

Appendix D
Commander i+ System User Guide

Telstra Commander® i+
System User Guide

Serial Item 749/025

Issue 2



Telstra Commander Remote Access Centre

The Telstra Commander Remote Access Centre has been set up by Telstra to help you administer and maintain your Telstra Commander i+.

Help Desk

The Help Desk is staffed by personnel experienced in all areas of the Commander i+. Call them for support on:

- fault reporting.
- system administration and programming.
- user training needs.
- other product support inquiries.

Documentation Support

If you find any problems with the documentation for this Commander i+ product, please tell us.

We want to know if you find any of the following problems:

- mistakes in the manual.
- any part is hard to understand.
- difficulty in locating a subject.
- format hard to follow, etc.

The staff at Telstra Commander Remote Access Centre are keen to assist. However, please read carefully the documentation provided with the product before calling.

To contact the Commander Remote Access Centre:

FREECALL ™ 1800 809 882*

FREEFAX ™ 1800 044 113*

* Calls from a mobile phone are charged at the applicable mobile rate. These numbers are staffed from 8:00 am to 7:00 pm (EST) from Monday to Friday.

Table of Contents

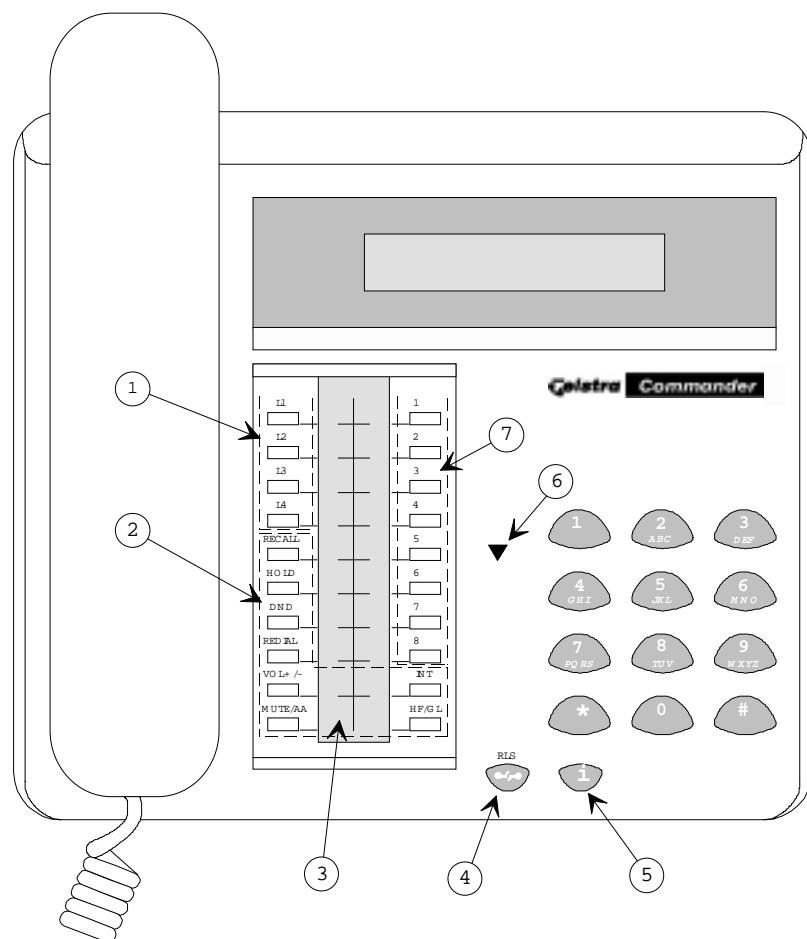
1. Getting To Know Your Commander i+	1-1
Keystation Diagram.....	1-2
Key Description	1-3
Audible Signals.....	1-4
Choice of Ring Melody / Volume	1-4
Handset Receiver Volume Control.....	1-4
Call Barring	1-5
Handsfree / Group Listening	1-5
Visual Signals.....	1-5
2. Answering Calls	2-1
Intercom Calls.....	2-2
Automatic Intercom Answer	2-2
Internal Paging Calls.....	2-3
Door Station Calls.....	2-4
External Calls	2-4
System Call Waiting	2-4
3. Making Calls	3-1
Intercom Calls.....	3-2
Paging Calls.....	3-3
Door Station Calls.....	3-4
External Calls	3-4
Last Number Redial.....	3-4
Speed Dialling.....	3-5
One-Touch Speed Dialling.....	3-6
4. Call Handling	4-1
Holding Calls.....	4-2
Inquiry Calls	4-3
Transferring Calls	4-4
Conference Calls.....	4-6
5. Other Facilities	5-1
Message Wait	5-2
PSTN Decadic to Tone Signalling	5-3
Do Not Disturb (DND).....	5-3
Microphone Mute.....	5-4
Monitor.....	5-4

Remote Maintenance	5-5
6. Programming	6-1
Menus	6-2
01 Repertory.....	6-2
02 Keystation Locking	6-3
06 Night Status Enable/Disable	6-4
03 User Programming.....	6-5
01u Personal Speed Dial Numbers.....	6-5
02u One-Touch Speed Dial Numbers.....	6-6
03u Headset Enable/Disable.....	6-7
04u Paging Enable/Disable.....	6-7
05u Password	6-8
06u Call Waiting Enable/Disable.....	6-9
04 Administration Programming	6-10
01a Keystation Time	6-10
02a System Speed Dial Numbers.....	6-11
03a Line Access - PSTN.....	6-12
04a Station Call Barring Class.....	6-13
05a DSS Extension Display.....	6-14
06a Send Data.....	6-15
07a User Password Reset.....	6-16
08a Administration Password	6-17
09a Ring Mode - PSTN	6-18
10a Remote Report.....	6-19
11a Serial Number	6-20
12a Hold Timer	6-21

**FOR SAFETY REASONS, COMMANDER i+ MUST BE
INSTALLED BY AUTHORISED SERVICE PERSONNEL IN
ACCORDANCE WITH AUSTEL TS009 STANDARD**

1. Getting To Know Your Commander i+

Keystation Diagram



Key Description

① LINE Keys

To access external lines. Unused line keys can be programmed as one-touch speed dial keys.

② FUNCTION Keys

RECALL Key

To send a hookflash to the line.

HOLD Key

To put an active line call in common or exclusive hold.

DND Key

(Do Not Disturb) To block all audible signals for incoming calls.

REDIAL Key

a) To automatically redial the last number dialled.

b) To select one of four ring tones whilst keystation is ringing.

VOL +/- Key

To adjust the speaker, handset and ringing volume.

MUTE/AA Key

a) To mute the built-in handsfree and handset microphone during a call.

b) To activate intercom Automatic Answer.

HF/GL Key

To activate handsfree speaker and group listening facilities.

INT Key

To make an intercom call.

③ ICON Display

This provides a display of system activities as well as the status of the keystation. For more information, refer to **Visual Signals** on page 1-6.

④ RLS (Release) Key

a) To release an active call whilst in handsfree mode of operation.

b) To exit programming mode.

c) To release an active call whilst in headset mode of operation.

⑤ i Key

a) To enter programming mode.

b) To confirm programming entries.

⑥ LED Lamp (Red-Green)

Red Steady - No intercom channel available.

Red Flashing - Message wait status.

Green Flashing - Visual ring.

⑦ DIRECT ACCESS Keys

These keys have five functions:

a) **Direct Station Select (DSS)**

To make an intercom call.

b) **One-Touch Speed Dial**

To dial stored numbers.

c) **Page**

To make a paging call by selecting your own DSS key with keystation idle.

d) **Conference Key**

To start a three-party conference by selecting your own DSS key during enquiry call.

e) **Message Waiting**

To leave a message wait indication.

