

SIEMENS

User Guide

ROLMphones 120, 240, and 400 Series

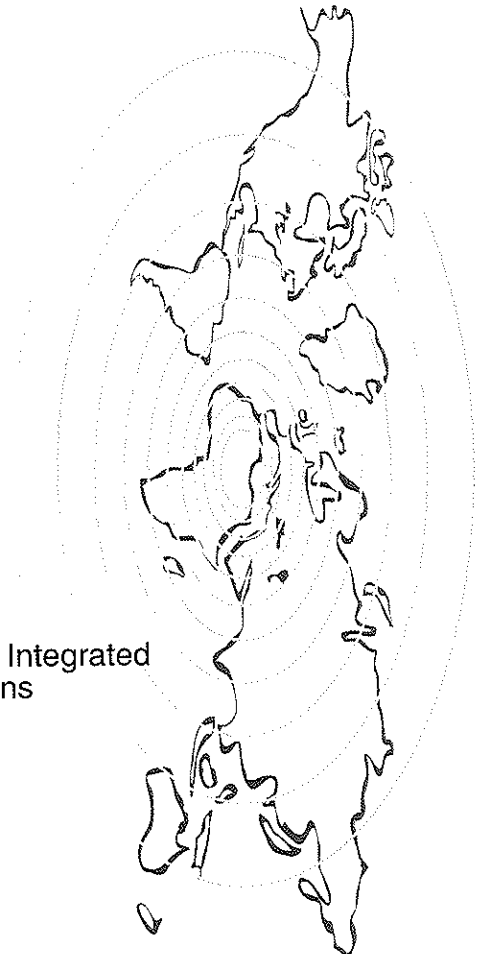
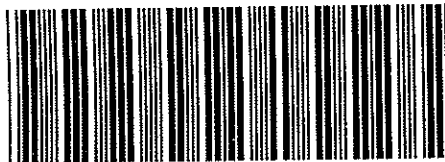
Siemens Business Communication Systems, Inc.
4900 Old Ironsides Drive
P.O. Box 58075
Santa Clara, CA 95052-8075

Siemens reserves the right to change specifications without notice.

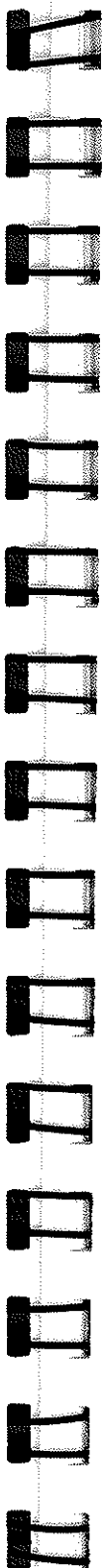
© Copyright Siemens Business Communication Systems, Inc.
1997. All rights reserved.

Printed in the U.S.A.

GU30 - 0360 - 03



Creating a World of Highly Integrated
Communications & Solutions



ROLMphone User Guide

GU30-0360-03



New Corporate Identity Disclaimer

All references to IBM in this document are now legally superseded by the ROLM Systems corporate identity (except specific references to IBM equipment such as IBM cabling, IBM PCs, IBM data devices, and IBM computer equipment). Be aware that the new corporate identity (ROLM Systems) is not contained in this book's text, but it will be in the next revision.

Warning: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to take whatever measures may be required to correct the interference at his own expense.

This equipment does not exceed Class A limits per radio noise emissions for digital apparatus, set out in the Radio Interference Regulation of the Canadian Department of Communications. Operation in a residential area may cause unacceptable interference to radio and TV reception requiring the owner or operator to take whatever steps are necessary to correct the interference. See instruction manual.

Cet équipement ne dépasse pas le limites de Classe A d'émission de bruits radioélectriques pour les appareils numériques, telles que prescrites par le Règlement sur le brouillage radioélectrique établi par le ministère des Communications du Canada. L'exploitation faite en milieu résidentiel peut entraîner le brouillage des réceptions radio et télé, ce qui obligerait le propriétaire ou l'opérateur à prendre les dispositions nécessaires pour en éliminer les causes. Voir le Guide d'instructions.

December 1989

ROLM Systems, A Siemens Company
4900 Old Ironsides Drive
P.O. Box 58075
Santa Clara, CA 95052-8075
(408) 986-1000
TWX: 9103387350 ROLM SNTA B
Telex: 278156 ROLM UR

Form No.GU30-0360-03 Part No.21A1489

©ROLM, ETS, Flashphone, ROLMphone, UPOL, Cypress, PhoneMail, and Redwood are registered trademarks of ROLM Systems.

©IBM is a registered trademark of IBM Corporation.

™Cedar and Juniper are trademarks of ROLM Systems.

©Copyright ROLM Systems 1989. All rights reserved.
07209801.75M

Contents

Introduction	1
Your Faceplate	3
Your ROLMphone	6
Keypad	6
Line Buttons	6
The FLASH Button	6
Feature Buttons	7
Autodial Buttons	7
Repertory Dialing (Repdial) Buttons	7
Voice Volume Buttons	7
Ring Volume Control	8
Status Lights	8
Optional Headset Adapter	9
Display	11
Outside Line Access Code	14
Your Class Of Service	14
System Feature Access	14
Using Your Speakerphone (ROLMphone 400, 240, and 240E)	15
Voice Transmission	15
Muting the Speakerphone	16
Using Your Speaker	16
Using Your ROLMphone	16
Getting Dial Tone	16
Hanging Up	17
Using The Headset	17
Getting Dial Tone	17
Hanging Up	17
Changing Your Ringing Tone	18
Using Your Features	18
The Basics	19
Internal Calls	20
Calling an Extension in Your Telephone System	20
Calling an Extension in Your Com Group	20
Outside Calls	22
Making an Outside Call	22
Hold	24
Putting a Call on Hold	24

When Your Party Puts You on Hold	24
Hold on Hold	24
Transfer	26
Transferring a Call to Another Extension	26
Connect	28
Connecting with a Camped on Call, a Parked Call, or a Newly Available Outside Line	28
Reconnecting with a Transferred Call or Alternating Between Parties	28
Making Calls	31
Conference Call	32
Setting Up a Conference Call	32
Dropping the Last Party	32
Consultation Call	34
Consulting with a Second Party During a Call	34
Callback Camp-On	36
Camping on to a Busy Extension	36
Automatic Camp-On	38
Automatically Camping on to a Busy Extension	38
Message Reminder	40
Leaving a Reminder on a ROLMphone 400 or 240E	40
Standby Queuing	42
Automatically Queuing (Waiting in Line) for an Open Line After Dialing an Outside Number and Receiving a Fast Busy Signal	42
Callback Queuing	44
Queuing (Waiting in Line) for an Outside Line	44
Postponing the Callback	44
Cancelling the Callback	44
System Speed Calling	46
Making a System Speed Call	46
Station Speed Calling	48
Setting or Changing a Station Speed Code	48
Repertory Dialing	51
Making a Repdial Call	51
Setting Up or Changing Repdial Buttons	51
Delay	52
Error Tone and Fast Busy	52
Consultation Call with Repertory Dialing	52
Paging	55
Using your system's paging system	55
Save and Repeat	56

Saving a Telephone Number	56
Intercom Call	58
Transmitting a Call Through a Speaker	58
Executive Override	60
Breaking Through to a Busy or Blocked Extension	60
Auto Intercom Call	62
Transmitting a Call Through a Speaker	62
Answering Calls	65
Group Pick	66
Answering a Call to Any Extension in Your Pick Group	66
Call Pickup	68
Answering a Call to Any Extension	68
Night Call	70
Answering an Incoming Night Call	70
Message Waiting (Message Center or PhoneMail System)	72
Receiving a Message When Your Message Waiting Lamp is Flashing	72
Stopping the Flashing Message Waiting Lamp	72
Message Reminder	75
Reading a Message Reminder on Your ROLMphone 400 or 240E	75
Clearing a Message Reminder from Your ROLMphone 400 or 240E	75
Forwarding Calls	77
Call Forwarding	78
Forwarding Your Calls to Another Extension	78
Park	80
Parking a Call on an Extension	80
Follow-Me Call Forwarding	82
Forwarding Your Calls to Subsequent Extensions	82
Off-System Call Forwarding	84
Forwarding Your Calls to an Outside Number	84
Blocking Calls	87
Do Not Disturb	88
Blocking Incoming Calls	88
Privacy Call	90
Setting Up a Privacy Call Before Dialing a Number	90
Setting Up a Privacy Call During a Conversation	90

Using Authorization Codes	93
Forced Authorization Code	94
Using a Forced Authorization Code to Make an Outside Call	94
Roving Authorization Code	96
Using the Roving Authorization Code to Make an Outside Call	96
 Charging Calls to Accounts	99
CDR Account Code	100
Automatically Recording the Account Code and Other Details	
About Your Calls	100
On the CBX II 8000	100
On the CBX II 9000	100
Unchecked Forced Account Code	102
Using an Unchecked Forced Account Code to Make an Outside Call from Your Extension	102
Unchecked Forced Account Code With Roving Authorization Code	104
Using an Unchecked Forced Account Code with a Roving Authorization Code to Make an Outside Call from Any Extension	104
 Dealing with Problem Lines	107
Forced Route Override	108
Forcing the System to Automatically Redial an Outside Number Over a Different Line	108
Bad Line Reporting	110
Automatically Reporting a Bad Line	110
Notifying Your Company Repair Service	110
 Feature Codes	113
Using the Basic Features	113
Making Calls	113
Answering Calls	115
Forwarding Calls	115
Blocking Calls	116
Changing Ringing Tone	116
Charging to Account Codes	116
Dealing with Problem Lines	117
 Index	119

Figures

1. ROLMphone Models 400, 240, and 120	2
2. ROLMphone 400	3
3. ROLMphone 240E	4
4. ROLMphone 120	5
5. ROLMphone Models 400, 240, and 120	10



Tables

1. Line Button Flash Rates 8
2. Com Groups 20



Introduction

Your ROLMphone® telephone is the ultimate telephone that lets you answer and place calls simply, quickly, and efficiently. By pressing a single button, you can dial a telephone number, answer a call for another extension, or perform one of many special functions. (These special functions are called system features.)

