.

To cancel a hotline:



1. Press the function key and dial *9*.

2. Receive confirmation tone.

Hotline.

This feature allows an extension to automatically access a given resource each time the extension goes off-hook. The resource can be:

- another extension
- a specified exchange line or trunk route
- an abbreviated number
- a pickup group, a UCD group or a paging group.

You need to specify whether the hotline operates only in system day-mode, or system night-mode or always.

The chosen resource can be accessed immediately the extension goes off-hook or after a specified time delay between 1 and 9 seconds. The time delay gives the user time to dial another resource before the hotline feature takes effect.



Your technician can advise you on the resource numbers applicable to your system.

Placing Calls On Hold.


Both external and internal calls can be placed on hold at any extension. You can simultaneously place several calls on hold, with calls being retrieved in the order in which they were placed on hold (i.e. the call placed on hold first is retrieved first).

While their call is being held, the calling party hears the music-on- hold (MOH) source that is connected to your system. If your system does not have a music source, the caller will hear chimes.

Extensions that have placed a call on either individual hold or system hold receive a “hold reminder” tone after the expiration time of a pre-programmed system timer (default value 60 seconds).

Holding internal calls.

To place an internal call on hold:

To re-trieve an internal call placed on hold:

1. Press the hold key.



1. Hang up the handset
OR
Press the speaker key if the call was in hands-free mode.



2. Pick up the handset
OR
Press the speaker key.

Holding external calls.

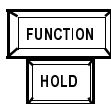
External calls can be placed on either system hold or individual hold. A call placed on individual hold can only be retrieved at the extension telephone from which it was placed on hold. A call placed on system hold can be retrieved at any extension.

Exchange calls placed on individual hold revert to system hold after a pre-programmed timer expires (default value 3 minutes).

If multiple exchange calls are placed on hold, the held trunk retrieve feature code (function 7*) can be used to retrieve calls on a first-in first-out basis (i.e. the call on hold for the longest time is retrieved first).



To place an outside call on system hold, press the hold key on your telephone.



To place an outside call on exclusive hold (i.e. prevent another extension from retrieving the call), press the function key first and then the hold key.

The same retrieval procedures are to retrieve both system-held and individual-held calls by:



Pressing the flashing feature key for the held exchange line

OR

Dialling the trunk directory number of the held exchange line.

OR

Pressing the function key and then dialling 7* (held trunk retrieve)

OR

Pressing the “held trunk retrieve” feature key.

**Voice call.**

If this feature is enabled, internal callers are immediately connected in hands-free mode over your speakerphone. You will receive a single ring prior to the connection being made.

Externally originated calls and blind transfers will ring at your extension in the normal manner.

When voice call is disabled, all internal calls will ring at the extension and the called party must pick up the handset or press the speaker key to answer the call.

To allow voice calls at your extension:



1. Press the function key and dial 98.

2. Receive confirmation tone.

To deny voice calls at your extension:



1. Press the function key and dial *98.

2. Receive confirmation tone.







When voice-call-allow is set at your extension, no call forwarding that you have set will be followed. Calling extensions can use suffix digit 2 to force your telephone to ring.

Automatic line selection.

This feature allows you to choose which resource your telephone accesses when you go off-hook (intercom dialtone (system default choice), a specific exchange line or a specified trunk route).

If the feature is disabled, the user must press a feature key associated with a resource (intercom, exchange line or trunk route) to receive system or exchange dialtone.


To activate automatic line selection:

1. Press the function key and dial 95.

2. Dial 0 to select internal dial tone every time you lift the handset

OR
Dial 1 followed by a trunk resource number to select a specific exchange line every time you lift the handset

OR
Dial 1 followed by a trunk route resource number to select an exchange line in that trunk route every time you lift the handset.

3. Receive confirmation tone.



Your technician can advise you on the resource numbers applicable to your system.

To
disable automatic line selection:

1. Press the function key and dial *95.

2. Receive confirmation tone.

No-ring Transfer.




This feature allows you to park an external call at an extension directory number, effectively placing the call on hold at both the transferring extension and the destination extension. All other extensions that have a line key for the held line will receive a “busy line” indication.

The call can be picked up at either the transferring extension or at the destination extension by pressing the line key or by dialling the directory number of the transferred trunk line.



Other extensions can pickup the parked call by using the directed call pickup feature (function 53) and then dialling the extension number of the destination extension.

A feature key can be programmed as a no-ring transfer key (function 73). Refer to page 94 of this user guide for an outline of the procedure for programming feature keys on your telephone.

To park an external call using no-ring transfer:

1. Press the no-ring transfer key

OR
Press the function key and dial 73.

2. Dial the destination extension number.


To retrieve the
parked call at either the transferring extension or at the destination extension:

1. Press the flashing feature key for the held exchange line

OR
2. Dial the directory number of the transferred exchange line.


Call Parking.

The previous item described how the no-ring transfer feature can be used to park a call at a destination extensions number.