Audible Signals

SIGNAL	MEANING
Normal ring	External call
Internal ring	Intercom call
Recall ring	Call on hold for too long or an unanswered transferred call ringing back
Double chime	Incoming Door Phone call
Two burst tones	Page call - calling station
Single burst tone	Page call - receiving stations
Single tone repeated	Call waiting

Choice of Ring Melody / Volume

There are four ring melodies and five ring volume levels available for each keystation. Setting the ring melody and volume is allowed while the keystation is ringing:

- Press [REDIAL] to change the ring melody
- Press [VOL +/-] to change the ring volume level

The most recent settings will remain stored for all subsequent incoming calls. Day and night ring settings are to be made separately.

Handset Receiver Volume Control

The received volume can be adjusted anytime during a call.

- Press [VOL +/-] to change the handset receiver volume level

The most recent setting will remain stored for all subsequent calls.

The handset receiver volume control operates independently of the ringer volume control.

Call Barring

Each station can be assigned one of five classes of call barring:

CLASS #	MEANING
Class 0	All calls permitted.
Class 1	Calls to ISD and info call prefixes barred. Calls to STD, mobile and common allowed prefixes permitted.
Class 2	Calls to ISD, STD and info call prefixes barred. Calls to specified mobile and common allowed prefixes permitted.
Class 3	Calls to ISD, STD, mobile and info call prefixes barred. Local calls and calls to specified common allowed prefixes permitted.
Class 4	Only calls to specified Common Allowed prefixes permitted.

The call barring class for each station can be changed at any time by the System Administrator. For more information refer to **Administration Programming - 04a Station Call Barring Class**, described on page 6-13.

The allowed prefixes for ISD, STD, Mobiles and Common Allowed are set up at the time of installation. For more information refer to the **Commander i+ System Installation Manual**.

Note that the System Speed Dial numbers (see page 6-11) override the Call Barring class set for any station.

Handsfree / Group Listening

Each keystation is equipped with handsfree and group listening facilities.

- Press the [HF/GL] key to switch between handset - handsfree - group listening modes (in that order).

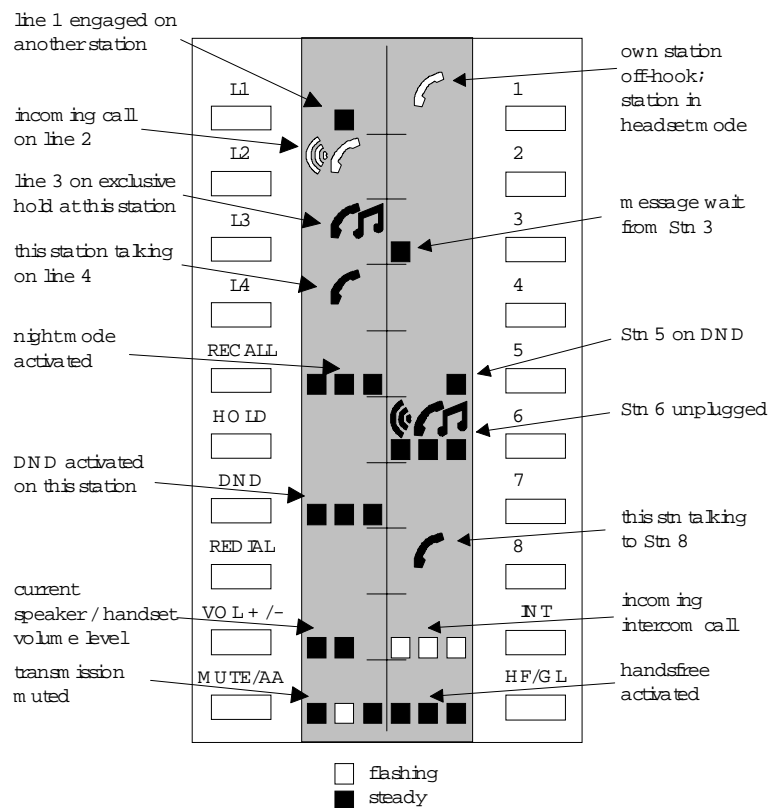
In group listening mode, both the handset (for listening and speaking) and the keystation speaker are activated. However, the handsfree microphone is turned off.

The three bars next to the [HF/GL] key are lit only in handsfree mode (see page 1-6 for a diagram of icon displays).

Visual Signals

The top display of the Commander i+ provides clock information as well as incoming call indication, active call status, and call duration. It is also used for programming purposes. The icon display provides an instantaneous view of the status of the system as well as the settings of the keystation.

The diagram below provides a summary of the icons and explains the meaning of each symbol:



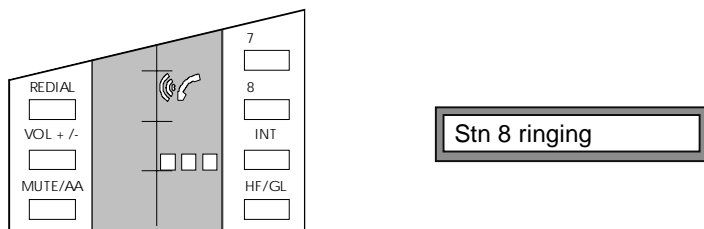
2. Answering Calls

Intercom Calls

To Answer Intercom Calls Ringing at Your Keystation:

- Hear the intercom ring signal.

The flashing icons below indicate an intercom call from station number 8.

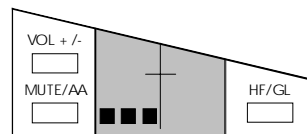


- Lift the handset or, to answer in handsfree, press [HF/GL], [INT] or the [DSS] key of the calling station.

Automatic Intercom Answer

To Set Your Keystation For Automatic Intercom Answer:

- Press [MUTE/AA] while the phone is idle to activate the automatic answer intercom facility.



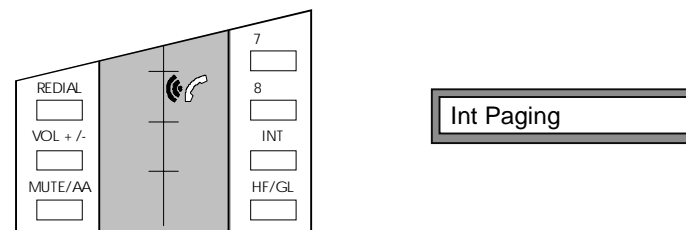
Upon receiving an incoming intercom call, the keystation automatically answers and two-way speech is established in handsfree mode. One beep is heard from the speaker before the speech path is connected.

Internal Paging Calls

Announcements can be made through the speakers of idle keystations pre-programmed to receive paging calls.

To Answer A Paging Call:

- Hear the paging call through keystation speaker.
- Lift the handset or, to answer in handsfree, press [HF/GL], [INT] or the [DSS] key of the calling station.



The icons show a paging call coming from station number 8.

Door Station Calls

To Answer A Call From The Door Station:

- Hear the door station chime.
- Lift the handset and speak.
- Press [RECALL] to activate the door opener.

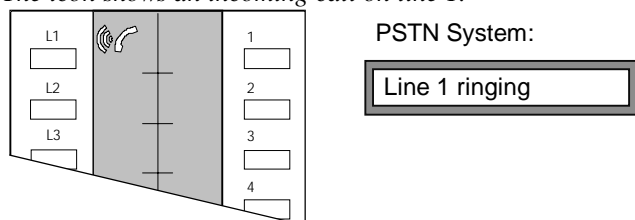
Door station calls will only chime at keystations programmed to receive them.

External Calls

To Answer An External Call:

- Hear the incoming ring signal
- Lift the handset of the ringing station or lift the handset and press flashing line key of another station.