Figure 1 shows the three models of ROLMphone telephones. The ROLMphone models 400 and 240 are multiline telephones; the ROLMphone 120 is a single-line telephone. The ROLMphone 400 and 240E each have a display.

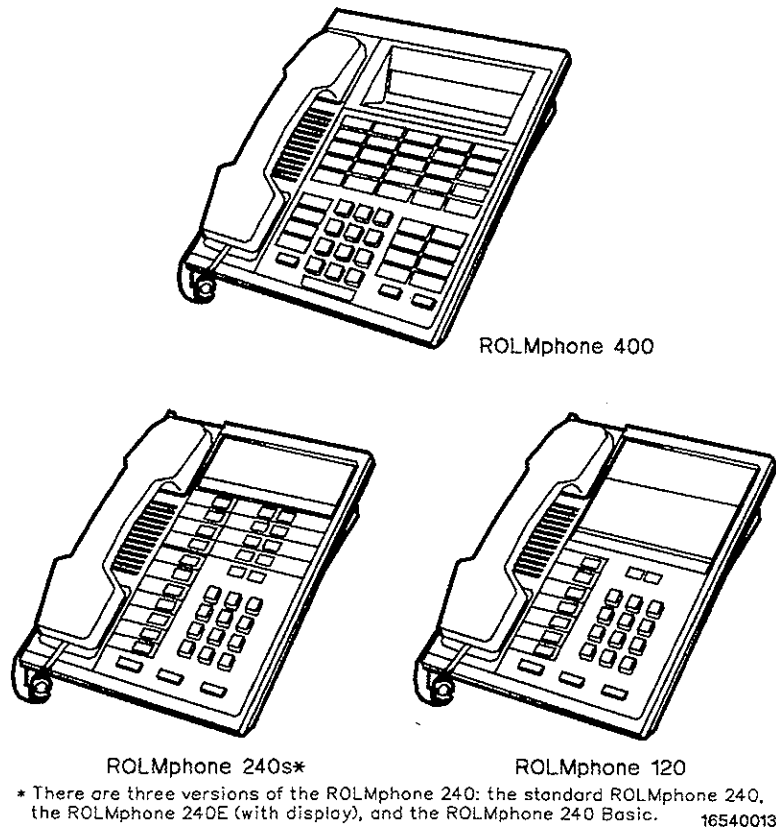
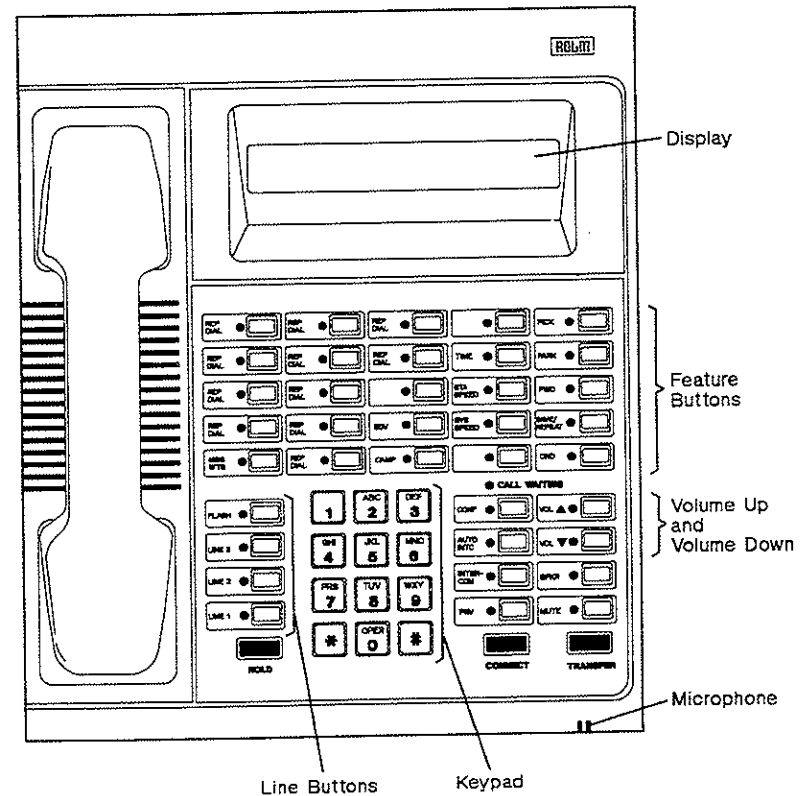


Figure 1. ROLMphone Models 400, 240, and 120

Your Faceplate

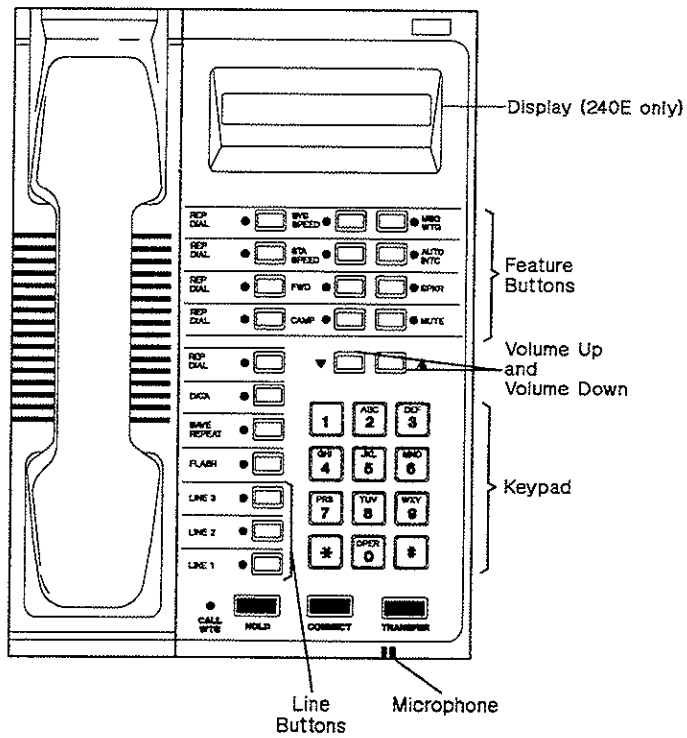
The faceplate identifies features that you access by pressing specific buttons on your telephone.

Your telephone's faceplate includes the system features you are likely to use most frequently in your job. Figure 2, Figure 3 on page 4, and Figure 4 on page 5 show typical faceplates.



16540023

Figure 2. ROLMphone 400



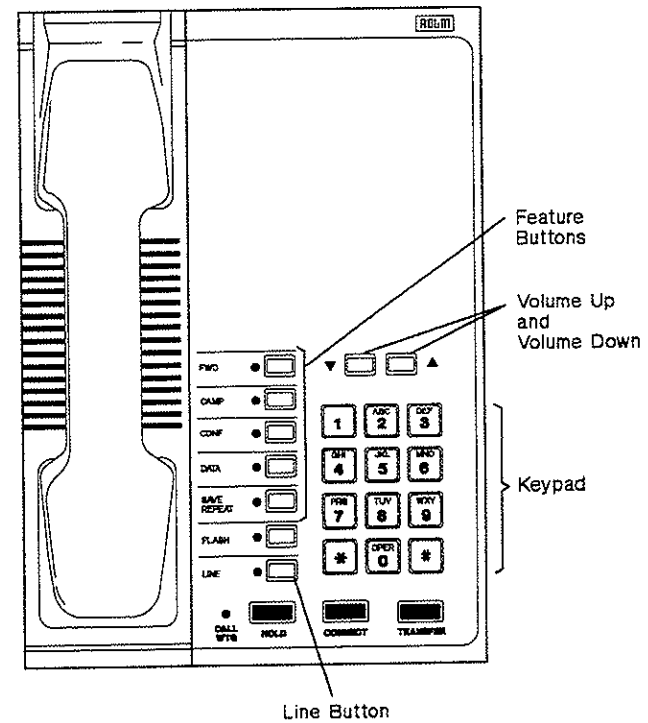
16540033

Figure 3. ROLMphone 240E

There are three versions of the ROLMphone 240. The standard ROLMphone 240 includes the speaker capability.