Calls can also be parked at a spare extension number (i.e one that does not physically exist). This feature is very useful if you need to simultaneously place more than one call on hold and want to be able to retrieve calls in any order, irrespective of the length of time the caller had been on hold.

The operation is exactly the same as previously described for using the no-ring transfer feature, this time using a spare extension number.

In installations using a Hytel 96/120 system, the extension number range 300-399 does not have physical extensions connected to it and numbers in this range are therefore ideal for call parking destinations. If you have a 412/616 installation, your technician can advise you on suitable numbers you can use for call parking.

Feature keys be programmed on your telephone for:

No-ring transfer (function 73) - labelled as “Call Park”

Directed call pickup (function 53) - labelled as “Call Pickup”

A “spare” extension number (e.g. 300) - labelled as “Park 1”

A “spare” extension number (e.g. 301) - labelled as “Park 2”

Additional “park” keys may be programmed if required. If more than one extension will be set up to use this feature, it is suggested that the first extension uses spare extension numbers 300-304 to park calls, the next extension uses spare extension numbers 305-309 to park their calls, etc.

Refer to page 94 of this user guide for an outline of the procedure for programming feature keys on your telephone.

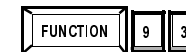
Hot keypad.

Default programming has the hot keypad feature enabled at your telephone.

It allows you to dial without lifting the handset or pressing the speaker key. The Hytel system senses when any dialpad key is pressed, takes the extension into the hands-free off-hook condition (or initiates a headset connection if headset mode is activated), studies the digits dialled to determine the type of call (internal, external, system resource e.g. paging, function e.g. call pickup, abbreviated number etc) and appropriately routes the call.

If hot keypad is disabled, the user is forced to lift the handset, press the speaker key, or press a feature key programmed as a line or intercom key before using the dialpad to dial a number.

To activate hot keypad:



1. Press the function key and dial 93.

2. Receive confirmation tone.

To cancel hot keypad:



1. Press the function key and dial *93.




2. Receive confirmation tone.

A UCD supervisor has the capability of forcing calls to a defined UCD group to an over-ride UCD group.


Invoking this feature has the effect of re-routing all calls to the defined UCD to the over-ride UCD with different pre-defined members.




A practical example could be where a “sales” UCD is used for answering sales enquiries. On Thursday and Friday, all sales personnel are out of the office. On these two days, calls to the “sales” UCD are re-routed by the UCD supervisor to the over-ride UCD so that sales calls can be answered by other extensions.

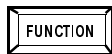



To activate UCD route over-ride:

-   
 1. Press the function key and dial 6#.

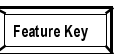
OR





 Press the designated feature key.
- or

  
 2. Enter the resource number of the UCD group you want to redirect to over-ride UCD group.
3. Receive confirmation tone.

- To cancel
-    
 1. Press the function key and dial *6#.


OR


 Press the designated feature key.
- or





  
 2. Enter the resource number of the UCD that has been previously redirected.
3. Receive confirmation tone.

UCD route over-ride:




To park a call at a “spare” extension number:

- 
 1. Press the designated feature key (Call Park)

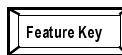
OR

  
 Press the function key and dial 73.
- 
 2. Press the designated feature key (Park 1)





OR

  
 Dial a spare extension number.
- or




To retrieve a call parked at a spare extension number:

- 
 1. Press the designated feature key (Call Pickup)

OR

  
 Press the function key and dial 53.
- 
 2. Press the designated feature key (Park 1)

OR

  
 Dial a spare extension number.
- or

Retrieved calls can be re-parked again for subsequent retrieval.

If the systems default timing is used in your system, you will receive two “trunk on hold” reminders at 60 second intervals and after the third minute has elapsed you will receive a “recall from (300)” call-back. These reminder times may vary according to your system programming.

Automatic hold.

If automatic hold is enabled at your extension, simply press a line key (i.e. a key programmed to give you external exchange dialtone), the ICM key (i.e a key programmed to give you system dialtone) or a DSS key (i.e. a key programmed to direct-call another extension) to place the current call on hold and connect to the chosen system resource. Retrieve the call using the retrieval procedures on pages 37 and 38.

Automatic hold is enabled at an extension by pressing the function key and then dialling 94. Then dial 1 to auto hold only external calls, or dial 2 to auto hold both external and internal calls or dial 3 to auto hold only internal calls. Confirmation tone will be received to indicate that the auto hold feature has been set.

To disable automatic hold on your extension, press the function key and then dial *94. Confirmation tone will be received to indicate that the auto hold feature has been disabled.

Automatic transfer.

Although the nominal use of this feature is to automatically blind-transfer calls (see next topic) it also provides a one-key-operation for holding and retrieving calls.

Programme two (or more) DSS keys on at least two extensions for two virtual numbers (e.g. 830 & 831). Refer to page 94 of this user guide for an outline of the procedure for programming feature keys on your telephone.

Turn automatic transfer “on” (or “off”) at your extension by pressing the function key and dialling 54.

To use the feature as an automatic hold simply press the DSS key to auto hold the call. Press the DSS key again to retrieve the call.