The icon shows an incoming call on line 1.



Each station can be programmed to have an instant ring, delayed ring or no ring signal for any of the available lines. However, the ring mode setting does not affect the ability of a station to answer an incoming call. For more information on the ring mode settings refer to **Administration Programming - 09a Ring Mode - PSTN** on page 6-18.

System Call Waiting

Call Waiting is available on the system for both internal and external calls. A short tone burst is heard every twenty seconds if you are already busy on a call and another incoming call arrives at your station.

Each keystation can be programmed to enable or disable the call waiting tone. Refer to **User Programming - 06u Call Waiting Enable / Disable** on page 6-9.

3. Making Calls

Intercom Calls

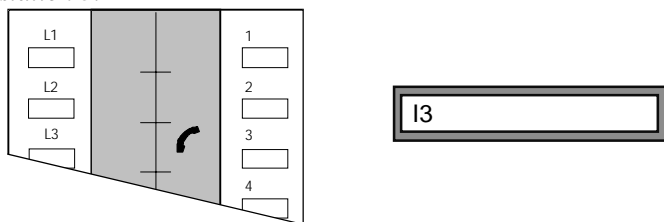
It is possible to have three simultaneous internal calls if the system is configured for two external lines, two simultaneous internal calls in the case of three external lines, and only one internal call where there is a full configuration of four external lines.

The keystation LED displays in red when there are no intercom channels available.

To Make An Intercom Call To Another Station:

- Lift the handset if handset mode is desired.
- Press required DSS key [1-8]
or
Press [INT] and dial the required intercom number [1 - #].
- Hear the intercom ring tone.
- Speak when called party answers.

The icon displayed below indicates an intercom call has been made to station 3.



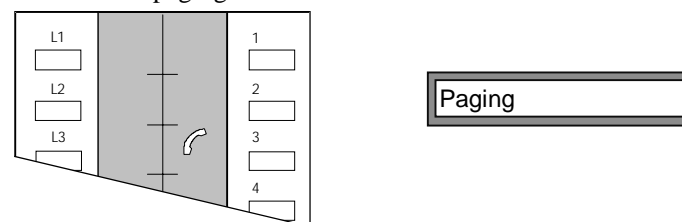
If the called keystation is in automatic answer mode, a long beep is heard instead of the ring tone, and the call is automatically answered in handsfree mode at the called keystation.

For systems with more than eight extensions, intercom calls made to stations 9, 10, 11 and 12 must be made by pressing [INT] and dialling 9, *, 0 and # respectively.

Paging Calls

To Make An Internal Paging Call:

- Lift the handset if handset mode is desired.
- Press own DSS key
or
Press [INT] and dial own intercom number [1 - #].
- Hear two short beeps.
- Make the paging announcement.



An internal page call can be answered as an intercom call by any of the receiving keystations.

To Make An External Paging Call:

- Lift the handset if handset mode is desired.
- Press required DSS key
or
Press [INT] and dial the external paging intercom number
- Hear one short beep.
- Make the paging announcement.

Door Station Calls

To Call The Door Station:

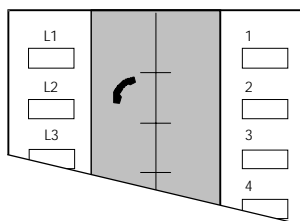
- Lift the handset if handset mode is desired.
- Press required DSS key [1-8]
or
Press [INT] and dial the Door Station intercom number.
- Hear a short beep and speak to the Door Station.
- Press [RECALL] to activate the Door Opener.

External Calls

To Make An External Call:

- Lift handset if handset mode is desired.
- Press a free [LINE] and wait for dial tone.

The selected [LINE] icon appears as engaged at all other keystations.



L2T

- Dial the external number.
- Speak when the called party answers.

L2T 99991234

The call timer commences after ten seconds.

Last Number Redial

To Redial:

- Lift the handset if handset mode is desired.

- Press a free [LINE] and wait for dial tone.
- Press [REDIAL].
- Speak when the called party answers.

Speed Dialling

This facility allows each keystation to access the ten personal speed dial numbers (01 - 10) and the twenty system speed dial numbers (11 - 30). For speed dial number storing procedures refer to **User Programming - 01u Personal Speed Dial Numbers** on page 6-5 and **Administration Programming - 02a System Speed Dial Numbers** on page 6-11.

To Dial a Stored Number:

- Lift the handset if handset mode is desired.
- Press a free [LINE] and wait for dial tone.
- Press [i] and dial the speed dial address number (01-30)
or
Scroll up and down the repertory numbers using the [*] and [#] keys until the desired number is displayed, and press [i] again.

Refer to the slide-out speed dial list attached to the keystation.

14: 99991234

- Speak when the called party answers.

L1T: 99991234

Speed dial numbers can be dialled out in succession (chain dialling).

One-Touch Speed Dialling

Every DSS key except your own and every unused line key can be programmed to store a number of up to 24 digits.

For one-touch speed dial number storing procedure refer **User Programming - 02u One-Touch Speed Dial Numbers** on page 6-6.

To Dial a Stored One-Touch Number:

- Press a free [LINE] and wait for dial tone.
Press the key containing the stored number.

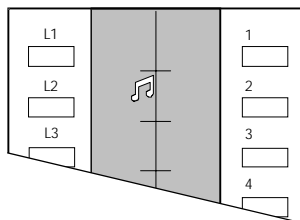
4. Call Handling

Holding Calls

To Place An External Call On Common Hold:

- Ask the external party to wait.
- Press [HOLD]

Intercom dial tone is heard after placing a call on hold.

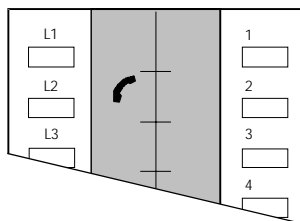


Held-line icon appears on every station and the held party hears Music-on-Hold. The other stations will have the icon steady and not flashing.*

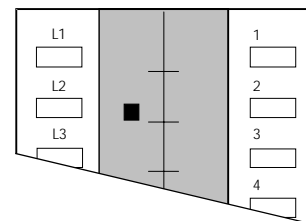
- Replace the handset

To Retrieve A Held Call From Any Keystation:

- Lift the handset if handset mode is desired.
- Press held [LINE].



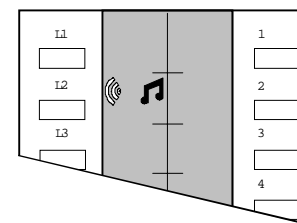
Icon shown on your keystation.



Icons shown on other keystations.

If a call on hold is not retrieved within the pre-programmed time, recall ringing is heard at the holding station. For further information on setting the hold timer refer to **Administration Programming - 12a Hold Timer** on page 6-20.

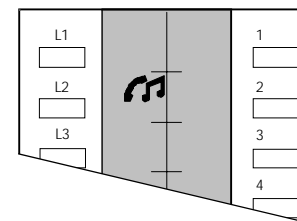
- The standard Music On Hold is a non-musical tone. Thirty two seconds of digitised music is available as an option, as is external Music On Hold.



Line 2 Reverting

To Place An External Call On Exclusive Hold:

- Ask the external party to wait.
- Press [HOLD] *twice*.



Line 2 in exclusive hold on this station.

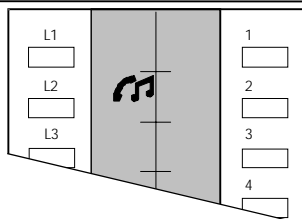
- Replace the handset.

Call retrieval is the same as for calls placed on Common Hold, but can only be carried out on the holding keystation.