The ROLMphone 240 Basic does not have a speaker microphone, or mute and speaker buttons.

The ROLMphone 240E, shown in Figure 3, includes all of the features of the standard 240, plus a 48-character, 2-line display.



16540043

Figure 4. ROLMphone 120

Your ROLMphone

Keypad

Use the keypad on your ROLMphone just like you would any standard telephone keypad for dialing telephone numbers. You can also use your keypad to access system features available to your telephone for which you do not have feature buttons.

Line Buttons

The line buttons correspond to your extension number or numbers. You use the line buttons to answer and place calls. The indicator that lights when you pick up your receiver shows your primary line.

Note

Once you have lifted the receiver to answer a call, do not press the line button - doing so disconnects the call.

The FLASH Button

The FLASH button on your ROLMphone keypad places any call you have in progress on temporary hold¹ and alerts your voice-data controller that you wish to access a feature or dial a second party. You do not need to use the FLASH button to activate a feature button on your ROLMphone.

¹ This temporary hold lasts only until you hang up or reconnect to the call, or for a predetermined length of time. If you press the FLASH button while on a call and then hang up, the call immediately rings back on your telephone.



Feature Buttons

Use a system feature by pressing the feature button.

Autodial Buttons

Some of the buttons can be used for autodial numbers; you can use the station speed feature to set them to dial specified extensions or outside numbers. Press the autodial button to access the station speed number.

Repertory Dialing (Repdial) Buttons

You may have one or more repertory dialing (repdial) buttons. Use the SET button to set a single repdial button to dial a sequence of numbers and features.

Voice Volume Buttons

Use the VOL ▲ (UP) and VOL ▼ (DOWN) buttons to adjust the voice volume of your ROLMphone. While on a call, press VOL ▲ to raise the volume of the voice you are hearing, or press VOL ▼ to lower the volume of the voice you are hearing. Press either button until you reach the desired voice level. When you hang up or switch to another call, the voice volume returns to the normal level.

Ring Volume Control

Use the slide control to adjust the ringing volume of your ROLMphone. The slide control is located underneath the ROLMphone models 400, 240, and 240E and either underneath or on the side of the ROLMphone 240 Basic and the ROLMphone 120. The volume remains at the level you set it until you adjust it again.

Status Lights

The red status lights located next to the buttons tell you what is going on with a line or feature.

A line button light may light steadily, blink, or flash at different rates to signal the status of that line.

Flash Rate	Line Status
Off	Available
Light steadily	In use
Blinking	Call waiting
Flashing	Ringing
Flickering	Forwarded

Table 1. Line Button Flash Rates.

The call waiting light blinks when a call is waiting on your line.

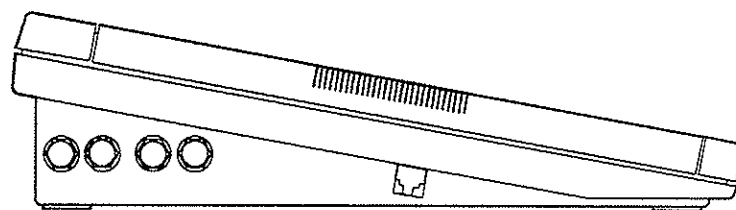
Optional Headset Adapter

Your ROLMphone can be ordered with headset adapters that provide for two headsets—one for a user and one for a trainer. The adapter's two pairs of jacks appear on the left side of the ROLMphone 400 and on the back of ROLMphones 240, 240E, and 120. The 2-pronged headset plug fits into a pair of jacks. When the headset is plugged in, the speakerphone does not function.

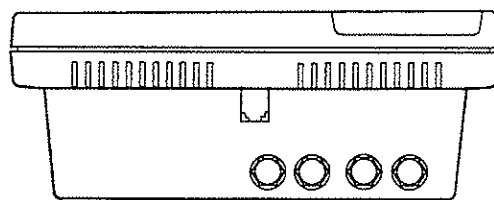
Note

The ROLMphone 400HR lets you attach a recorder. In addition to recording the conversation of a connected call, the recorder may also record users' comments between calls via the handset or headset.

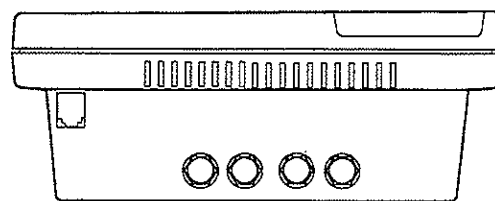




ROLMphone 400



ROLMphone 240* and 120



ROLMphone 240*, 240E, and 120

*The ROLMphone 240 Basic does not have optional headset jacks.

16540053

Figure 5. ROLMphone Models 400, 240, and 120



Display

The displays at the top of the ROLMphone 400 and 240E provide call information such as the extension number calling you and, in some systems, the caller's name, elapsed call time, and more.

The ROLMphone 400 has a 2-line display with 30 characters to a line. The 240E has a 2-line display with 24 characters to a line and displays the same messages as the 400. However, because the 240E's display is smaller, it may truncate or rearrange some messages. For example, the ROLMphone 400 might display the following information after receiving an outside call:

T 012 0019 FORT WORTH TRUNK

But the ROLMphone 240E would truncate the same information to:

T 012 0019 FORT WORTH TR

If your system has the calling name display feature, each extension can have a 16-character name associated with it, which is shown on the display.

- Called Number

When you place a call, the number you are dialing is displayed. The display below shows that the access code of 9 and an external number of 767-1234 were dialed:

97671234

- Calling Number

- Internal Call

When you receive an internal call on your primary line, the extension calling you (for example, 7587) is displayed when your ROLMphone begins ringing. The caller's name is also displayed if your system is configured for the calling name display feature.

On the other line buttons, the number and name appear only after you have pressed the button of the ringing line:

7587 JAMES SMITH

– Outside Call

When you receive an outside call, the trunk group number and trunk number or dialed number identification are displayed:

T 001 003

– Attendant Call

When an attendant calls you, the display shows the attendant's number:

A 01

• Busy Forwarding

When a call to a busy extension is forwarded to you, the display shows you the extension (7587) and name of the internal caller (or the trunk group and trunk number of an outside caller), BFWD to indicate busy forwarding, and the busy extension (4321) and name of the person called:

7587 BILL BARNES (Calling party)
BFWD 4321 SUSAN JONES
(Busy extension that call was forwarded from)

• No Answer Forwarding

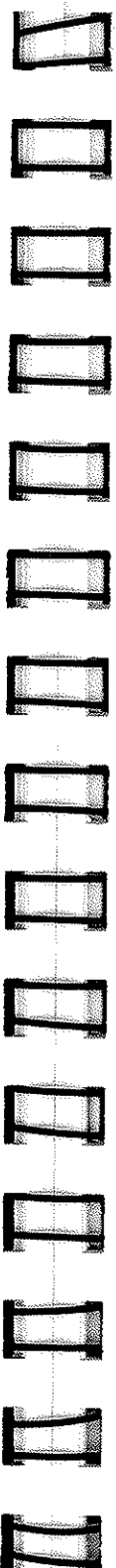
When a call to an unanswered extension is forwarded to you, the display shows the extension (7587) and name of the internal caller or the trunk group and trunk number of the outside caller, and FWD to indicate the unanswered extension (4321) and name the call is being forwarded from:

7587 DON MILLER (Calling party)
FWD 4321 ANN GREGG
(Unanswered extension and name that call was forwarded from)

• Group Pick Call

If you use the group pickup feature to answer a call for another extension, the display shows you the extension (7587) and name of the calling party, PICK to indicate group pickup, and the extension (4321) and name of the person whose call you "picked up":

7587 JANE JONES (Calling party)
PICK 4321 STEVE PRICE (Extension whose call you "picked up")



• Account Number

This display shows the account code number you have entered, using your keypad, into the CDR current call record:

ACCOUNT #1234567890

• Conference

This shows that a conference call has been established:

CONFERENCE

• Elapsed Time

To help you keep track of a call's duration, the display shows a running count of the elapsed time of each outgoing and incoming external call:

01:03:45 (One hour, three minutes, 45 seconds)

• Call Cost (on CBX II 8000 only)

This display indicates the cost of an outgoing call:

\$12.34

• Message Reminder

If a caller camps on to your extension while you are away, this display indicates that you should call the individual at the extension shown. The ROLMphone 400 displays this information on one line:

CALL 7421 A. CAMPBELL

The ROLMphone 240E displays "CALL" and the extension on the first line and the caller's name on the second line:

CALL 7421
A. CAMPBELL

Note: To delete the message from your display, press 1. To scroll through messages left on your display, press 2.

• Time and Date

When you press the TIME button, the display shows you the time of day in hours and minutes, based on a 12-hour time clock, and the date in month and day:

12:59 DEC 31

Outside Line Access Code

To make an outside call, you must first enter an outside line access code. In this guide, 9 is used for this code. Your communications manager can tell you the access code for your system.