UCD Supervisor Features.

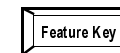
UCD group supervisors with a non-display telephone can monitor agents who have a UCD call in progress (ie. you cannot monitor an agent if the agents individual extension number was directly called). Because you are not using a display telephone, no warning tone is provided to let both parties know that the call is about to be monitored by the UCD supervisor.

You are initially connected across the call in monitor mode (i.e in a muted capacity).

To monitor an agent on a UCD call:



or



1. Press the function key and dial 58.

OR

Press the designated feature key.

2. Enter the extension number you want to monitor. If you make an error entering the digits, press the feature key again and re-enter the correct number.





You will be placed across the call in conference mode but with your telephone in mute condition. You are unable to un-mute your telephone and take part in the conversation. Just hang-up when you have finished monitoring the call.



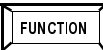



Because additional functions are available to the UCD supervisor via a display telephone, we do not recommend the use of a non-display telephone for the UCD supervisor position.

If the UCD supervisor chooses to just acknowledge your call or chooses to reject your call, you do not hear the high-pitch beep. You remain in conversation with your caller and the supervisor takes no part in the call. You can re-call the supervisor again by using the agent help feature.

To log-off from a UCD group:

-   
- OR
- 
1. Press the function key and dial 91
OR
Press the designated feature key.
 2. Receive confirmation tone.

To log-on to a UCD group:

-  *  
- OR
- 
1. Press the function key and dial *91
OR
Press the designated feature key.
 2. Receive confirmation tone.

Transferring Calls.







There are two different methods you can use to transfer a call. Each method supports both screened and blind transfers.

A screened transfer occurs when the target extension is notified by the transferring extension about the call details before the transfer takes place. A blind transfer occurs when the transferring extension does not talk to the target extension before the transfer takes place.


All transfers automatically recall to the transferring extension if they are unanswered at the destination extension.

Transferring a call – Method 1.

To transfer the call:






1. Telephone is in use on a call.
2. Press the xfr/conf key.

3. Dial the destination extension number.
(or press a DSS key for that extension)
  
4. Hang up to perform a blind transfer
OR
Screen the transfer and then hang up
 or 
5. Receive confirmation tone.

To cancel the transfer:


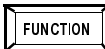


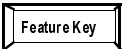
1. Press the xfr/conf key before hanging up in step 4.




Transferring a call – Method 2.

To transfer the call:

1. Telephone is in use on a call.
2. Press the hold key.

3. Dial the destination extension number (or press a DSS key for that extension).

4. Press the xfr/conf key and then hang up for a blind transfer

OR
Wait for a response and screen the call before pressing the xfr/conf key and hanging up.
 or 
5. Receive confirmation tone.

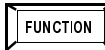



To cancel the transfer of an external exchange-line call before the xfr/conf key is pressed:

1. Press the flashing line key for the held exchange line

OR
Press the function key and then dial 7*
  
OR
Press the “held trunk retrieve” feature key.

To or
can- cel the
transfer of an external exchange-line call after the xfr/conf key has been pressed:

1. Press the flashing line key for the held exchange line.

OR
Dial the trunk directory number of the exchange line
or 

UCD Agent Features.

To request UCD supervisor assistance:

1. Press the function key and dial 61
  
OR
Press the designated feature key.

2. Your UCD supervisors telephone rings and they receive your message requesting assistance. You remain connected to your caller.
3. After the supervisor answers your assistance request, both parties hear a single high-pitch beep. If the supervisor rejects your request, you hear nothing.

If the supervisor answers your call they are connected across the conversation in conference mode in a muted state (i.e. they can listen to the conversation but cannot speak). If they choose to un-mute their telephone, they are then able to join into the conversation.

You can activate the “force release” feature (described on page 33) to force-release the supervisor from the call by pressing the function key and dialling 74 followed by the supervisors extension number.

You can also activate the “private talk” feature (described on page 34) to talk privately with your supervisor by pressing the function key and dialling 57 followed by the supervisors extension number. Note that when you return to full conference mode after using the private talk feature (function + 60), the supervisor still remains monitoring the call.

Extensions belonging to a UCD group are agents of that group and have additional functions that do not apply to non-UCD extensions.

A programmed “agent wrap time” gives agents a pause between consecutive calls. After completing a UCD call, the agent will not receive another incoming call until the programmed time expires.

Individual agents have the ability to log-on and log-off from UCD groups. Logging off will remove the extension from all UCD groups of which they are a member. The system requires that at least one member is logged on at all times. If the last remaining member attempts to log-off they will receive the error warning tone.

UCD calls ignore any “do not disturb” and “call forwarding” instructions that may have been set by an extension.

If a supervisor who has a display telephone has been allocated to a UCD group, agents of that group can use the “agent help” feature to request assistance from the supervisor.

If you are the designated supervisor of a UCD group, you can monitor agents who are active on UCD group calls and you have the capability of being able to direct all incoming UCD calls to a nominated alternative UCD group by using the UCD route over-ride feature. A single extension can be programmed to monitor several UCD groups. The supervising extension does not have to be a UCD group member.