Inquiry Calls

To Handle An Inquiry Call:

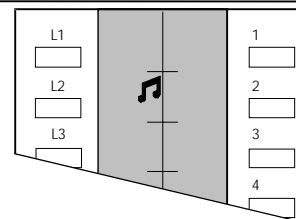
- Ask the external party to wait.
- Make an intercom call (see page 3-2).



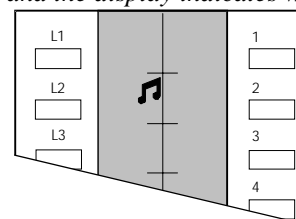
Outside party is automatically put on exclusive hold and cannot be retrieved by any other station.

- Make your inquiry.
- Return to the held call by pressing the held [LINE].

If a call on hold is not retrieved within the pre-programmed time, recall ringing is heard at the holding station. For further information on setting the hold timer refer to **Administration Programming - 12a Hold Timer** on page 6-12.

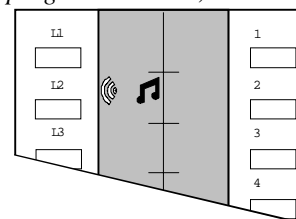


At the transferred keystation the call is presented as an incoming call and the display indicates which station is transferring the call.



Stn 3 transf Line 2

If the called station does not answer the transferred call within the pre-programmed time, the call will revert back to the original station.



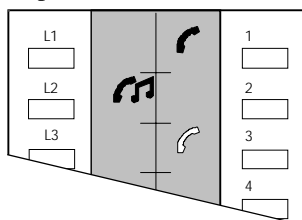
Line 2 Reverting

Transferring Calls

Any external call can be transferred to another station.

To Transfer A Call:

- Immediately make an intercom call (this will result in the call being placed on *exclusive hold*).



11

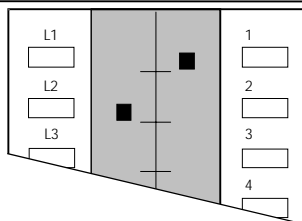
Station 3 talking to station 1, line 2 on exclusive hold

Transfer Without Announcement (Camp On):

- Hang up before the called party answers or upon hearing busy / ring tone.

Transfer With Announcement:

- Wait for the answer and offer the call.
- Hang up.



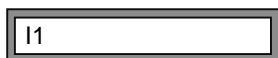
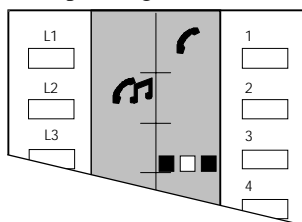
Station 1 has picked up the transferred call on line 2

Conference Calls

Conference calls can be conducted between one external party and two stations or between two external parties and one station.

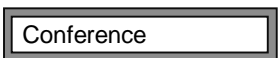
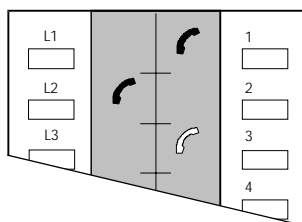
To Set Up A Conference Call With One External Party:

- Ask external party to wait.
- Make an intercom call.
- Wait for intercom call to be answered and inform the new party of the impending conference.



Station 3 talking to station 1, line 2 on exclusive hold

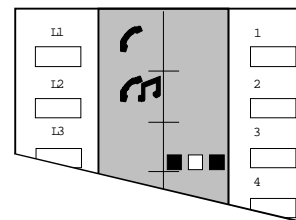
- Press own DSS key - with the flashing middle bar icon- to start the conference.



Conference in progress.

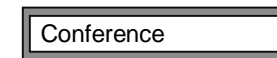
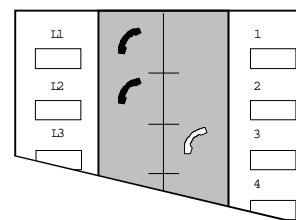
To Set Up A Conference Call With Two External Parties:

- Ask external party to wait.
- Press a free [LINE].
- Make call to second external party .
- Inform the new party about impending conference.



Station 3 ready for conference call with outside parties on line 1 and line 2.

- Press own DSS key - with the flashing middle bar icon- to start the conference.



5. Other Facilities

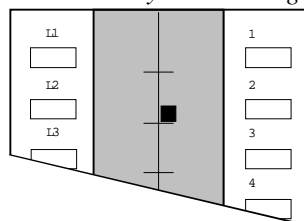
Message Wait

An intercom caller can leave a visual message on another keystation to call back.

To Leave A Message Wait On Another Keystation:

- Make an intercom call.
- If you hear a busy tone or the call is unanswered, press the DSS key again.

The called keystation will get the following indication:



Message wait from
Station 2.

▽ LED flashes Red.

To Cancel A Message Wait Left On Another Keystation:

- Make an intercom call to the keystation.
- Hang-up - the message wait is cancelled.

To Answer A Message Wait On Your Keystation:

- Lift handset if handset mode is desired.
- Press the DSS key with the Message Waiting icon activated ([DSS2] in the above diagram).
- Speak when the called party answers.

PSTN Decadic to Tone Signalling

To Activate Tone Signalling On A PSTN Decadic Line:

- Press a free [LINE].
- Press [*].
- Dial the desired number.

L3P

L3T

L3T 1234567

To Resume Decadic Dialling:

- Press [RECALL].

L3P

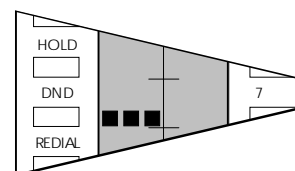
Do Not Disturb (DND)

This facility allows you to block audible signalling on your keystation. You can still answer external calls as normal by lifting the handset and pressing the flashing line key.

To Activate/Deactivate DND With Keystation Idle:

- Press [DND].

All calls to the keystation are inhibited. Calling station receives a busy tone.



DND activated.

To Activate DND With Keystation On A Call:

- Press [DND].

Whilst the call is in progress, further incoming calls are inhibited. DND mode clears when call ends.

Microphone Mute

To Activate/Deactivate Muting Of Your Keystation:

- Press [MUTE/AA] during a telephone conversation.

The handset microphone or the handsfree microphone (depending upon the mode of use) is de-activated when the keystation is muted.

Monitor

To Monitor An Area In The Vicinity Of Another Keystation:

- On the keystation closest to the area to be monitored, press the DSS key [1-8] of the monitoring keystation

or

Press [INT] and dial the intercom number of the monitoring keystation.

- On the monitoring keystation, press [HF/GL], [INT] or the DSS key of the calling keystation, to answer the intercom call in handsfree mode.
- On the monitoring keystation, press [MUTE/AA] to deactivate microphone.

Monitoring is now in progress.

To Cease Monitoring:

- Press [RLS] on the monitoring keystation.

Remote Maintenance

Telstra can remotely program and interrogate your Commander i+ from the Telstra Commander Remote Access Centre. Telstra can analyse problems and change configurations without the need to visit your premises.

For security reasons, this feature can only be activated by the system administrator.

Warning: this feature should not be used except under the directions of a Telstra representative. Before using this feature call the Telstra Commander Remote Access Centre

Remote maintenance takes place on Line 1. Ensure that Line 1 is available and the first master keystation in your system is idle.

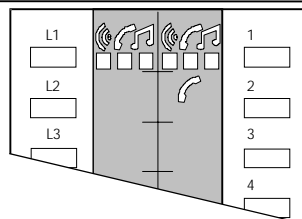
If you wish to continue talking to a Telstra representative during the remote maintenance session you will need to call the Telstra Commander Remote Access Centre on a line other than Line 1.

To Start Remote Maintenance:

- Place a call to the Telstra Commander Remote Access Centre using Line 1.
- Follow the instructions of the Telstra representative.
- When requested by the Telstra representative, Press [i] 9 9
- Enter the four digit administration password and press [i] to confirm. Your call with the Telstra representative will be placed on hold automatically.