Outside-line access code _____

Your Class Of Service

Each telephone in your telephone system is assigned a class of service that specifies the features that the telephone can access. Ask your communications manager which features have been assigned to your ROLMphone. When in Verify Mode (*562), ROLMphones with displays also display the class of service for each line key configured.

System Feature Access

A set of features best meeting your needs has been assigned to your ROLMphone telephone's feature buttons. Therefore, you may find that your ROLMphone does not have feature buttons for some features described in this User Guide. However, you can still use any system feature permitted by your class of service by keying in that feature's code. In "Using Your Features" on page 18, the list of steps include the feature button you press to access a feature. If you do not have a button on your telephone for a feature, use the code shown for that feature instead. You must have dial tone² before entering a feature access code. If you do not have dial tone, press the FLASH button to get it.

² The holding dial tone qualifies as a type of dial tone.

Using Your Speakerphone (ROLMphone 400, 240, and 240E)

The ROLMphone 400, 240, and 240E have 2-way speakerphones.

You can use either the receiver or the speakerphone to make or receive calls. To use the speakerphone, press a line button to make your call.

During a conversation, you can use your speakerphone instead of your receiver by pressing the SPKR button and hanging up the receiver. If you want to switch back to using your receiver, pick it up.

Voice Transmission

The speakerphone senses and alternates voice transmission between parties. Only one voice is transmitted at a time. Because of the sensitivity of the microphone, you and the other party cannot talk simultaneously. Also, you may not hear voice interruptions or background noise, but this does not mean you have been cut off.

The speakerphone may be too sensitive for situations with high noise levels. If your room noise level is high, you can increase the other party's voice volume by pressing the volume up button. If the other party's voice is too high, you can increase your ability to interrupt by pressing the volume down button. If the volume adjustment cannot compensate for the high noise level, you can use the receiver to continue the conversation.

When in the speakerphone mode, if you are farther than 2 ft from the microphone, your voice volume is reduced and may sound hollow to the other party. However, the party should have no difficulty understanding you.

Muting the Speakerphone

By pressing the MUTE button, you can turn off the microphone so that you can carry on a conversation in your room that the other party on your line cannot hear. The light next to the MUTE button flashes to indicate that you are in the mute state. To continue your conversation, press MUTE again.

Using Your Speaker

(ROLMphone 240 Basic and ROLMphone 120)

Your ROLMphone 240 Basic and ROLMphone 120 have a 1-way (receive) speaker that permits you to dial a number and receive an answer before lifting your receiver to talk (hands-free dialing).

When someone puts you on hold, you do not need to hold the receiver while waiting. Press HOLD, replace the receiver, and press the line button. The speaker allows you to hear your party reconnect to the call.

Using Your ROLMphone

Getting Dial Tone

Before dialing a number or using one of the system features, you must get dial tone. The dial tone means that the system is ready to accept your request.

You can get dial tone in one of three ways:

- By picking up your receiver.
- By pressing a line button.
- By pressing the FLASH button while on a call.



Hanging Up

You can hang up in one of two ways:

- By hanging up your receiver.
- By pressing the same line button on which you placed or answered the call.

Using The Headset

Getting Dial Tone

Press a line button.

Hanging Up

Press the same line button on which you placed or answered the call.

Changing Your Ringing Tone

When first installed, your ROLMphone will have a predetermined ring. You can change your telephone's ring tone to any one of eight tones.

Use the following procedure to change your ring tone:



Get dial tone by lifting receiver.



Key in * 5 7 2.



Key in single digits (1 through 8) to hear various tone pitches. The last digit you key in before you hang up will produce the ringing tone of your telephone.

To test the ring tone of your telephone, get dial tone, and follow step 2 above. The telephone will now ring in the selected tone.

The ROLMphone 400 and 240E display the selected tone's number.

Using Your Features

This guide contains the steps needed to use each of the system features.

Read through and practice the first few features so that you become comfortable with the system before going on to the more complex features.

The Basics

This section contains the following steps for the basic features:

- Making internal calls
- Making outside calls
- Putting calls on hold
- Transferring calls
- Connecting to calls.



Internal Calls

Calling an Extension in Your Telephone System

To call an extension in your telephone system, dial the extension number.

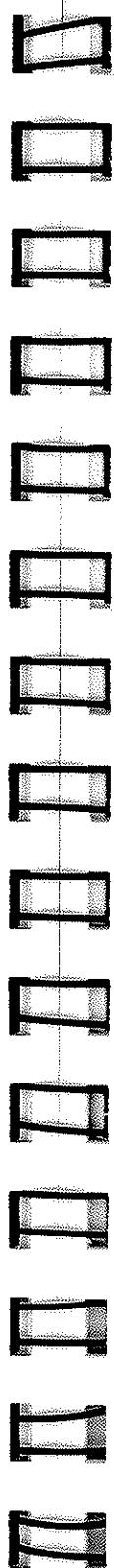
Calling an Extension in Your Com Group

Members of a com group are able to call each other by dialing a shortened code number instead of an extension number. A call from a com group member can override a do-not-disturb or station forwarding condition. The call from the com group member will go through.

Com groups of up to 10 members have 2-digit codes. Groups of more than 10 members have 3-digit codes.


Name	Number

Table 2. Com Groups.




To call another extension within your telephone system,

1.  Get dial tone.

2.  Dial extension number.

To call another extension within your com group,

1.  Get dial tone.

2.  Dial com group number.

Outside Calls

Making an Outside Call

To call outside your system, key in your outside line access code before dialing the outside number you want to reach.

Note

If all outside lines are busy when you make your call, you will hear a fast busy signal. If your system has queuing, you can use "Standby Queuing" on page 42 or "Callback Queuing" on page 44 to wait for the next available outside line.

In this guide, 9 is the access code for an outside line. Your communications manager can tell you your outside line access code.

Your system's outside line access code ____

To make an outside call,



1. Get dial tone.



2. Key in 9 (the outside line access code).



3. Listen for external dial tone.



4. Dial outside number.

Hold

Putting a Call on Hold

Hold allows you to temporarily hang up a line without disconnecting your caller.

If you want to make another call after placing a call on hold, you must use another line. If your telephone has only one line, instead of pressing the HOLD button, press FLASH to place the call on "soft" hold, then dial the second party. (See "Consultation Call" on page 34.)

When Your Party Puts You on Hold

- ROLMphone 400, 240, and 240E: Press the SPKR button and hang up. Your hands are free, and you can hear when your party reconnects to the call.
- ROLMphone 240 Basic and ROLMphone 120: Press the HOLD button, replace the receiver, and press the line button. The speaker permits you to hear your party reconnect to the call.

Hold on Hold



When a caller has put you on hold, you can put that caller on hold using the HOLD button and then answer or make a call on another line. This is called a "hold on hold."

If you are unable to execute a hold on hold, it is because the caller who put you on hold did not use the HOLD button on a ROLMphone. It may also be because this feature is not included in your current software. Contact your communications manager for more information.



The procedures below apply to both putting a call on hold and putting a hold on hold.



To put a call on hold,

1.  Press HOLD button.
2.  Hang up.

To reconnect to a call you have put on hold,

1.  Press line button of the call on hold.
2.  Or pick up receiver.

Transfer





Transferring a Call to Another Extension

Transfer allows you to transfer a call to another extension or to the operator. The operator's extension number is 0.


If the line to which you are transferring the call is busy or does not answer, or if the party does not want to accept the call, use the CONNECT button to reconnect to the original party.



To transfer a call to another extension,

1.  Press TRANSFER button.
2.  Dial extension number.
3.  Announce caller.
4.  Hang up. The transfer is completed.

To reconnect with the original call,

1.  Press CONNECT button.

Connect

Connecting with a Camped on Call, a Parked Call, or a Newly Available Outside Line

Connect allows you to:

- Accept a call that has been camped on to your extension (“Automatic Camp-On” on page 38).
- Accept a call that has been parked on your extension (“Park” on page 80).
- Connect with an outside line after you receive a callback (“Callback Queuing” on page 44).


Reconnecting with a Transferred Call or Alternating Between Parties

Connect also allows you to:


- Reconnect with a transferred call if the party to whom you are transferring does not want to take the call, or if the extension is busy or is not answered (“Transfer” on page 26).
- Alternate between two parties (“Consultation Call” on page 34).



To connect with a camped on call, a parked call, or a newly available outside line,

1.  Press CONNECT button.

To reconnect with a transferred call or alternate between two parties,

1.  Press CONNECT button.



Making Calls

This section contains the following features for making calls:

- Conference call
- Consultation call
- Callback camp-on
- Automatic camp-on
- Message reminder
- Standby queuing
- Callback queuing
- System speed calling
- Station speed calling
- Repertory dialing
- Paging
- Save and repeat
- Intercom call
- Executive override
- Auto intercom call.

Conference Call

Setting Up a Conference Call

Conference call lets you have up to eight parties, including yourself, in a telephone conversation. Two of the parties can be on outside lines.