The following pages describe the use of UCD agent and supervisor features.

Automatic transfer.

Enabling this feature at your extension by pressing the feature key and dialling 54 allows you to perform a blind (unscreened) transfer to an extension or a UCD group by simply pressing a programmed DSS (Direct Station Select) key.

The call is immediately transferred and your telephone is also immediately transferred to idle mode, ready for another call.

If the DSS key destination is a voice-mail UCD, you are prompted to enter the destination mailbox number before the transfer is completed. The caller is subsequently invited to leave a message at the selected voice-mailbox.

Auto transfer can be disabled from your telephone by pressing the function key and dialling 54.

Forced Call Diversion.

This feature allows you to transfer an unanswered, still-ringing internal (or transferred) call to the attendant. Note that you cannot divert an incoming external call.

To force-divert a call to the attendant:

1. Your extension is ringing.



or



2. Press the function key and dial 4
OR

Press your pre-programmed “do not disturb” feature key.

3. The call now rings at the attendants extension.



Your telephone is now in DND mode. Repeat step 2 to return your telephone to idle status.

Call transfer to an external number.







Calls may be transferred to an external telephone number by first establishing a three-way conference and then exiting the conference leaving the other two parties connected together.

System programming will allow either a talk-time of between 1-10 minutes or alternatively, an indefinite talk-time. If the parameter has been set between 1 and 10 minutes, the parties will hear some warning beeps 10 seconds before forced call abandonment occurs. The call-timer can be reset (allowing further conversation) by dialling “0*” within this 10 second period.



It is ESSENTIAL that the person to whom the call was transferred terminates the call correctly (by dialling “0#” at the end of conversation but before terminating their connection) to release the exchange lines on the Hytel system. Failure to do this will result in the exchange line(s) used for the call being held (which can be between 1 – 10 minutes or INDEFINITELY!).

To externally transfer a call:

1. Press the hold key to hold the call.

2. Select an exchange line and dial the external telephone number.

3. Press the function key.

4. Press the XFR/CONF key (3-way conference is now established).

5. Press the function key and dial 77
OR
Press the “unsupervised conference” feature key.
 or 

UCD Group Features.

The Hytel digital telephone system uses the Uniform Call Distribution feature (UCD) to distribute calls to a group of extensions. A group can consist of a single member and up to a maximum of 72 members. Each extension can be a member of more than one UCD group and it can appear more than once in the same UCD group. Members of the same UCD group must belong to the same tenant group.

Incoming calls ring the UCD members in one of three ways:

All-ring programming causes all member extensions to ring simultaneously on an incoming call. If all agents are busy, the call will camp-on and agents receive audible and visual indication of the waiting call(s). If more than one call is received at the same time, the first agent to go off-hook will be connected to the longest-ringing call.

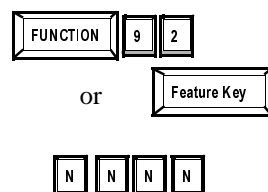
Incoming calls to a linear-ring programmed UCD will always initially ring at the first members extension telephone. If that member is busy or does not answer, the call will progressively ring (in order) at each members extension telephone. If the caller reaches the end of the member list, the call begins to ring again at the first member. If all agents are busy, the call will camp-on and agents receive audible and visual indication of the waiting call(s).

If the UCD group has been programmed for distributed-ring, incoming calls circulate in a similar manner as for a linear-ring group except that the starting point for each call changes depending on which agent answered the last call. When an agent answers a call, the next incoming call begins to circulate from the next member in the list. If all agents are busy, the call will camp-on and agents receive audible and visual indication of the waiting call(s).

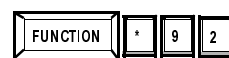
Reminder Calls.

Extension users can programme a reminder call at a specified time and when that time is reached their telephone will ring even if they are active on a call at that time. The time is always programmed in 24 hour format (e.g. 3:20 p.m. would be programmed as 1520). The programming is for a single-event only (i.e. the reminder call will not repeat on consecutive days unless it is reprogrammed each day).

To set a reminder call:

- 
1. Press the function key and dial 92.
OR
Press the designated feature key.
 2. Enter the time you want the reminder to be sent using 24-hour format.
 3. Receive confirmation tone.

To cancel a reminder call:

- 
1. Press the function key and dial *92.
 2. Receive confirmation tone.

Mute.

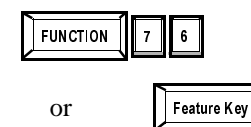
The mute feature disables the handset transmitter and the speaker microphone. You use this feature to allow you to have a private person-to-person conversation with someone while on a call.

If you have a feature key programmed as a mute key, the light on that key will be lit when your telephone is muted.

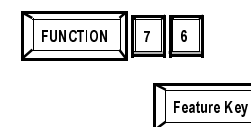
We recommend that you programme a feature key with the mute function if you use the “group listen” feature (see page 70).