If the password is incorrect, the keystation will return to the Telstra Commander Remote Access Centre call. Press [i] 9 9 and re-enter the correct password

- Wait for the Remote Maintenance System to answer and say “Welcome to the Telstra Commander Remote Access Centre ...”



All the icons of the first master station and the line used for the Remote Maintenance call are flashing

- Press the DSS key of the first master keystation.

Remote Maintenance is now in progress.

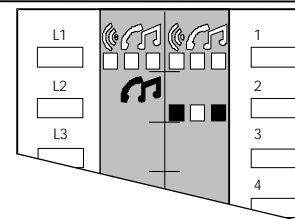
To Start Remote Maintenance And Continue Your Conversation With The Telstra Commander Remote Access Centre:

- Place a call to the Telstra Commander Remote Access Centre using a line other than Line 1.
- Follow the instructions of the Telstra representative.
- When requested by the Telstra representative, Press [i] 9 9
- Enter the four digit administration password and press [i] to confirm. Your call with the Telstra representative will be placed on hold automatically.

Pass:

If the password is incorrect, the keystation will return to the Telstra Commander Remote Access Centre call. Press [i] 9 9 and re-enter the correct password

- Wait for dial tone.
- Enter the phone number given to you by the Telstra representative.
- Wait for the Remote Maintenance System to answer the call and say "Welcome to the Telstra Commander Remote Access Centre ..."



All the icons of the first master station and the line used for the Remote Maintenance call are flashing

- Press the DSS key of the first master keystation.
- Return to your original call with the Telstra representative by selecting the line on hold.
- Follow the directions of the Telstra representative.


Remote Maintenance is now in progress

6. Programming

Menus

Programming of the Commander i+ is accessible at any connected keystation. There are three passwords for the different levels of programming; User, Administration and Installation. Details regarding the User and Administration functions have been included in this User Guide. For information on Installation functions, refer to the Commander i+ Installation Manual.

To Display Menu Options:

- Press [i] to enter programming mode . 
- The first menu (Main Menu) is displayed.
- Press [*] and [#] to move up and down the menu items. Alternatively, dial the number of the desired menu item.

01: Repertory

02: Lock Enable/Disable

03: User

04: Admin

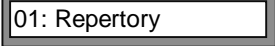

05: Install

06: Night Mode Enable/Disable

01 Repertory

This menu enables you to view the contents of the thirty stored telephone numbers -10 personal speed dial numbers (01 to 10) and 20 system speed dial numbers (11 to 30).

To Display Stored Speed Dial Numbers:

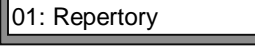

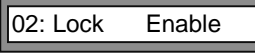
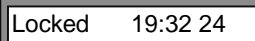
- Press [i] to enter programming mode . 
- Press [i] to display the first number . 
- Dial the required two digit address [01 to 30]. Alternatively, scroll up or down the list of numbers using the [*] and [#] keys.

- Press [RLS] twice to exit.

02 Keystation Locking




A keystation can be prevented from making all external calls other than those numbers in the allowed numbers list or system speed dial numbers.

To Activate Keystation Locking:



- Press [i] to enter programming mode. 
- Dial 02 or press [#] to go to the Lock menu. 
- Press [i] twice. 
- Press [RLS] to exit. 

The keystation is now locked.

To Remove Keystation Locking:

- Press [i] to enter programming mode. 
- Dial 02 or press [#] to go to the Lock menu. 
- Press [i] to change lock status. 

Password is requested. This can be the User, Administration or Installation Password.

- Enter user password. 
- Press [i] to confirm or [RLS] to cancel. 

If password entered is valid, the keystation is unlocked.

- Press [RLS] to exit. 

06 Night Status Enable/Disable

The Night Status allows a system to have a different set of call distribution and station configuration for night-time operation. It is generally used for after hours operation, or whenever the office is not staffed.

Configuration for night mode should be programmed when the system is in night mode, and likewise for day mode. This also affects each station's ring setting

To Enable/Disable Night Status:

- Press [i] to enter programming mode.
- Press 06 to go to the Night Status menu.

The current setting is displayed.

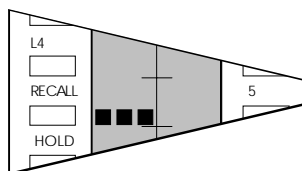
- Press [i] to change Day/Night status.

Password is requested. It can be the Administration or Installation password.

- Enter four digit password.
- Press [i] to confirm change or [RLS] to cancel

If password entered is valid, the status is changed.

- Press [RLS] to exit.



Night Mode activated, icon displayed at every station

03 User Programming

The following programming procedures can be performed at any Commander i+ keystation. The settings are unique to each keystation.

01u Personal Speed Dial Numbers

Each keystation can be programmed with a maximum of ten personal speed dial numbers and up to ten one-touch speed dial keys. These are in addition to the twenty system speed dial numbers and can only be used at the keystation where the numbers are stored.

To Store Personal Speed Dial Numbers:

- Press [i] to enter programming mode.
- Dial 03 to go to the User menu.
- Press [i] to confirm.
- Press [i] again.

The first personal speed dial number is displayed (and the number, if there is one already stored in location 01).

- Dial 01 - 10 to select the desired location. Alternatively, scroll up or down the ten personal speed dial locations using the [*] and [#] keys.
- Press [i] to confirm the location.
- Enter the number to be stored.
- Press [i] once to confirm, twice to re-renter or [RLS] to cancel.
- Repeat the above steps after selecting another location number.
- Press [RLS] three times to exit.

Each number can contain up to 24 digits. Personal speed dial numbers 01 - 10 appear as speed dial numbers 01 - 10 in each keystation's speed dial memory (11 - 30 being taken up by the system speed dial numbers). *The*

speed dial stored should be recorded on the speed dial directory card attached to the underside of every keystation.

Note: Pressing [REDIAL] will store a pause, [RECALL] will store a hookflash.

02u One-Touch Speed Dial Numbers

Any DSS key (except your own) and any unused line key can be programmed to store a number of up to 24 digits.

To Store One-Touch Speed Dial Numbers:

- Press [i] to enter programming mode.
- Dial 03 to go to User menu.
- Press [i] to confirm.
- Dial 02 to go to User Programmable Keys.
- Press [i] to enter.
- Dial 01 - 11 to go to the desired location. Alternatively, scroll up or down the speed dial locations using the [*] and [#] keys.
- Press [i] to enter the number.
- Enter the number to be stored.
- Press [i] once to confirm, twice to re-enter or [RLS] to cancel.
- Repeat the above steps after selecting another location number.
- Press [RLS] four times to exit.

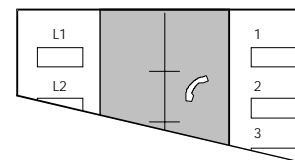
Note: Locations 01 to 08 correspond to [DSS1] to [DSS8]. Locations 09 to 11 correspond to [L2], [L3] and [L4] (if unused).

03u Headset Enable/Disable

A keystation handset may be replaced by a suitable Austel permitted headset. When connected and activated, the RLS key is used to perform the hookswitch function.

To Enable/Disable Headset:

- Press [i] to enter programming mode.
- Dial 03 to go to the User menu.
- Press [i] to confirm.
- Dial 03 to go to the Headset option.
- Press [i] twice to change the setting.
- Press [RLS] three times to exit.



Permanently flashing own DSS indicates headset mode activated

04u Paging Enable/Disable

A keystation can be programmed so that it does not receive paging calls.

