

Intercom Calls

To place an Intercom call:

1. Press **CALL** key (or lift handset).
2. Dial extension number (or **9** for your operator).
Dial 1 to change between a Ringing call and a Voice Call.
If the extension you call is busy or doesn't answer, you can dial another extension number or dial 2 to step to the next extension without hanging up.

To answer an Intercom call:

1. If you hear two beeps (Voice Call), speak toward phone handsfree.
-OR-
If your telephone rings, lift handset or press **SPK**.

To check your extension's data

- System Phone**
2. Press **CHECK**.
 3. Press **CALL**.
You display shows your telephone's extension number, port number and extension/Department Group.
 4. Press **CLEAR** to return the normal time/date display.

To change how Intercom calls ring at your extension:

1. Press the **CALL** key.
2. Dial **823** to have intercom calls ring at your extension.
-OR-
3. Dial **821** to have intercom calls voice announce to your extension.

Outside Calls, Answering

To answer an incoming trunk call:

1. Press **SPK** key (or lift handset).
2. At system phone, press flashing line key.
If you don't have a line or loop key for a trunk call ringing your phone, it rings on the CALL key.
If you have Ringing Line Preference, lifting the handset answers the call.
-OR-
1. If you know the specific line number, dial **772 + Line Number (01-25)**.

To use Universal Answer to answer a call ringing over the Paging system:

1. Press **CALL** key (or lift handset).
Depending on system programming, this may answer the call and you can skip Step 2.
2. Dial **872**.
If you hear error tone, your extension's Class of Service prevents Universal Answer.

Outside Calls, Placing

To place an outside call:

1. Press **CALL** key (or lift handset).
2. Dial **0**.
If your system has an Alternate Trunk Route Access code, you may dial that instead.
3. Dial number.
-OR-
1. At system phone, press a Trunk Group Routing key (SC 852: *05).
2. Dial number.

To place a call using a trunk group:

1. Press **CALL** key (or lift handset).
2. Dial **804**.
3. Dial trunk group number (01-25).
4. Dial number.
-OR-
1. At system phone, press a Trunk Group Key (SC 852: *02 + group).
2. Dial number.

To place a call using a specific trunk:

1. Press **CALL** key (or lift handset).
2. Dial **805**.
3. Dial line number (e.g., 05 for line 5).
4. Dial number.
-OR-
1. At system phone, press a Line Key (SC 852: 01 to 25).
2. Dial number.

Hold

SYSTEM HOLD

Place outside call on System Hold:

- System Phone**
1. Press **HOLD**.
A line/loop/CALL key flashes slowly while on Hold, and flashes fast when recalling.
-OR-
1. If you know the specific line number, dial **772 + Line number (01-25)**.

Pick up outside call on System Hold:

- System Phone**
1. Press flashing line/loop/CALL key.
-OR-
1. If you know the specific line number, dial **772 + Line number (01-25)**.

EXCLUSIVE HOLD

Place outside call on Exclusive Hold:

- System Phone**
1. Press Exclusive Hold key (SC 851: 45).
A line/loop/CALL key flashes slowly while on Hold, and flashes fast when recalling.

Pick up outside call on Exclusive Hold:

- System Phone**
1. Press the flashing line/loop/CALL key.

Hold (continued...)

GROUP HOLD

To place a call on Hold so anyone in your extension group can pick it up:

- System Phone**
1. Press **HOLD**.
 2. Dial **832**.
 3. Press **SPK** to hang up.

Single Line Telephone

1. Hookflash.
2. Dial **832**.
3. Hang up.

To pick up a call on Group Hold:

- System Phone**
1. Press a **CALL** key.
 2. Dial **862**.

Single Line Telephone

1. Lift handset.
2. Dial **862**.

INTERCOM HOLD

To place an Intercom call on Intercom Hold:

1. Press **HOLD**.
The CONF/DND key flashes.
2. Press **SPK** to hang up.

To pick up an Intercom call on Intercom Hold:

1. Press **CALL**.
-OR-
Press flashing **CONF/DND** key.

Conference

To establish a Conference:

System Phone

1. Establish Intercom or Trunk call.
2. Press **CONF** key.
3. Dial extension you want to add.
-OR-
Access outside call.
-OR-
Retrieve call from Park orbit.
To get the outside call, press a line key or dial a trunk/trunk group code. You can optionally go back to step 2 to add more parties to your Conference.
4. When called party answers, press **CONF** key twice.
5. Repeat steps 2-4 to add more parties.