The mute feature is also useful if you work in a noisy environment and background noise is amplified by your transmitter or handsfree microphone and impedes communication from the distant end.

To mute your telephone:

- 
1. Press the function key and dial 76.
OR
Press the designated feature key.

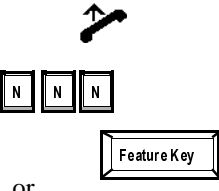
To cancel:

- 
1. Press the function key and dial 76.
OR
Press the designated feature key.

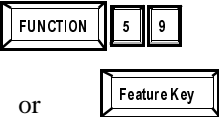
Paging.

The Hytel Digital Telephone System has an in-built paging system that will broadcast a page through the speaker of all idle digital telephones assigned to the called paging group. External paging equipment may also be accessed by dialling the external paging amplifier number. A page can be initiated from any extension connected to the system.

To initiate a system page to a defined paging group:

- 
1. Lift the handset.
 2. Dial the paging group number (default 400)
OR
Press a designated feature key
 3. Receive confirmation tone and talk.


To answer a system

- 
1. Press the function key and dial 59
OR
Press a designated feature key
 2. You are immediately connected to the extension that initiated the page.

Group Listen.

This feature allows a the voice of the distant party on a handset call to be broadcast on the telephone speaker so that others can listen. The speakerphone microphone is disabled to prevent the additional listeners from participating in the call.

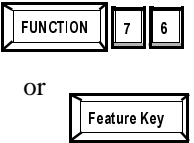
To activate group listen:

- 
1. While on a handset call, press the speaker key.

To return to handset-only use.

- 
1. Press the speaker key.


To change to full hands-free speakerphone operation:

- 
1. Mute the telephone by pressing the function key and dialling 76
OR
Press the designated feature key
 2. Replace the handset.
 3. Cancel muting by repeating step 1.



To prevent feedback squeal, place the telephone in mute mode before placing the handset back on-hook, then un-muting it to allow subsequent hands-free conversation to occur.

To end the call:




- 
1. Press the clear key.

Intrusion.




This feature allows you to intrude (i.e. join across an existing conversation in conference mode) on an in-progress call on a busy extension or exchange line.

Your ability to use the feature also depends on whether the called extension has been programmed to allow intrusion to occur on their extension. The injection of intrusion tone prior to the intrusion taking place is allowed or denied on an extension by extension basis.




To intrude on a busy extension:

- 
1. Dial an extension and receive busy tone
OR
Press a DSS key and receive busy tone.
- or 
-  2. Dial suffix digit 8.

To intrude on a busy exchange line:


- 
1. Dial a trunk directory number and receive busy tone
OR
Press a line key and receive busy tone.
- or 
-  2. Dial suffix digit 8.

To initiate a page to an external paging amplifier:


- 
1. Lift the handset.
- 
2. Dial the external paging amplifier number (default 820)
OR
Press a designated feature key
- or 
3. Receive confirmation tone and talk.

The “page receive” function is used to block or allow pages from being broadcast over the speakerphone of your extension. Even if your telephone is in “page deny” mode, you can still answer a page using the “page answer” feature.

To accept paging:

- 
1. Press the function key and dial *99.
2. Receive confirmation tone.

To reject paging:

- 
1. Press the function key and dial 99.
2. Receive confirmation tone.

Call Forwarding.

Call forwarding re-routes incoming calls to an extension to another destination. The destination can be another extension a UCD group or a telephone number outside the system.

Call forwarding is programmed by defining two parameters;

the type of call:

- internal only
- external only
- both internal and external calls

the extension status:

- when not answered within a preset time
- when busy on another call
- immediately (ignoring extension status).



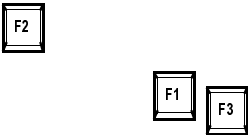

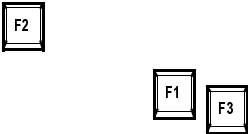

Calls originating either internally or externally can be forwarded to an extension number or to a UCD group number.

The “external call forward” feature forwards externally originated calls to a specified external telephone number (e.g. a mobile telephone). This feature is allocated on an extension-by-extension basis in system programming. External call forward does not forward calls made to a UCD of which you are a member.

More than one call forward instruction can be concurrently set at your extension to handle different call situations. As an example; you may set busy call forward to forward only internal calls (and only when your telephone is in-use) to another extension, forward externally originated calls to a hunt group and set call forward no-answer to divert calls to your voice-mail box.

Each separate call-forward instruction may be individually cancelled or alternatively, a single command can be issued to cancel all call forwarding instructions that have been set. Follow-me call forward is used if you are temporarily working at

To activate authority code at a display telephone:

1. Press the function key and dial 55.

2. Enter your own extension number.

3. Press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.

4. Enter your own password.

5. Press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.

6. Receive confirmation tone.
7. Access an exchange line and dial the telephone number you want to call.


Authority Code.

This feature allows you to temporarily transfer your extension’s class of service to another extension for a period of 60 seconds, allowing you to make an exchange call from that extension that would otherwise normally be restricted from that extension.