To Enable/Disable Paging:

- Press [i] to enter programming mode.
- Dial 03 to go to the User menu.
- Press [i] to confirm.
- Dial 04 to go to the Paging option.

- Press [i] twice to change the setting.
- Press [RLS] three times to exit.

04uPaging Disable

05u Password

There is a facility to change the user (or keystation) password. The user password is required for operations such as Keystation Locking.

To Change a User Password:

- Press [i] to enter programming mode.
- Dial 03 to go to the User menu.
- Press [i] to confirm.
- Dial 05 to go to the password option.
- Press [i] to change password.

01: Repertory

03: User

01uPers. Speed Dial

05uPassword

Pass:

The current User password is required.

- Enter current User password.

Pass:****

If the password is incorrect, The Password menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

The new User password is requested.

- Enter four digit User password.
- Press [i] to accept password.
- Press [RLS] three times to exit.

New Pass:

New Pass:****

06u Call Waiting Enable/Disable

A keystation can be programmed so that it does not receive the call waiting tone when a second call (external or internal) arrives at the keystation.

To Enable/Disable Call Waiting:

- Press [i] to enter programming mode.
- Dial 03 to go to the User menu.
- Press [i] to confirm.
- Dial 06 to go to the Call Waiting option.
- Press [i] twice to change the setting.
- Press [RLS] three times to exit.

01: Repertory

03: User

01u Pers. Speed Dial

06u Call Wait Enable

06u Call Wait Disable

Note: It is not recommended that call waiting is disabled when single line telephones are used as AFU extensions. Calls initialised from single line telephones will not receive busy tone when the called party is on another call. The called party will only receive visual indication of the incoming call when call waiting is disabled.

04 Administration Programming

The following programming procedures can be performed at any Commander i+ keystation, provided that the Administration password or the Installation password is entered.

01a Keystation Time

Every keystation connected to the system displays the same time.

To Set the Time

- Press [i] to enter programming mode.
- Dial 04 to go to the Administration menu.
- Press [i] to confirm.
- Enter four digit administration password and press [i] twice.

If the password is incorrect, re-enter correct password or press [RLS] twice to exit.

- Enter time in twenty-four hour format, using four digits (two for the hour followed by two for the minutes).
- Press [i] to store new time.
- Press [RLS] twice to exit.

02a System Speed Dial Numbers

A maximum of twenty system speed dial telephone numbers may be stored. These can be accessed by any station. The maximum size for any number is twenty four digits.

Press [REDIAL] to store a pause, [RECALL] to store a hookflash.

To Store System Speed Dial Numbers:

- Press [i] to enter programming mode.
- Dial 04 to go to the Administration menu.
- Press [i] to confirm.
- Enter four digit administration password and press [i].

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Enter 02 to go to the System Speed Dial option.
- Press [i] to confirm.

The location of the first system speed dial number is displayed (and the number stored if there is one). System speed dial numbers are stored in locations 11 to 30.

- Dial 11 - 30 to select the desired number location.
- Press [i] to confirm the location.
- Enter the number to be stored.
- Press [i] once to confirm, twice to re-enter or [RLS] to cancel.
- If desired, repeat the above process by selecting another speed dial location and storing the desired number.

- Press [RLS] four times to exit.

03a Line Access - PSTN

A PSTN line access status is allocated to each station, one for each of the available lines. This operation is to be carried out for both Day and Night modes of operation.

There are three line access status values:

- 0 Fully Restricted Access**
- 1 Semi Restricted Access (incoming calls only)**
- 2 No Restriction**

To Set Line Access Status:

- Press [i] to enter programming mode.
- Dial 04 to go to the Administration menu.
- Press [i] to confirm.
- Enter four digit administration password and press [i].

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Enter 03 to go to the Line Access option .
- Press [i] to confirm.

The line access status value for each of the possible twelve stations is displayed for line 01.

- Dial 01 - 04 to select the desired line number. Alternatively, scroll up or down the line numbers using the [*] and [#] keys.
- Press [i] to confirm the location.

- Enter the appropriate setting for the twelve stations.

You must enter twelve values even though you may not have twelve stations. If any of the entered numbers are invalid, the original setting for that station will be retained.

- Press [i] once to confirm, twice to re-enter or [RLS] to cancel
- If desired, repeat the above process by selecting another line number and entering the appropriate status codes
- Press [RLS] four times to exit.

04a Station Call Barring Class

A call barring status is assigned to every station. This operation is to be carried out for both Day and Night operations.

There are five call barring classes:

- 0 No Barring**
- 1 Barred to ISD prefixes, but mobiles and common allowed prefixes allowed**
- 2 Barred to ISD / STD prefixes, but mobiles and common allowed prefixes allowed**
- 3 Barred to ISD / STD and mobile prefixes, but common allowed prefixes allowed**
- 4 Only common allowed prefixes allowed**

To Set Call Barring Class:

- Press [i] to enter programming mode.
- Dial 04 to go to the Administration menu.
- Press [i] to confirm.
- Enter four digit administration password and press [i].

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Enter 04 to go to the Station Class option.

- Press [i] to confirm.

The call barring class for station 1 is displayed.

- Dial 01 - 12 to select the desired station. Alternatively, scroll up or down the station numbers using the [*] and [#] keys.

- Press [i] to confirm the station number.

- Enter the appropriate call barring class.

- Press [i] once to confirm, twice to re-enter or [RLS] to cancel.
- If desired, repeat the above process by selecting another station number and entering the appropriate call barring class.
- Press [RLS] four times to exit.

05a DSS Extension Display

This facility allows you to allocate a station number to a particular DSS key and / or intercom number. Normally, station 1 is allocated to [DSS1], station 2 to [DSS2] and so on, with station 12 allocated to the [#] intercom number.

Note: The intercom call number is determined by this programming.

To Change DSS Display Key:

- Press [i] to enter programming mode.

- Dial 04 to go to the Administration menu.

- Press [i] to confirm.

- Enter four digit administration password and press [i].

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Enter 05 to go to the DSS option.

The position in which each of the DSS keys is displayed indicates which station is connected to it. In the example shown below, station 3 is connected to [DSS6] and station 6 is connected to [DSS3].

- Press [i] to confirm.

- Enter the station/DSS key allocations in the desired sequence.

You must enter all twelve different DSS identifiers (1 - #), even though you may not have twelve stations.

- Press [i] once to confirm, twice to re-enter or [RLS] to cancel.
- Press [RLS] three times to exit.

Note: For the programming of Lines Access, Ring Modes, Station Call Barring and User Password Reset, the station number is kept independent of the allocation made here.

06a Send Data

This is a command used to transmit all system data from the first Master station (lines 1 and 2) to the second Master if one is connected. This operation is for configuration backup only and *must* be initiated from the first Master.

To Send The Data:

- Press [i] to enter programming mode.

- Dial 04 to go to the Administration menu.

- Press [i] to confirm.

- Enter four digit administration password and press [i].

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Enter 06 to go to the Send Data option .

- Press [i] to initiate the sending of the data.

It takes about 30-45 seconds to complete the process. Underscore signs are shown on the Master display, indicating that the operation is in progress. During this time, the system is frozen. At the completion of the sending of data, 'OK' is displayed.

07a User Password Reset

To Reset The User Password To The Factory Default Setting:

- Press [i] to enter programming mode.

- Dial 04 to go to the Administration menu.

- Press [i] to confirm.

- Enter four digit administration password and press [i].

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Enter 07 to go to the User Password Reset option.

- Press [i] to confirm.

- Enter keystation number to be reset (1- 8).

- Press [i] to confirm.

- Press [RLS] three times to exit.

08a Administration Password

To Set The Administration Password:

- Press [i] to enter programming mode.

- Dial 04 to go to the Administration menu.

- Press [i] to confirm.