Note

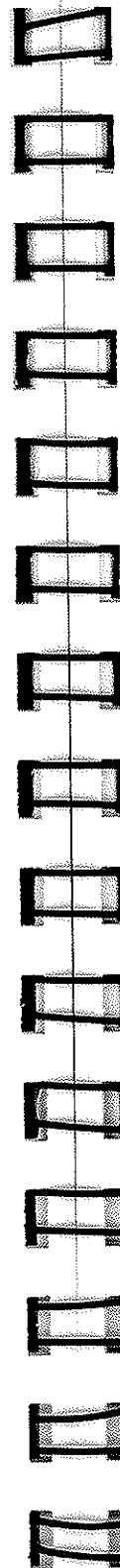
Call the first person, then use the steps on the next page to add each new party.

Dropping the Last Party





You can drop the last party that you added to the conference. This is useful when you unintentionally add a busy or ringing extension or outside number.

Note


The CBX 8000 does not let you drop the last party from a conference call.







To set up a conference call, after getting the first party on the line,

-  Press FLASH button.
-  Dial next extension number, or key in 9, and dial outside number.
-  Inform the called party that this is a conference call.
-  Press conference feature button (CONF), or key in FLASH * 4 to connect all parties.

To reconnect to the conference if a called party refuses the conference, is busy, or does not answer,

-  Press CONNECT button.

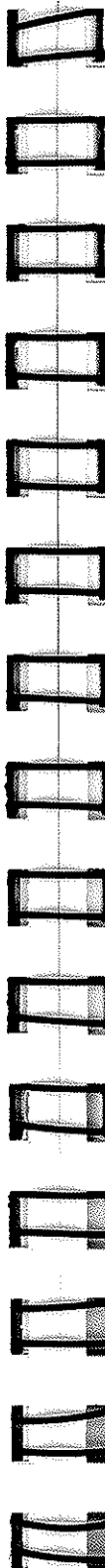
To drop the last added party,

-  Press FLASH button.
-    Key in * * 4.




Consultation Call

Consulting with a Second Party During a Call


Consultation call allows you to talk privately with a second party while the first party is waiting on soft hold. Use the connect feature to alternate between the two parties.



To consult with a second party during a call,

1.  Press the FLASH button.
2.  Dial extension number or key in 9 and dial outside number.
3.  Talk with second party.

To reconnect with original party,

1.  Press the CONNECT button.

Callback Camp-On

Camping on to a Busy Extension





Callback camp-on automatically rings you back (with a long ring) when the busy extension you are trying to reach becomes free; the indicator light will also flash. When you answer, you will hear the extension you called begin to ring.

You can only camp on to one extension at a time.




The system does not allow you to camp on if the busy extension you are trying to reach is forwarded.



To camp on to a busy extension,

-  Listen for busy signal.
-  Press camp-on feature button (CAMP), or key in FLASH # 1.
-  Listen for internal dial tone.
-  Hang up.

To cancel the callback camp-on,

-  Get dial tone.
-  Press camp-on feature button (CAMP), or key in # # 1.
-  Hang up.

Automatic Camp-On

Automatically Camping on to a Busy Extension

Automatic camp-on lets you stay on the line to wait for a busy extension to become free. The busy signal changes to music or to silence to indicate that you are camped on. As soon as the extension is free, your call rings the extension.

Note



When a call camps on to your extension, while you are on the telephone, the call-waiting light blinks. When the call is internal, you hear a single-beep tone. When an external call has camped on to your extension, you hear a double-beep tone (a single-beep tone on the CBX II 8000.).

You have two options:

1. Ask your caller to hold, and use CONNECT to connect with the camped on call immediately, or
2. Ignore the camp-on tone; the camped on call rings through to you as soon as you have completed your first call.

If you hear a fast busy tone, someone has camped on to that extension, and you cannot camp on.

To automatically camp on to a busy extension,

1.  Listen for busy signal.
2.  Stay on the line.

To cancel the automatic camp-on,

1.  Hang up.

Message Reminder





Leaving a Reminder on a ROLMphone 400 or 240E

Message reminder allows you to leave a message on the display of an unanswered ROLMphone 400 or ROLMphone 240E telephone.

Your extension number and, in some systems, your name, is displayed on the called party's telephone.



To leave a message reminder on a ROLMphone 400 or 240E,

-  1. Listen for ringing tone.
-  2. Press camp-on feature button (CAMP), or key in FLASH # 1.
-  3. Listen for internal dial tone.
-  4. Hang up.



Standby Queuing

Automatically Queuing (Waiting in Line) for an Open Line After Dialing an Outside Number and Receiving a Fast Busy Signal

When you have dialed an outside number and hear a fast busy signal that indicates all outside lines are busy, you can stay on the telephone and wait for a free line. As soon as an outside line is free, you will hear a double-beep tone and the system automatically places the call for you.



To automatically queue for an open line after dialing an outside number and receiving a fast busy signal,

-  1. Remain on the line.
-  2. When you hear a double-beep tone, the system automatically places the call for you.

Callback Queuing

Queuing (Waiting in Line) for an Outside Line

Callback queuing lets you wait for the next available outside line when all outside lines are busy. You will hear a fast busy signal when all outside lines are busy.

Callback queuing automatically calls you back (with a long ring) when an outside line becomes free. To answer the callback, press CONNECT; you will hear a high-pitched holding tone and the system automatically places the call for you.

Postponing the Callback





You can postpone callback queuing for approximately 10 min. The telephone rings again with a long ring at the end of 10 min. You can postpone callback queuing only once.

Cancelling the Callback




You can cancel callback queuing by getting dial tone, pressing the camp-on feature button (or keying in ## 1), and hanging up.





To queue for an outgoing line that you have dialed,

-  Listen for fast busy signal.
-  Press camp-on feature button (CAMP), or key in FLASH # 1.
-  Listen for internal dial tone.
-  Hang up. (If you are camped on your primary line, its LED will remain lit.)

To accept a callback,

-  Listen for long ring.
-  Lift receiver.
-  Press CONNECT button. The system automatically places the call for you.

To postpone the callback,

-  Lift receiver.
-  Hang up.

System Speed Calling




Making a System Speed Call

System speed numbers are shortened code numbers replacing your company's most frequently called telephone numbers to simplify dialing.

Refer to your company's directory for a listing of the speed numbers for your system.

Code	System Speed Number
0	
1	
2	
3	
4	
5	
6	
7	
8	
9	

To make a system speed call,

-  1. Get dial tone.
-  2. Press system speed feature button (SYS SPEED), or key in # 6.
-  3. Dial system speed number.

Station Speed Calling

Setting or Changing a Station Speed Code

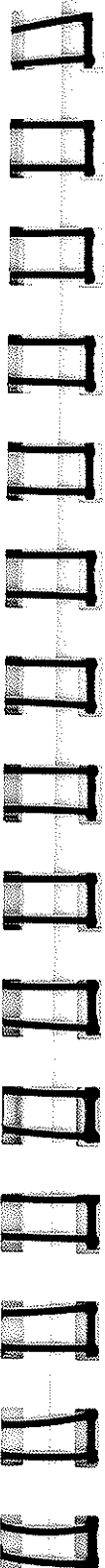
Station speed calling allows you to set up single-digit codes for your frequently called internal and external numbers. You can then dial a 1-digit code number or press an autodial button to access the frequently called numbers.

You can make your own directory containing up to 10 extensions or outside numbers by assigning each extension or outside number to a station code (0 to 9).

You can use autodial buttons to access the numbers on your list of station speed numbers. (The number of autodial buttons each telephone has may vary.) Use the keypad to access the balance of the station speed numbers in your directory of ten.

Station speed or autodial number


Code	Name/Telephone Number
0	
1	
2	
3	
4	
5	
6	
7	
8	
9	

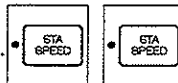



Note


Station speed numbers are line-dependent; you must use the same line to make the call as you used to set the button or code.


To set or change a speed call code or autodial button,

- 

Get dial tone.
- 

Press station speed feature button (STA SPEED) twice, or key in ##3.
- 

Key in station speed code (0-9) or press the autodial button.
- 

Key in 9 and outside number, or dial internal extension.
- 



Hang up.

To set several speed call codes/autodial buttons,




After step 4, do not hang up. Repeat steps 2, 3, and 4, until all numbers/buttons have been set. Then hang up.

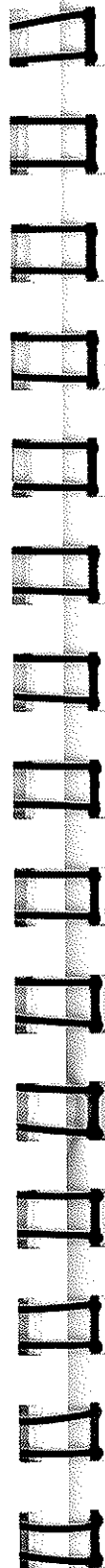
To make a station speed call,

When you have an autodial button for the number:

-  1. Get dial tone.
-  2. Press the autodial button.

When you are using the keypad to make the call:

-  1. Get dial tone.
-  2. Press station speed feature button (STA SPEED), or key in # 3.
-  3. Dial station speed code.



Repertory Dialing

Making a Repdial Call

Repertory dialing allows you to access a feature and dial a telephone number by pressing one button.

Setting Up or Changing Repdial Buttons

You use your keypad and the SET button (or an access code) to set a repdial button to perform a sequence of commands. For example, you can set the button to dial a frequently called telephone number together with the account code you always charge that call to; or you can set the button to forward your telephone to a particular number.