Single Line Telephone

1. Establish Intercom or trunk call.
2. Hookflash and dial **826**.
3. Dial extension you want to add.
-OR-
Access trunk call.
-OR-
Retrieve call from Park orbit.
4. Hookflash and repeat step 3 to add more parties.
-OR-
Hookflash twice to set up the Conference.

To exit a Conference without affecting the other parties:

1. Hang up.

To join a Call Conference via Privacy Release:

1. When invited to join Conference call, press indicated Line Key.

Transfer

To Transfer a trunk call to a co-worker's extension:

1. At system phone, press **HOLD**.
-OR-
At single line telephone, hookflash.
2. Dial co-worker's extension number.
3. Announce call and hang up.

To answer a call transferred to your extension:

1. Lift the handset when a co-worker announces the call.

To Transfer without holding:

- System Phone**
1. Lift handset.
 2. Press busy line key.
 3. When original caller hangs up, you are connected.

To Transfer your Intercom call:

1. At system phone, press **HOLD**.
-OR-
At single line telephone, hookflash.
2. Dial extension to receive your call.
If extension is busy, doesn't answer or does not want to take the call, you can dial another extension number or press the lit CALL key to return to the call. SLT users can retrieve the call by pressing hookflash.
3. Announce your call (optional).
4. **With Automatic On Hook Transfer**
Hang up.
-OR-
Without Automatic On Hook Transfer
Press the Transfer Key, then hang up.

Call Forward

To Activate or Cancel Call Forward:

1. Press a programmed Call Forward key (SC 851 : 10, 11, 12, 13, 14)
2. To Enable : Dial **1 + Extension Number**;
To Disable: Dial **0**.
3. Press **SPK** to hang up.

-OR-

1. Press **CALL** key (or lift handset)
2. Dial Call Forward service code:
842 = Call Forward Dual Ring
843 = Call Forward Busy
844 = Call Forward Busy/No Answer
845 = Call Forward No Answer
848 = Call Forward Immediate
3. To Enable : Dial **1 + Extension Number**;
To Disable: Dial **0**.
4. Press **SPK** to hang up.

-OR-

1. Press **CALL** key (or lift handset).
2. Dial **888**.
3. Dial Call Forwarding condition:
2 = Busy or No Answer
4 = Immediate All Calls
6 = No Answer
7 = Immediate with simultaneous ringing
0 = Cancel
4. Dial destination extension.
5. Dial Call Forwarding type:
2 = All calls
3 = Outside calls only
4 = Intercom calls only
6. Press **SPK** to hang up (hang up at SLT).

To override an extension's Call Forward or Do Not Disturb:

1. Call the forwarded or DND extension.
2. Press Override key (SC 851: 37).

Call Forward (continued...)

To set/cancel Call Forward Follow Me:

- At a phone other than your own, press **CALL** key (or lift handset) and Dial **888**.
-OR-
Press Call Forward (Station) key (SC 851: 15).
- Dial **3** to Set,
0 to Cancel (skip to step 5).
- Dial your own extension number.
- Dial Call Forwarding Type:
2 = All Calls
3 = Outside calls only
4 = Intercom calls only
- Press **SPK** to hang up (hang up at SLT).

To activate Call Forward Off-Premise

- Press **CALL** key (or lift handset) and Dial **713**.
-OR-
Press Call Forward (Device) key (SC 851: 17).
- Dial **6** + trunk access code:
0 (ARS/Trunk Group Routing),
804 + Line Group (01-25),
805 + Line number (e.g., 05 for line 5).
- Dial the outside number to which your calls should be forwarded.
- For System Phone only, press **HOLD**.
- Press **SPK** (or hang up at SLT) to hang up.