- Enter four digit administration password and press [i].

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Enter 08 to go to the Admin Password option.

- Press [i] to confirm.

- Enter four digit password.

- Press [i] to confirm.

- Press [RLS] three times to exit.

09a Ring Mode - PSTN

The ring mode is allocated to each station, one for each of the available PSTN lines. This operation is to be carried out for both Day and Night modes of operation.

There are three possible settings:

- 1 **Immediate Ring**
- 2 **Delayed Ring (10 seconds)**
- 3 **Ring Excluded**

To Select Ring Mode (Day or Night):

- Press [i] to enter programming mode.
- Dial 04 to go to the Administration menu.
- Press [i] to confirm.
- Enter four digit Administration password and press [i].

01: Repertory

04: Admin

Pass:

01aSet Time: 16:24

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Dial 09 to go to the Ring Mode option.
- Press [i] to confirm.

09aRing Mode D

01:111111111111

The Ring Mode value for each of the possible twelve stations is displayed for line 01

- Dial 01 - 04 to select the desired line number. Alternatively, scroll up or down the line numbers using the [*] and [#] keys.
- Press [i] to confirm the location.
- Enter the appropriate setting for the twelve stations.

>

>111112113333

You must enter twelve values, even though you may not have twelve stations. If any of the entered numbers is invalid, the original setting for that station will be retained.

- Press [i] once to confirm, twice to re-enter or [RLS] to cancel.
- Repeat the above steps for the other available line numbers.
- Press [RLS] four times to exit.

WARNING: Be careful to avoid ring disabling or delaying for all stations for the same line.

10a Remote Report

This facility displays the date and time of the last remote maintenance session. In addition, the number of remote maintenance sessions performed to date is also displayed

To view the time and date of the last remote maintenance session:

- Press [i] to enter programming mode.
- Dial 04 to go to the Administration menu.
- Press [i] to confirm.
- Enter four digit Administration password and press [i].

01: Repertory

04: Admin

Pass:

01aSet Time: 16:24

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Dial 10 to go to the Remote Report display.

10aRemoteReport 015

The number of remote maintenance sessions is displayed.

After approximately three seconds the display shows the time and date of the last remote maintenance session.

16/04 14:23

- Press [RLS] three times to exit.

11a Serial Number

A remote maintenance serial number may be allocated to the system by the Telstra Commander Remote Access Centre.

To Display The Remote Maintenance Serial Number:

- Press [i] to enter programming mode.
- Dial 04 to go to the Administration menu.
- Press [i] to confirm.
- Enter four digit Administration password and press [i].

If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.

- Dial 11 to go to the Serial Number option.
- Press [RLS] three times to exit.

12a Hold Timer

The length of time a call is on common hold or exclusive hold before the call rings back at the holding station is programmable.

There are four possible settings:

- 1 30 seconds
- 2 60 second
- 3 90 seconds
- 4 120 seconds

To Set The Hold Timer (Day Or Night):

- Press [i] to enter programming mode.

- Dial 04 to go to the Administration menu.
 - Press [i] to confirm.
 - Enter four digit Administration password and press [i].
- If the password is incorrect, the Admin menu is displayed. Press [i] and re-enter correct password or press [RLS] to exit.*
- Dial 12 to go to the Hold Timer option.
 - Press [i] to confirm.
 - Enter the appropriate setting for the system.
 - Press [i] once to confirm, twice to re-enter or [RLS] to cancel.
 - Press [RLS] three times to exit.

Appendix F

Commander i+ AFU User Guide

Telstra Commander® i
Analogue Facilities Unit
User Guide

Serial Item 749/35

Issue 2



Telstra Commander Remote Access Centre

The Telstra Commander Remote Access Centre has been set up by Telstra to help you administer and maintain your Telstra Commander i+.

Help Desk

The Help Desk is staffed by personnel experienced in all areas of the Commander i+. Call them for support on:

- fault reporting.
- system administration and programming.
- user training needs.
- other product support inquiries.

The staff at Telstra Commander Remote Access Centre are keen to assist. However, please read carefully the documentation provided with the product before calling.

To contact the Commander Remote Access Centre:

FREECALL ™ 1800 809 882*

FREEFAX ™ 1800 044 113*

* Calls from a mobile phone are charged at the applicable mobile rate.

Documentation Support

If you find any problems with the documentation for this Commander i+ product, please tell us.

We want to know if you find any of the following problems:

- mistakes in the manual.
- any part is hard to understand.
- difficulty in locating a subject.
- format hard to follow, etc.

These numbers are staffed from 8:00 am to 7:00 pm (EST) from Monday to Friday.

Table of Contents

1. Introduction	1-1
Introduction	1-2
Main Characteristics.....	1-2
Main Features.....	1-2
Audible Signals	1-4
2. How To Use The AFU	2-1
Foreword.....	2-2
Internal Calls	2-2
To Make an Internal Call:.....	2-2
To Answer an Internal Call:.....	2-2
To Make a Paging Call:	2-2
External Calls.....	2-3
To Make an External Call:.....	2-3
To Answer an External Call:.....	2-3
To Place an External Call On Hold:.....	2-3
To Resume an External Call that is On Hold:.....	2-4
To Transfer an External Call:	2-4
Speed Dialling.....	2-5
To Use System Speed Dialling on an External Line:	2-5
To Use Speed Dialling on a PABX Line:	2-5
Access to Network / PABX Services(Call Waiting or Call Transfer).....	2-5
Dialling Facilities	2-6
To Continue Dialling After a Delay	2-6
To Change Mode of Dialling	2-6
Door Station / Door Opener	2-6
To Operate the Door Opener (Call from Door Station):.....	2-6
To Operate the Door Opener (Without A Call from Door station):.....	2-6
3. AFU Quick Reference Card	3-1

**FOR SAFETY REASONS, COMMANDER i MUST BE
INSTALLED BY AUTHORISED SERVICE PERSONNEL
IN ACCORDANCE WITH AUSTEL TS009 STANDARD**

1. Introduction

Introduction

This manual describes the operating instructions for the Commander i Analogue Facilities Unit (AFU).

Main Characteristics

The Analogue Facilities Unit (AFU) is an optional interface to the Commander i system, allowing for connection of up to two standard *Tone* telephone terminals (telephone sets, cordless, multi-function telephones, FAX machines, answering machines, modems, etc) or one standard tone telephone terminal and one door station / external paging interface.

A maximum of two AFUs can be connected to one system. This provides for a total of four telephone terminals with the following limitations:

- Only one Door Station or external paging interface per system.
- Only one Door Unlock per system (in combination with the door station).

Main Features

The main features supported by telephones connected to the AFU are as follows:

- **Internal Calls**
To call and communicate between stations.
- **Internal Paging**
To broadcast a loudspeaker message to keystations and wait for an answer.
- **External Calls**
To selectively engage external or PABX lines.
- **Restriction to Outside Calls for Each Extension**
To restrict a station from incoming and/or outgoing access to any lines.
- **Call Barring on Outside Line**
To prohibit a station from dialling certain types of calls such as international calls, STD calls and calls to mobiles.
- **System Speed Dialling**

To provide a station with the ability to dial the twenty system common speed dial numbers, each number made up of a maximum of 24 digits.

- **Night Service**
To be able to activate with a single command, a different set of call distribution and station configuration for night-time operation (*eg. at the closing time of the office, all incoming calls can be diverted to an extension to which an answering machine is connected*).
- **Call on Hold**
To give a station the ability to place an external call on exclusive hold (*eg. to consult a colleague or call another station before resuming the external call or transferring it to another station*) or common hold (*eg. to pick up the call from a different station*).
- **Call Transfer (With or Without Announcement)**
To enable a station to transfer an external call to another station, whether it is free or busy. The transferring station can transfer the call with or without announcement.
- **Access to Post-Dialling Services**
To permit continuation of dialling mid conversation.
- **Door Station / Door Opener Interface**
To provide a connection to the Commander i door station, with the ability of using each system station to receive calls, answer them and control the opening of the door.
- **External Paging Interface**
To provide a connection to the Commander i external paging interface. This provides connection to an external paging system to allow stations to make external paging calls.