You must enter the digits, flash (if required), and feature button(s) in exactly the same sequence as if you were using them without the repdial feature.

On a ROLMphone 400 or 240E, the display shows the sequence of up to 24 digits and feature mnemonics and delays as they are being set. For example:

97671111DDD ACCT 4392

or

FORWD 6395

Delay

A delay feature allows you to enter a specified time delay into the sequence when needed to allow time to process a feature or a call (such as a call placed through a specialized common carrier).

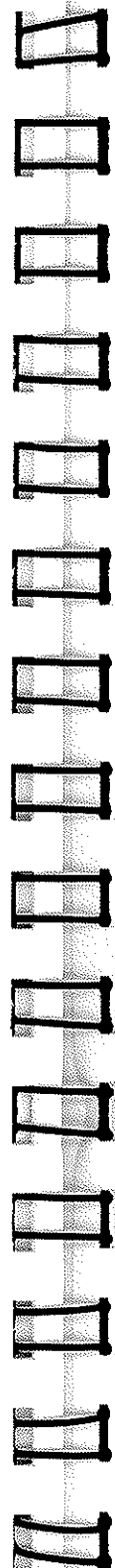
The time delay is normally configured as 2 sec (entered each time you press the HOLD button), but check with your communications manager to determine the length of time it is set for in your system.

Error Tone and Fast Busy





If you press a repdial button that has not been set, you will hear an error tone, and you will see NOT PROGRAMMED on the display. If you press the SET button and hear fast busy, it means you cannot set a repdial button at this time because the system is under maintenance.

Consultation Call with Repertory Dialing

If you are connected to another party and wish to use a repdial button to make a consultation call, press FLASH and then the repdial key. The first party is put on soft (temporary) hold. Press CONNECT to return to the holding party. (If your repdial button is programmed with the flash, you do not need to use the FLASH button.)



To set up or change a repdial button to perform a command sequence,

-  1. Get dial tone.
-  2. Press the SET feature button, or key in * 5 6 6.
-  3. Press the repdial button that is to be set.
-  4. Key in the digits and feature buttons (or access codes) for the desired sequence.

Note

To enter a delay to allow time for processing, press the HOLD button.

-  5. Hang up.




Note

If you accidentally hit the wrong repdial button (one you have already set for another sequence), DO NOT HANG UP, but press the repdial button again. You will hear error tone, but the original repdial sequence will be kept. You can then hang up and set the correct repdial button.



To set several repdial buttons,

Do not hang up after setting the first button. Repeat steps 2, 3, and 4, until all buttons are set. Then hang up.


To make a redial call,

1.  Press the desired redial button; it will automatically select a line.
- OR**
1.  Select a line button.
 2.  Press the desired redial button.

To make a consultation call with redial (with first party on the line),

1.  Press the FLASH button. If your redial button is already programmed with flash, omit this step.)
2.  Press the redial button for the second party.

To reconnect to alternate between parties,

1.  Press the CONNECT button.

Paging





Using your system's paging system

Your system's paging access code _____

Note

Ask your communications manager whether your system has paging.

To use your system's paging system,

1.  Get dial tone.
2.  Key in paging access code.
3.  State message twice.
4.  Press line button to hang up. If you hang up the handset, the noise is heard over the paging system.

Save and Repeat

Saving a Telephone Number

With save and repeat, you can ask the system to remember (save) an internal or external telephone number (up to 16 digits) that you want it to redial later. After you have saved the number by pressing the SAVE/RPT button, you can automatically "redial" that number by pressing the SAVE/RPT button again.

You can use this feature after receiving a busy signal, before the call is answered, during the conversation, or just before you hang up once the called party has done so.

Note

On the CBX II 9000, if you save an internal number when your call is ringing or busy, the number will be saved but you will be returned to dial state (dial tone).





Note

You can save only one number at a time from any one line on your telephone. Each time you save a number, you erase the previously saved number.



If you have more than one line button on your ROLMphone, you need to remember which line you used for your saved number and to use that line when you call it again.



To save a telephone number,

-  Get dial tone.
-  Dial 9 and outside number (CBX II 8000 and 9000), or dial extension number (CBX II 9000).
-  Press SAVE/RPT feature button, or key in FLASH # 4.
-  Hang up.

To call your saved number,

-  Get dial tone.
-  Press SAVE/RPT feature button, or key in # 7.






Intercom Call

Transmitting a Call Through a Speaker



Intercom call lets you transmit your call directly through the speaker of a ROLMphone to a member of your com group.



To make an intercom call,

-  1. Get dial tone. Use a line in the same com group as the number to be dialed.
-  2. Press INTERCOM feature button, or key in * * 6.
-  3. Dial com group number.
-  4. Listen for high-low beep tone.
-  5. Begin conversation.

To receive an intercom call,

-  1. Listen for high-low beep tone. (Connection is made. Caller's voice comes over the speaker.)
-  2. Reply in speakerphone mode, or lift the receiver. (ROLMphone 240 Basic and ROLMphone 120 users must lift the receiver.)

Executive Override

Breaking Through to a Busy or Blocked Extension

Executive override, which is intended for high priority and emergency internal calls, allows you to enter a conversation on a busy extension or to break through do not disturb.




You can use the executive override feature only if your extension has been assigned a special class of service. Ask your communications manager whether you have been assigned this special class of service.

Note

Executive override does not interrupt a privacy call. (See "Privacy Call" on page 90).



To break through to a busy or blocked extension,

-  Listen for busy signal.
-  Press executive override feature button (EOV), or key in FLASH # 8.
-  Listen for half-ring (CBX II 8000), or for override tone and half-ring tone (CBX II 9000).





Auto Intercom Call

Transmitting a Call Through a Speaker


The auto intercom feature permits you to call through the ROLMphone speaker of one extension only. (Auto intercom is independent of com groups.)




To make an auto intercom call,

-  1. Get dial tone.
-  2. Press auto intercom feature button (AUTO INTC).
-  3. Listen for high-low beep tone.
-  4. If you hear a high-low beep tone, begin conversation.



OR

- 
- If you hear a busy tone, you can stay on the line. (The called party will hear a high-low beep tone and may continue or ignore the tone.)

OR

- 
- If you hear a long com ring (as for a com group call), it means the called party is busy on a line other than the intercom line.

To receive an auto intercom call,

-  1. Listen for high-low beep tone. (Connection is made. Caller's voice comes over the speaker.)
-  2. Reply in speakerphone mode, or lift receiver. (ROLMphone 240 Basic and ROLMphone 120 users must lift the receiver.)



Answering Calls

This section contains the following features you use when answering calls:

- Group pick
- Call pickup
- Night call
- Message reminder
- Message waiting (message center or PhoneMail®).

Group Pick

Answering a Call to Any Extension in Your Pick Group

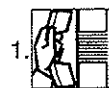
A pick group is a designated group of phones in your work area configured so you can pick up a call from your phone without knowing the ringing extension's number.

Not all phones in your work area are necessarily in your pick group. Ask your communications manager which extensions are members of your pick group.

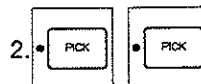
People assigned to your pick group:



To answer a call ringing on any extension in your pick group,

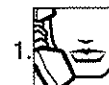


Get dial tone.

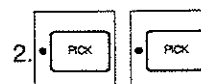


Press pick feature button (PICK) twice, or key in * * 3.

To answer a call to any extension in your pick group when you are talking on your phone,



Ask your party to hold. (But do not press HOLD button.)



Press pick feature button (PICK) twice, or key in FLASH * * 3.



Press CONNECT to reconnect to your party.




Call Pickup

Answering a Call to Any Extension





Call pickup lets you answer a call to any extension, providing you know its number. You can also use this feature for calls that are on hold at another extension.



To answer a call from any extension,

1.  Get dial tone.
2.  Press pickup feature button (PICK), or key in * 3.
3.  Dial number of ringing extension or extension on hold.

To answer a call to another extension while you are talking on your phone,

1.  Ask your party to hold.
2.  Press pickup feature button (PICK), or key in FLASH * 3.
3.  Dial number of ringing extension.
4.  Press CONNECT to reconnect to your party.

Night Call

Answering an Incoming Night Call

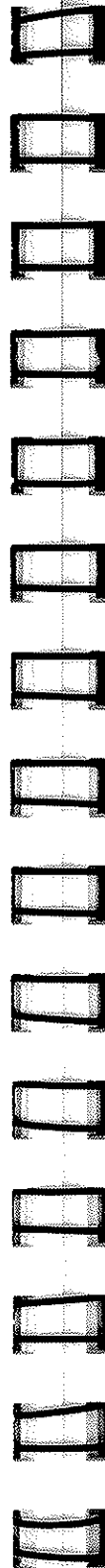
This feature allows you to answer an incoming call when the operator is off duty.

Once you have answered the call, you can transfer it to the appropriate person.

Note

To transfer the night call, use transfer ("Transfer" on page 26).

To reconnect to a call you have been unable to transfer, use connect ("Connect" on page 28).