To cancel Call Forward Off-Premise

- Press **CALL** key (or lift handset) and Dial **713**.
-OR-
Press Call Forward (Device) key (SC 851: 17).
- Dial **6** + **HOLD**.
- Press **SPK** (or hang up at SLT) to hang up.

Abbreviated Dialling

Store Abbreviated Dialling number:

- Display System Phone Only**
- Press **CALL** key.
 - Dial **853** (for common/personal), or **854** (for group).
 - Dial Abbreviated Dialling bin number, *Common=000-899, Personal=900-919, Group=000-1999 (not set in default)*.
 - Dial telephone number you want to store.
 - Press **HOLD**.
 - Enter the associated name, using the dial pad characters.
 - Press **HOLD**.
 - Press **SPK** to hang up.

Dial Common/Personal Abbreviated Dialling number:

- Press **CALL** key (or lift handset).
- Dial **813**.
-OR-
Press **DC** key.
-OR-
Press Common/Personal Abbreviated Dialling key (SC 851: 27).
- Dial Abbreviated Dialling bin number, *Common=000-899, Personal=900-919*.

Dial Group Abbreviated Dialling Number:

- Press **CALL** key (or lift handset).
- Dial **814**.
-OR-
Press **DC** key.
-OR-
Press Group Abbreviated Dialling key (SC 851: 28).
- Dial Abbreviated Dialling bin number, *Group=000-1999 (not set in default)*.

Check Abbreviated Dialling numbers:

- Display System Phone Only**
- Press **CHECK**.
 - Press **DC**.
 - Dial the Abbreviated Dialling Code.
 - Press **CLEAR**.

Programmable Function Keys

To change the function of a General Programmable Function Key:

- Press **CALL**.
- Dial **851**.
- Press the Function Key to program.
- Enter the 2-digit function number, followed by any additional information required by the function selected.
- Press **SPK**.
Available functions are 00-99 (refer to chart SC 851 to the right) and line keys 01-25. To clear a key, enter 00.

To change the function of an Appearance Programmable Function Key:

- Press **CALL**.
- Dial **852**.
- Press the key you want to program.
- Enter the 3-digit function number, followed by any additional information required by the function selected.
- Press **SPK**.
*Available functions are *00-*05 (refer to chart SC 852 to the right) and line keys 01-25. To clear a key, enter 000.*

To check the function of a Programmable Function Key:

- Display System Phone Only**
- Press **CHECK**.
 - Enter the programmable key.
The programmed function displays.

Programming a DSS/One-Touch Key:

- Press **CALL**.
- Dial **851**.
- Press the Function Key to program.
- Dial **0** + **Outside Number**, or **Extension Number**.
- Press **HOLD**.
- Press **SPK**.

SC 851:

00	Not Used
01	DSS/One-Touch Key
03	DND Key
04	BGM (ON/OFF)
05	Headset Key
06	Transfer Key (Unsupervised Conf.)
08	Incoming Caller ID List
09	Operation Mode Switch
10	Call Forward - Immediate
11	Call Forward - Busy
12	Call Forward - No Answer
13	Call Forward - Busy/No Answer
14	Call Forward - Dual Ring
15	Call Forward - Follow Me
16	Call Forward - Select Option
17	Call Forward - Device
19	External Group Paging
20	External All Call Paging
21	Internal Group Paging
22	Internal All Call Paging
23	Meet-Me Answer to Internal Paging
24	Call Pickup for Own Group
25	Call Pickup for Another Group
26	Call Pickup for Specified Group
27	Abbreviated Dial, Common/Personal
28	Abbreviated Dial, Group
29	Repeat Dial
30	Saved Number Redial
31	Memo Dial
32	Meet-Me Conference
37	DND/FWD Override
55	Extension Name Edit
63	Restrict Caller ID (ISDN)
45	Exclusive Hold
50	Account Code
67	Mail Box
68	Voice Mail Service

SC 852:

*00	Not used
*01	Trunk Key
*02	Trunk Group/ Loop Key
*03	Virtual Extension Key
*04	Park Hold Key
*05	Loop key

Paging

To Page an External Zone:

- System Phone**
- Press External Paging key (SC 851: 19 + Zone, External Paging) (SC 851: 20, External All Call Paging).
 - Make Announcement.