Authority code will not over-ride a locked telephone (see page 67 for details of the lock feature).

To activate authority code at a non-display telephone:



1. Press the function key and dial 55.



2. Dial your own extension number.



3. Dial your own password.

4. Receive confirmation tone.



5. Access an exchange line and dial the telephone number you want to call.

To activate authority code at an analog tele-



1. Dial #55.



2. Dial your own extension number.



3. Dial your own password.



4. Access an exchange line and dial the telephone number you want to call.

phone:

another location and you want to receive all your calls at the extension at that location.

Follow-me forwarding instructions are placed before you leave your desk by using the “preset” option, or alternatively, they may be placed from your temporary location by using the “remote” option, which requires you to enter your password while placing your forwarding instructions from your temporary location.

Call forward instructions programmed manually by a user over-ride any preset forwarding that has been set up via system programming.

You can programme call forwarding instructions at any time – it does not matter whether the telephone is idle or in use on a call.

Call forwards can be chained as long as a loop is not created.

Feature keys can be programmed as a call-forward key (complete with programmed forwarding instructions). The lamp on the key will light whilst call-forwarding is invoked.

A feature key can be programmed to perform a “one touch” external call forward key as follows:

- | | |
|---------|--|
| Step 1. | Programme a feature key as F26 (see page 94). |
| Step 2. | Without pressing your new feature key, set up an external call forward (see page 57). The light on your F26 key glows. |

<u>To use.</u>	Press the F26 key to either initiate or cancel your external call forward.
----------------	--

Direct Call Forward.

A “direct call forward ” forwards the specified type of call (intercom and/or CO) immediately, without regard to the status of the forwarding extension (busy, do not disturb, active or idle).

To activate direct call forward:

-
1. Press the function key and then dial 22
OR
Press the designated feature key.
 2. Enter the destination extension number.
 3. Dial 1 to forward outside calls only
OR
Dial 2 to forward all calls
OR
Dial 3 to forward internal calls only.
 4. Receive confirmation tone.

To change the destination of your direct call forward instructions ,first cancel the existing instruction and re-activate direct call forward to the desired destination.

To cancel direct call

-
1. Press the function key and then dial *22
OR
Press the designated feature key.
 2. Receive confirmation tone.

Locking your telephone.

The lock/unlock feature is designed to prevent unauthorised calls being made from your extension while you are away from your desk. A locked extension will still receive incoming calls and internal calls can still be made.



Use of the lock function prevents ANY exchange line calls from being made INCLUDING 000. Please exercise caution when using this feature

To lock your telephone:

-
1. Press the function key and dial 97.
OR
Press a designated feature key.
 2. Dial your password number.
 3. Dial # to lock your telephone.
 4. Receive confirmation tone.

To unlock your telephone:

-
1. Press the function key and dial 97.
OR
Press a designated feature key.
 2. Dial your password number.
 3. Dial * to unlock your telephone.
 4. Receive confirmation tone.

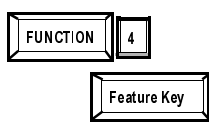
Do not disturb.

The Do Not Disturb (DND) feature blocks calls directed to your extension number, making it appear busy to external callers and internal callers without a display telephone. Internal callers with a display telephone can see that you are in DND mode.

Some users (such as the system attendant) may have the authority to over-ride DND and force calls through. If you are a member of a UCD group, you will still receive calls that have been directed to the UCD group number rather than your individual extension number.

If you set both DND and call forward together, calls will be forwarded as if your extension is busy.

To activate or cancel DND:

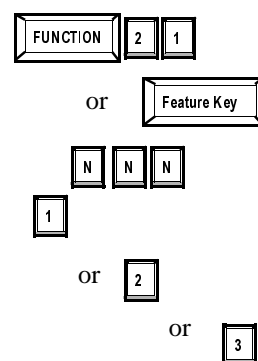
- 
1. Press the function key and dial 4
OR
Press the designated feature key.
- OR
2. Receive confirmation tone.

If you have authority to over-ride DND and you call an extension that is in DND mode, you can dial suffix digit 3 to force your call through.

Busy Call Forward.

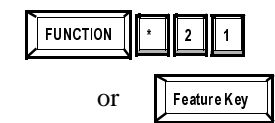
A “busy call forward” forwards the specified type of call (intercom and/or CO) immediately if the forwarding extension is busy or in do-not-disturb mode.

To activate busy call forward:

- 
1. Press the function key and then dial 21
OR
Press the designated feature key.
2. Enter the destination extension number.
3. Dial 1 to forward outside calls only
OR
Dial 2 to forward all calls
OR
Dial 3 to forward internal calls only.
4. Receive confirmation tone.

To change the destination of your busy call forward instructions, first cancel the existing instruction and re-activate busy call forward to the desired destination.















To cancel busy call forward:

- 
1. Press the function key and then dial *21
OR
Press the designated feature key.
2. Receive confirmation tone.

No Answer Call Forward.