To answer an incoming night call,



1. Get dial tone.



2. Press pickup feature button (PICK), or key in * 3.



3. Dial 0.

Message Waiting (Message Center or PhoneMail System)

Receiving a Message When Your Message Waiting Lamp is Flashing

Message waiting tells you that the message center or operator has taken a message for you, or that you have a message in your PhoneMail mailbox.

You message waiting button (MSG CTR or MSG WTG) is autodial 0. You set it using the station speed feature, code 0, and the extension number of your message center or, if you have a PhoneMail mailbox, the PhoneMail extension number.







For instructions on using PhoneMail, refer to your *PhoneMail User's Guide*.

Stopping the Flashing Message Waiting Lamp





If the message waiting lamp does not stop flashing automatically, you can stop the flashing yourself.






To set message waiting autodial button,

-  Get dial tone.
-   Press station speed feature button (STA SPEED) twice, or key in ## 3.
-  Dial 0.
-  Dial message center extension, or PhoneMail number.
-  Hang up.

To receive a message when your message lamp is flashing,

-  Get dial tone.
-  Press message waiting feature button (MSG CTR or MSG WTG).
-  Receive message (or follow PhoneMail voice instructions).
-  Hang up.

To stop the flashing message waiting lamp,

-  1. Get dial tone.
-  2. Key in * 5 2.
-  3. Hang up.



Message Reminder

Message reminder allows an internal caller to leave a message (the caller's extension number, and, in some systems, the name) on the display of your ROLMphone 400 or ROLMphone 240E.

Reading a Message Reminder on Your ROLMphone 400 or 240E

The first message will already be displayed. If additional messages have been left, you may read them without clearing them.

Clearing a Message Reminder from Your ROLMphone 400 or 240E

You can erase the displayed message. If a second message has been left, it will be displayed. Repeat this procedure until all messages have been cleared.

Note

To leave a message reminder, see "Message Reminder" on page 40.

To read additional message reminders on your ROLMphone 400 or 240E,

1. Press 2.

To clear a message reminder,

1. Press 1.



Forwarding Calls

This section contains the following procedures for forwarding calls:

- Call forwarding
- Park
- Follow-me call forwarding
- Off-system call forwarding.

Call Forwarding

Forwarding Your Calls to Another Extension

Call forwarding allows you to send, or forward, your calls to another extension.

A member of your com group (see "Calling an Extension in Your Com Group" on page 20) can override call forwarding by dialing your com group number.





Note

After you set your phone to forward calls to another extension, the LED for your phone line will flash continuously.




When your phone is set to forward calls, you can still use it to place calls.



To forward calls to another extension,

-  1. Get dial tone.
-  2. Press forward feature button (FWD), or key in # 9.
-  3. Dial number of extension to receive your calls.
-  4. Hang up.

To cancel call forwarding from your extension,

-  1. Get dial tone.
-  2. Press forward feature button (FWD), or key in # # 9.
-  3. Hang up.

Park

Parking a Call on an Extension

Park allows you to transfer a call to an extension and hold it there. The call will not ring at that extension.

This feature is useful when you want to

- Continue a conversation at an idle extension.
- Transfer a call to a busy extension.

You will hear error tone if you try to park a call on an extension on which a call has already been parked.

Note





When a call is parked on your extension:

If the extension is idle, the line button LED will blink. Press the line button to connect to the call.

If the extension is busy, the call waiting light will blink. Press CONNECT to connect to the call.



To park a call on an extension,

1.  Press PARK feature button, or key in FLASH * 6.
2.  Dial idle or busy extension number.
3.  Listen for internal dial tone.
4.  Hang up.






Follow-Me Call Forwarding

Forwarding Your Calls to Subsequent Extensions





Follow-me call forwarding allows you to forward your calls from the extension to which they have been forwarded, to yet another extension. Therefore, you can forward your calls from one location (office) to the next. This type of forwarding must be done at the extension receiving your calls.



To forward your extension from a forwarded location to subsequent extensions,

-  1. Get dial tone.
-  2. Dial your extension.
-  3. Listen for dial tone.
-  4. Dial number of next extension to receive your calls.
-  5. Hang up.

To cancel forwarding from the extension receiving your calls,

-  1. Get dial tone.
-  2. Dial your extension number.
-  3. Listen for internal dial tone.
-  4. Hang up.

Off-System Call Forwarding

Forwarding Your Calls to an Outside Number

In some systems you can forward your calls to an outside number. You may be able to forward the following types of calls:

- All calls to your extension
- Only outside calls to your extension
- Only internal calls to your extension


Ask your communications manager which types of calls you can forward.

Be sure to forward each ROLMphone line separately.

A member of your com group can override call forwarding by dialing your com group number.




To forward your calls from your extension to an outside number,



1.  Get dial tone (select appropriate line button).

2.  Listen for internal dial tone.



3. To forward all calls:



 Press forward feature button (FWD), or key in # 9.

To forward calls from outside only:

  Press forward feature button (FWD), and key in #; or key in # 9 #.




To forward inside calls only:

  Press forward feature button (FWD), and key in *; or key in # 9 *.

4.   Key in 9, and dial the outside number to receive your calls.

5.  Hang up.

To cancel off-system call forwarding,

1.  Get dial tone.
2.  Press forward feature button (FWD), or key in ##9.
3.  Hang up.



Blocking Calls

This section contains the following features which allows you to block calls to your phone.

- Do not disturb
- Privacy call.

Do Not Disturb

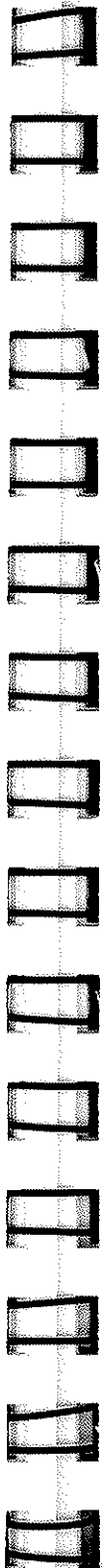
Blocking Incoming Calls

Do not disturb allows you to temporarily block incoming calls to your extension. The indicator lights when you are in the do not disturb mode.




Note

You can continue to make calls from your extension after using do not disturb.




A member of your com group (see "Calling an Extension in Your Com Group" on page 20) can override do not disturb by dialing your com group. The intercom can also override do not disturb.



To block incoming calls,

-  1. Get dial tone.
-  2. Press do not disturb feature button (DND) or key in #5.
-  3. Hang up.

To cancel the do not disturb,

-  1. Get dial tone.
-  2. Press do not disturb feature button (DND), or key in # # 5.
-  3. Hang up.

Privacy Call

Setting Up a Privacy Call Before Dialing a Number




Privacy call prevents camp-on or executive override from interrupting your call and can be used to protect any ongoing data communication call. It also prevents someone with the same line extension from entering your call by mistake.

Setting Up a Privacy Call During a Conversation



You can use privacy call when you are already involved in a conversation.



To set up a privacy call,

-  1. Get dial tone.
-  2. Press privacy feature button (PRIV), or key in # 2.
-  3. Dial extension, or dial 9 and outside number.

To set up privacy call during a conversation,

-  1. Press privacy feature button (PRIV), or key in FLASH # 2.
-  2. Continue conversation.



Using Authorization Codes

Some systems require that you enter authorization codes to access outside lines or system features or to assign a call to an account. Use the following features to do this:

- Forced authorization code
- Roving authorization code.

Forced Authorization Code

Using a Forced Authorization Code to Make an Outside Call







If your system has the forced authorization code feature, and your phone has a limited class of service, you must enter a forced authorization code immediately following your outside-line (or trunk) access code in order to access an outside line.

Forced authorization codes function like account codes, so your company may have assigned you a number of codes.

Your forced authorization code(s)



To use a forced authorization code to make an outside call,

-  1. Get dial tone.
-  2. Key in 9 (the outside-line access code).
-  3. Listen for high-pitched dial tone or for double-beep tone.
-  4. Key in forced authorization code.
-  5. Listen for external dial tone or for triple-beep tone, followed by external dial tone.
-  6. Dial outside number.

Roving Authorization Code









Using the Roving Authorization Code to Make an Outside Call

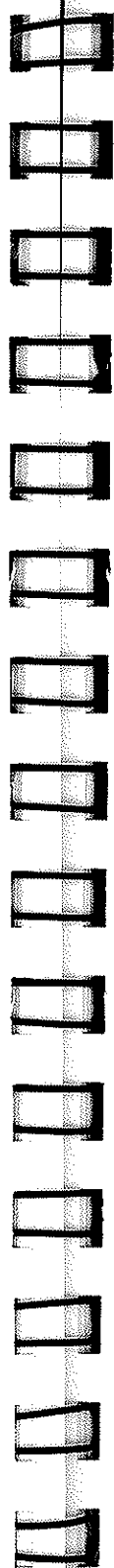
If your system has the roving authorization code feature, you can temporarily raise the class of service of a phone with limited calling capabilities by using the roving authorization code. Like making a credit card call, it assigns the call to your forced account code.

After you enter the roving authorization code, which is the same for all users of your system, you must enter your own forced authorization code.