Audible Signals

Ring Type	Call Type
Double ring	External call or transferred call reverting
Fast single ring	Internal call
Slow single ring	Door station call
Single tone repeated through handset	Call waiting

2. How To Use The AFU

Foreword

When you lift the handset, you will hear a continuous tone. This is the internal dial tone. At this point it is possible to make:

- Internal Calls.
- External Calls.

Once you have lifted the handset, you have ten seconds in which to dial the desired number. If you have not dialled the number within this time, you will hear a busy tone and will not be able to carry out any operation. Hang up and lift the handset to resume normal operation.

Internal Calls

To Make an Internal Call:

- Lift the handset and listen for internal dial tone.
- Dial 4 and then dial the station number

*Stations are numbered from 1 to 9 then *, 0, and #*

If all the internal channels are busy then you will hear busy tone.

To Answer an Internal Call:

- Lift the handset of the station that is ringing.

To Make a Paging Call:

- Lift the handset and listen for internal dial tone.
- Dial 4 and then dial your own number.
- Broadcast a voice message.

If all the internal channels are busy then you will hear busy tone.

The first station that answers becomes connected to the caller in the same way as an internal call. All keystations programmed to receive paging calls are alerted with a 'double beep' on the loudspeaker and also a message on the display.

External Calls

To Make an External Call:

- Lift the handset and listen for internal dial tone.
 - Dial:
 - **0** to access a direct external line
 - or
 - **8** to access a PABX line.
 - When you hear the external dial tone, dial the required external number.
- You will hear a busy tone if there is no available line.

To Answer an External Call:

- Lift the handset of the station that is ringing.

If you are already engaged on a call when a new call arrives, you are alerted by a sequence of short beeps (call waiting tones). You can transfer the current caller or put the call on hold in order to answer the new incoming call.

To Place an External Call On Hold:

- Press the RECALL or 'Flash' key.
 - Wait for the internal dial tone.
 - Dial 1 to place the call in Common Hold.
- Any station can now pick up the call.*
- Replace the handset and make any other call.

If a call on hold is not retrieved within the pre-programmed time, recall ringing is heard at the holding station. For further information on setting the hold timer please refer to Administration Programming in the System User Guide.

To Resume an External Call that is On Hold:

- Pick up the handset.
- Wait for the internal dial tone.
- Dial 1.

If more than one call is on hold then the call on the highest number line is retrieved first. That is, a held call on line 4 will be retrieved first before a held call on line 2.

During Night Status, you can resume any call placed in Common Hold. In Day Status, you can only resume a call put in Common Hold by yourself.

To Transfer an External Call:

This procedure is for when you are talking to an external party and wish to transfer the call to another station.

- Press the [RECALL] or 'Flash' key.
- Wait for the internal dial tone.
- Dial 2, dial 4 and then dial the station number.
- Replace the handset before the called station answers if you wish to transfer **'without announcement'**
or
Wait for the answer, offer the call, and replace the handset to transfer **'with announcement'**.
- If the called extension does not accept the call, press the [RECALL] or 'Flash' key to resume the outside call.
- If the operator of the called extension replaces the handset, the external communication is automatically restored.

If the called station does not answer the transferred call within the pre-programmed time, the call will revert back to your phone.

Speed Dialling

You can dial on both direct external and PABX lines, a repertory number stored in the System Speed Dial (numbered from 11 to 30).

Note: System Speed Dial is not subject to Station Class Of Service Barring.

To Use System Speed Dialling on an External Line:

- Lift the handset and wait until you hear the internal dial tone
- Dial 7 followed by 0, and wait for the external dial tone
- Dial the desired speed dial address (11 - 30).

To Use Speed Dialling on a PABX Line:

- Lift the handset and wait until you hear the internal dial tone
- Dial 7 followed by 8, and wait for the external dial tone
- Dial the desired speed dial address (11 - 30).

A pause of three seconds is automatically inserted between the PABX access digit (normally 0) and the outside number.

If the System Speed Dial number is not compatible with the line selected (eg. a PABX only number to an external line) or where there is no available line, you will hear a busy tone.

Access to Network / PABX Services(Call Waiting or Call Transfer)

When using Network or PABX Services you will need to send a timed loop break/ hookflash to the external line.

- Press the [RECALL] or 'Flash' key
- Wait for the internal dial tone
- Dial #

Dialling Facilities

To Continue Dialling After a Delay

When you are in the middle of dialling an external number and have paused longer than the interdigit time-out, carry out the following instructions.

If the External Line is Tone (DTMF):

- Dial the remaining numbers

If the External Line is Pulse (Decadic):

- Press the RECALL or 'Flash' key and wait for the internal dial tone
- Dial 0 followed by the remaining digits of the number being dialled

To Change Mode of Dialling

To change the mode of dialling to the external line from Pulse (Decadic) to Tone (DTMF):

- Press the RECALL or 'Flash' key and wait for the internal dial tone
- Dial * followed by the required number

Door Station / Door Opener

It is possible to answer the door station and operate the door opener (if equipped) from any station when in conversation with the door station.

To Operate the Door Opener (Call from Door Station):

- Lift the handset to answer a door station call
- Dial 1

To Operate the Door Opener (Without A Call from Door station):

- Lift the handset and listen for internal dial tone
- Dial 4 and then dial the door station number. You will be in conversation with the door station
- Dial 1 to operate the door opener

3. AFU Quick Reference Card

AFU Quick Reference Card

Making Calls

To Make an External Call on a Direct External Line:

- Lift handset and listen for internal dial tone
- Dial **0** and wait for the external dial tone
- Dial required number

To Make an External Call on a PABX Line:

- Lift handset and listen for internal dial tone
- Dial **8** and wait for the PABX dial tone
- Dial required number

To Make an Internal Call:

- Lift handset and listen for internal dial tone
- Dial **4** and then dial the required internal extension number (**1** to #)

To Make a Paging Call:

- Lift handset and listen for internal dial tone
- Dial **4** and then dial your own number
- Make paging announcement

Automatic Dialling

To Speed-Dial on a Direct External Line:

- Lift handset
- Dial **70** and wait for dial tone
- Dial required system speed-dial number (**11** to **30**)

To Speed-Dial on a PABX Line:

- Lift handset
- Dial **78** and wait for dial tone
- Dial required system speed-dial number (**11** to **30**)

Holding Calls

- Ask outside caller to wait
- Press [**RECALL**] key and listen for internal dial tone
- Dial **1**

To Recover A Call on Hold:

- Lift handset and listen for internal dial tone
- Dial **1**

Inquiry Calls/Transfers

To Make an Inquiry Call:

- Ask outside caller to wait
- Press [**RECALL**] key and listen for internal dial tone
- Dial **2**
- Dial **4** and then the required internal extension number (**1** to #)
- Return to held call by pressing the [**RECALL**] key
or
Replace handset to transfer call to the other extension

Additional Functions

To Flash to External Line:

- Press [**RECALL**] key and listen for internal dial tone
- Dial #

To Continue to Dial After Interdigit Timeout:

- Press [**RECALL**] key and listen for internal dial tone
- Dial **0**

To Change Dial Mode From Pulse (Decadic) to Tone (DTMF):

- Press [**RECALL**] key and listen for internal dial tone

- Dial *