A “no-answer call forward” forwards the specified type of call (intercom and/or CO) following the expiration of either the “no answer 1 time” or the “no answer 2 time”. The first timer is used for the first call directed to the extension after no answer call forward has been programmed. The second timer is used for all calls subsequently directed to the extension. Call processing can be expedited by setting the second timer to a lower value than the first timer. The default value of the timers is eight seconds (two ring cycles) with an allowable range from 6 seconds to 30 seconds in 2-second increments.

To activate no answer call forward:

- | | |
|---|--|
|    | 1. Press the function key and dial 24 |
| or  | OR
Press the designated feature key. |
|    | 2. Enter the destination extension number. |
|  | 3. Dial 1 to forward outside calls only |
| or  | OR
Dial 2 to forward all calls |
| or  | OR
Dial 3 to forward internal calls only. |
|   | 4. Enter 2 digits to represent the “no-answer 1 time” (e.g. 12 is 12 seconds or 3 ring-cycles). |
|   | 5. Enter 2 digits to represent the “no-answer 2 time” (e.g. 08 is 8 seconds or two ring-cycles). |
| | 6. Receive confirmation tone. |

To change the destination of a remote follow-me call forward from a new location that has a LCD display telephone, follow the procedure on page 59.

To delete your remote follow-me call forward from a location that has an LCD display telephone, follow the procedure on page 60.

To change the destination of a remote follow-me call forward from a location that does not have a LCD display telephone, follow the procedure on page 61.

To delete a remote follow-me call forward from a location that does not have a LCD display telephone, follow the procedure on page 61.

To change the destination of a remote follow-me call forward from a location that is an analog telephone connected to your Hytel digital telephone system, follow the procedure shown on page 62.

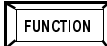


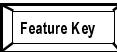
To delete a remote follow-me call forward from a location that is an analog telephone connected to your Hytel digital telephone system, follow the procedure on page 62.



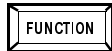






















You cannot delete a remote follow-me call forward from your own extension unless you choose the “delete all” command.

Deleting all call forwarding.

To delete all call for-

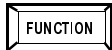




- | | |
|---|--|
|    | 1. Press the function key and dial 20. |
| or  | OR
Press a designated feature key. |
| | 2. Receive confirmation tone. |

To programme a remote follow-me call forward from an extension that has a display telephone:

-  
1. Press the function key and then dial 2
- OR
- 
- Press the designated feature key.
- or
- 
2. Press soft key F3 below the word “next”.
- 
3. Press soft key F3 below the word “follow”.
- 
4. Press soft key F3 below the word “remote”.
- 
5. Press soft key F3 below the word “set”.
-   
6. Enter your extension number and press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
- 
-  
-   
7. Enter your password number and press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number
- 
-  
- 
8. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
- 
- or
- 
- or
- 
9. Receive confirmation tone.

To change the destination of your no-answer call forward instructions, first cancel the existing instruction and re-activate no-answer call forward to the desired destination.

To cancel no-answer call forward:

-    
1. Press the function key and then dial *24
- OR
- 
- Press the designated feature key.
- or
2. Receive confirmation tone.

External Call Forward.

Programming an external call forward enables calls to be directed to a specified telephone number outside the system provided that the following conditions are met:

the extension has been programmed to allow external call forwarding

there is a free exchange line available on the system

the call originated externally (i.e it is not an extension to extension call).

If the extension setting up the call forward is required to always send Forced Account Code (FAC) information a valid FAC must be programmed as part of the external call forward instructions.

System programming will allow either a talk-time of between 1-10 minutes or alternatively, an indefinite talk-time. If the parameter has been set between 1 and 10 minutes, the parties will hear some warning beeps 10 seconds before forced call abandonment occurs. The call-timer can be reset (allowing further conversation) by dialling “0*” within this 10 second period.



It is **ESSENTIAL** that the person who set up the external call forward terminates the call correctly (by dialling “0#” at the end of their conversation but before terminating the connection) to release the exchange lines on the Hytel system. Failure to do this will result in the exchange lines used for the call being held (which can be between 1 – 10 minutes or INDEFINITELY!).


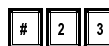





Follow-me call forward – remote.

Remote follow-me call forwarding is a direct call forward from their normal extension which the user programmes remotely from any telephone connected to the Hytel system. The destination of the call forward will be the extension at which they are currently programming.


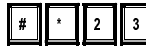


To programme a remote follow-me call forward from a non-display telephone:

-
1. Press the function key and then dial 23
OR
Press the designated feature key.
 2. Dial your own extension number.
 3. Dial your password.
 4. Dial 1 to forward outside calls only
OR
Dial 2 to forward all calls
OR
Dial 3 to forward internal calls only.
 5. Receive confirmation tone.


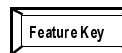



To change the destination of a preset follow-me call forward to a new location that is an analog telephone connected to your Hytel digital telephone system:

- 
1. Lift the handset.
 2. Dial #23.