Your system's roving authorization code(s) _____

To use your roving authorization code to make an outside call,

-  1. Get dial tone.
-  2. Key in roving authorization code.
-  3. Listen for high-pitched holding tone or double-beep tone.
-  4. Key in forced authorization code.
-  5. Listen for internal dial tone.
-  6. Key in 9 (the outside-line access code).
-  7. Listen for external dial tone or triple-beep tone, followed by external dial tone.
-  8. Dial outside number.



Charging Calls to Accounts

This section contains the following features used to charge calls to account numbers:

- CDR account code
- Unchecked forced account code
- Unchecked forced account code with roving authorization code.

CDR Account Code

Automatically Recording the Account Code and Other Details About Your Calls

The call detail recording (CDR) feature, if installed in your system, automatically monitors the time, date, and duration of each call, as well as the number called.

If your system has CDR, you can charge a call to an account by assigning the account code to the call. The call then appears on the CDR report with the account code.

You can assign a CDR account code to both incoming and outgoing calls while the phone is ringing, during your conversation, or just before you hang up.

On the CBX II 8000

You cannot assign a CDR account code to a call on an incoming tie line.

On the CBX II 9000

You can assign a CDR account code before you place a call.




Note

You cannot use a CDR account code and an unchecked forced account code ("Unchecked Forced Account Code" on page 102) on the same call.







You cannot use the save and repeat feature ("Save and Repeat" on page 56) on CDR account code calls.



To automatically record the account code and other details about your call,

-  Press account code feature button (ACCT), or key in FLASH * 2.
-  Key in account code.
-  Continue conversation.

To automatically record the account code and other details about your call before you place the call (on the CBX II 9000),

-  Lift receiver.
-  Listen for internal dial tone.
-  Press account code feature button (ACCT), or key in * 2.
-  Key in account code.
-  Listen for internal dial tone.
-  Key in 9 and dial outside number.

Unchecked Forced Account Code

Using an Unchecked Forced Account Code to Make an Outside Call from Your Extension

In some systems, the number of forced account codes needed is too large to be checked against the computer's listing of account codes. An unchecked forced account code allows you to make an outside call that is then recorded on the call detail recording system. It is important that you enter this code accurately so that the call details are stored for the appropriate account.








Note

You cannot use a CDR account code ("CDR Account Code" on page 100) and an unchecked forced account code on the same call.

You cannot use the save and repeat feature ("Save and Repeat" on page 56) on unchecked forced account code calls.



To use your unchecked forced account code to make an outside call from your extension,

-  1. Lift receiver.
-  2. Listen for internal dial tone.
-  3. Key in 9 (the outside-line access code).
-  4. Listen for high-pitched holding tone or double-beep tone.
-  5. Key in unchecked forced account code.
-  6. Listen for external dial tone.
-  7. Dial outside number.

Unchecked Forced Account Code With Roving Authorization Code

Using an Unchecked Forced Account Code with a Roving Authorization Code to Make an Outside Call from Any Extension











To enter an unchecked forced account code when making an outside call, you may need to raise the class of service of a phone with limited features (such as an extension that only can be used to call the operator). To do this, first dial the system's roving authorization code to raise the class of service (refer to "Roving Authorization Code" on page 96). Then dial your own forced authorization code, which allows you to access an outside line from any extension.

Note

You cannot use a CDR account code (refer to "CDR Account Code" on page 100) and an unchecked forced account code on the same call.

You cannot use the save and repeat feature ("Save and Repeat" on page 56) on unchecked forced account code calls.

To Use Your Unchecked Forced Account Code with a Roving Authorization Code to Make an Outside Call From Any Extension,

-  1. Get dial tone.
-  2. Key in roving authorization code.
-  3. Listen for high-pitched holding tone or double-beep tone.
-  4. Key in forced authorization code.
-  5. Listen for internal dial tone.
-  6. Key in 9 (the outside-line access number).
-  7. Listen for high-pitched holding tone or double-beep tone.
-  8. Key in unchecked forced account code.
-  9. Listen for external dial tone.
-  10. Dial outside number.



Dealing with Problem Lines

This section contains the following features that are used when you have problems with your telephone line:

- Forced route override
- Bad line reporting.

Forced Route Override





Forcing the System to Automatically Redial an Outside Number Over a Different Line

Forced route override allows you to use a different outside line without redialing if the first line is busy or the connection is poor.

You can use the feature:

- After you hear a fast busy signal indicating that all outside lines are busy.
- During your conversation, but you must first ask the party you called to hang up.

To force the system to automatically redial an outside number over a different line,

1.  Press the FLASH button.
2.    Key in ##7.

Bad Line Reporting

Automatically Reporting a Bad Line

Bad line reporting automatically reports a bad connection while you are engaged in an outside call. This report provides general information for a technician.

The CBX II 8000 does not let you use bad line reporting on inside calls.




Notifying Your Company Repair Service

Notify your company repair service to give them a specific description of the problem.



Company repair service number _____



To automatically report a bad line,

-  1. Ask the caller to hold.
-  2. Press BAD LINE feature button, or key in FLASH * 5 6 3.
-  3. Continue conversation.

To describe the problem to your company repair service,









-  1. After conversation is completed, hang up.
-  2. Dial your company repair service number and describe the problem.















Feature Codes

If you do not have a button on your phone for a feature available in your system, you can use that feature by keying in its access code. To access a feature using its access code, merely follow the steps briefly listed in this guide for that feature, replacing the PRESS FEATURE BUTTON step with the access code below.

Using the Basic Features

Hold			
Connect			
Transfer			

Making Calls

Callback camp on			
Callback camp on cancellation			
Callback queuing			
Callback queuing cancellation			

Conference



Executive override



Intercom



Message reminder



Repertory dialing - To set a redial button

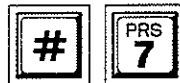


Save and repeat

- To save a dialed number



- To call a saved number

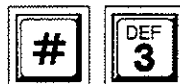


Station speed calling

- To set a station speed number



- To call a station speed number



System speed calling

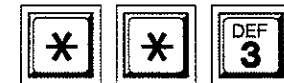


Answering Calls

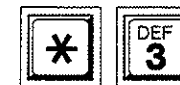
Call pickup



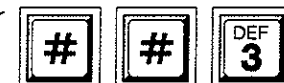
Group pick



Night call



Message waiting (message center or PhoneMail system) - To set message waiting autodial button



- To stop flashing message waiting lamp



Forwarding Calls

Call forwarding

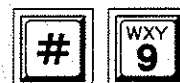


Call forwarding - cancellation



Off-system call forwarding

- To forward all calls

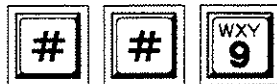


- To forward calls from outside only



- To forward inside calls only

Off-system call forwarding cancellation



Park

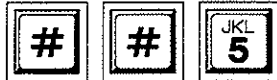


Blocking Calls

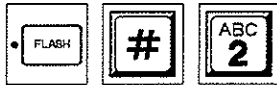
Do not disturb



Do not disturb cancellation



Privacy call



Changing Ringing Tone

Change ringing tone



Charging to Account Codes

CDR account code



Dealing with Problem Lines

Bad line reporting



Note

To access a feature using the keypad:

- If you have dial tone, key in the access code.
- If you are already connected to another line, press FLASH followed by the access code.

A

attendant calls 12
authorization codes 93
auto intercom 62
autodial buttons 7
automatic camp-on 38

B

bad line reporting 110, 117
busy forwarding 12

C

call cost 13
call forwarding 78, 115
call pickup 68, 115
call waiting light 8
callback camp on 113
callback camp-on 36
callback queuing 44, 113
CDR account code 13, 100, 116
charging calls 99
class of service 14
com group 20
conference calls 13, 32, 114
connect 28, 113
consultation calls 34, 52

D

delay feature 52
dial tone 16, 17
display 11
do not disturb 88, 116

E

error tone 52
executive override 60, 114

F

faceplate 3
fast busy 52
feature codes 113
FLASH button 6
follow-me call forwarding 82
forced authorization code 94
forced route override 108

G

group pick 66, 115
group pick call 12

H

hanging up 17
headset 9, 17
headset adapter 9
hold 24, 113
hold on hold 24

I

intercom calls 58, 114
internal calls 11, 20

K

keypad 6

L

line buttons 6, 8

M

message reminder 13, 40, 75, 114

message waiting (message center
or PhoneMail system) 72, 115

MUTE 16

N

night calls 70, 115

no answer forwarding 12

O

off-system call forwarding 84, 115

outside calls 11, 22

outside line access code 14, 22

P

paging 55

park 80, 116

pick group 66

privacy calls 90, 116

problem lines 107

R

redial buttons 51

repertory dialing 7, 51, 114

ring volume control 8

ringing tone 18, 116

roving authorization code 96, 104

S

save and repeat 56, 114

speaker 16, 58, 62

speakerphone 15, 59, 63

standby queueing 42

station speed calling 48, 114

status lights 8

system feature access 14

system feature buttons 7

system speed calling 46, 114

T

TIME button 13

transfer 26, 113

U

unchecked forced account

code 102, 104

V

voice transmission 15

voice volume buttons 7