System Phone/Single Line Telephone

- Press **CALL** key (or lift handset).
- Dial **803** and the External Paging Zone number (1-3 or 0 for All Call).
-OR-
Dial **751** and the Combined Internal/External Paging Zone number (1-3 or 0 for All Call).
- Make Announcement.
- Hang up.

To Page an Internal Zone:

- System Phone**
- Press the zone's Internal Paging key (SC 851: 21 + 1-6 or 01-32 for Zones) (SC 851: 22 for All Call).
 - Make Announcement

System Phone/Single Line Telephone

- Press **CALL** key (or lift handset).
- Dial **801** and the Paging Zone number (1-6 or 01-32, 0 or 00 for All Call).
-OR-
Dial **751** and the Combined Internal/External Paging Zone number (1-6 or 0 for All Call).
- Make announcement.
- Hang up.

Call Pickup

Directed Call Pickup:

- Press **CALL** key (or lift handset).
- Dial **715**.
- Dial number of extension whose call you want to intercept.

To answer a ringing phone in your Pickup Group:

- Press **CALL** key (or lift handset).
- Press Group Call Pickup key
-OR-
Dial **856** or **867**.
867 can pick up any call in the group, plus any Ring Group calls.
856 cannot pick up Ring Group calls.

To answer a ringing phone in another Pickup Group without Group Number:

- Press **CALL** key (or lift handset).
- Press Group Call Pickup key (SC 851: 25).
-OR-
Dial **869**.

To answer a ringing phone in another Pickup Group with Group Number:

- Press **CALL** key (or lift handset).
- Press Group Call Pickup key (SC 851: 26 + Group).
-OR-
Dial **868** + group number (1-9 or 01-32).

Call Park

To Park a call in a system orbit:

- You can Park Intercom or trunk calls.*
- Press Park key (SC 852: *04 + orbit).
The Park key LED lights. If you hear busy tone, the orbit is busy. Try another orbit.
 - Use Paging to announce call.
 - Press **SPK** to hang up.
If not picked up, the call will recall to you.
-OR-
 - At system phone, press **HOLD**.
-OR-
At a single line telephone, hookflash.
 - Dial **831** and the Park orbit (1-64).
If you hear busy tone, the orbit is busy. Try another orbit.
 - Use Paging to announce call.
 - Hang up.

To pick up a parked call:

- Lift handset.
- Press Park key (SC 852: *04 + orbit).
-OR-
 - Press **CALL** key (or lift handset).
 - Dial **861** and the Park orbit (1-64).

To park a call at your extension:

- Do not hang up.
- Press **HOLD** (or hookflash on SLT).
- Dial **773**.
- Page your co-worker to pick up the call.
- Hang up.
If not picked up, the call will recall to you.

To pick up a call parked at an extension:

- If parked at your extension:**
- Press **CALL** key (or lift handset).
 - Dial **773**.

If parked at a co-worker's extension

- Press **CALL** key (or lift handset).
- Dial **715**.
- Dial co-worker's extension number.

Last Number Redial

To redial your last call:

- Without lifting the handset, press **LND**.
The last dialled number is displayed.
- To redial the last number, press **#**.
-OR-
Search for the desired number from the Redial List by pressing the **LND** or **VOLUME ▼ / VOLUME ▲** keys.
- Lift the handset or press **SPK** to place call.
The system automatically selects a trunk from the same group as your original call and dials the last number dialled.
-OR-
 - At system phone, press idle Line Key.
 - Press **LND**.
-OR-
 - Press **CALL** key (or lift handset).
 - Dial **#**.

To check the number saved for Last Number Redial:

- Display System Phone Only**
- Press **LND**.
Stored number displays for six seconds. The stored number dials out if you:
- Lift the handset,
- Press an idle line key,
- Press a CALL key, or
- Press SPK
 - Press **HOLD**.

To erase the stored number:

- Press **CALL** key (or lift handset).
- Dial **876**.