 3. Dial your own extension number.

 4. Immediately dial your own password.

 5. Choose the type of call to be diverted by dialling the appropriate digit;
 1 to divert only exchange calls
 OR
 2 to divert all calls
 OR
 3 to divert only internal calls
 or  or 
 6. Receive confirmation tone.






To delete a preset follow-me call forward from a location that is an analog telephone connected to your Hytel digital telephone system:



- 
1. Lift the handset.
 2. Dial #*23.

 3. Dial your own extension number.

 4. Immediately dial your own password.

 4. Receive confirmation tone.

To activate external call forward:

- 
1. Press the function key and then dial 26
-
- OR
-
- 
- Press the designated feature key.
-
- or
-
- 
2. Dial 1.
-
- 
3. Dial the telephone number to which you want calls forwarded.
-
- 
4. Press the hold key to save your entry.
-
5. Receive confirmation tone.

If you are required to enter a Forced Account Code, complete steps 1-5 above and

- 
6. Press the function key and then dial 26
-
- OR
-
- 
- Press the designated FAC feature key.
-
- or
-
- then
- 
- continue as follows: 7. Dial 2.
-
- 
8. Dial the appropriate account code.
-
- 
9. Press the hold key to save your entry.
-
10. Receive confirmation tone.

- 
1. Press the function key and then dial *26
-
- OR
-
- 
- Press the designated feature key.
-
- or
-
2. Receive confirmation tone.

Follow-me call forward – preset.

Preset follow-me call forwarding is a direct call forward which the user programmes while physically at their own extension. The user then has the ability to go to any other telephone connected to the system and use remote follow-me call forward to cancel or change the destination of the call forward.

To programme a preset follow-me call forward:

1. Press the function key and then dial 25
OR
Press the designated feature key.
2. Enter the destination extension number.
3. Dial 1 to forward outside calls only
OR
Dial 2 to forward all calls
OR
Dial 3 to forward internal calls only.
4. Receive confirmation tone.

To change the destination of a preset follow-me call forward to a new location from your original extension first delete the existing preset follow-me and re-programme for the new destination.

To cancel your follow-me call forward from you own extension:

1. Press the function key and then dial *25
OR
Press the designated feature key.
2. Receive confirmation tone.

To change the destination of a preset follow-me call forward to a location that does not have a LCD display telephone:

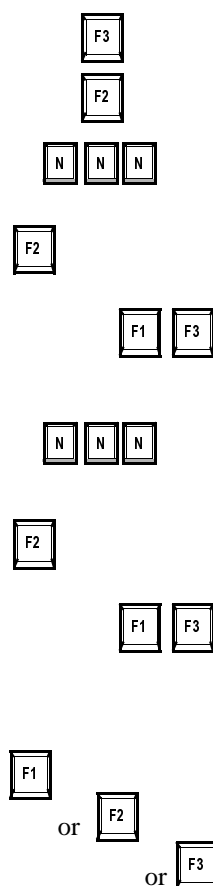
1. Press the function key and then dial 23.
2. Dial your own extension number.
3. Enter your own password.
4. Choose the type of call to be diverted by dialling the appropriate digit;
1 to divert only exchange calls
OR
2 to divert all calls
OR
3 to divert only internal calls
5. Receive confirmation tone.

To delete a preset follow-me call forward from a location that does not have a LCD display telephone:

1. Press the function key and then dial *23.
2. Dial your own extension number.
3. Enter your own password.
4. Receive confirmation tone.

To delete your preset follow-me call forward from a location that has an LCD display telephone:

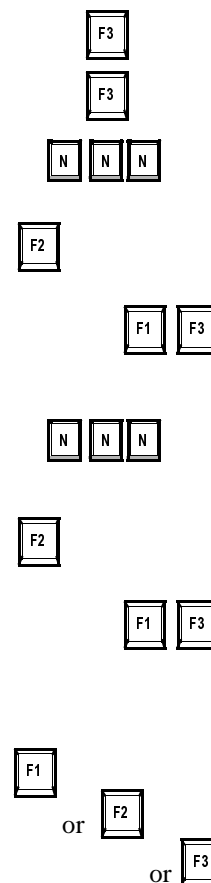
Follow steps 1, 2 and 3 on page 58 for setting up a follow-me call forward.



4. Press soft key F3 below the word “remote”.
5. Press soft key F2 below the word “del”.
6. Enter your own extension number.
7. Press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
8. Enter your own password.
9. Press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
10. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
F1 to divert only exchange calls
F2 to divert all calls
F3 to divert only internal calls
11. Receive confirmation tone.

To change the destination of a preset follow-me call forward to a new location that has a LCD display telephone:

Follow steps 1, 2 and 3 on page 58 for setting up a follow-me call forward.



4. Press soft key F3 below the word “remote”.
5. Press soft key F3 below the word “set”.
6. Enter your own extension number.
7. Press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
8. Enter your own password.
9. Press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
10. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
F1 to divert only exchange calls
F2 to divert all calls
F3 to divert only internal calls
11. Receive confirmation tone.