



## Isoetec EZ-1 Telephone System Station Manual

### ***Testing Your Telephone***

To test the keys and lights on your phone, perform the following steps:

- Pick up your handset, wait for dial tone
- Dial "80"
- Press each programmable key. Each key should light as you press it.
- Press each key on the dial pad. Each key should light one of the programmable keys when you press it.
- Press each of the bottom keys (HOLD, TRAN/CON, etc.). Each key should light as you press it. The volume up key will light the "HOLD" key. The volume down key will light the "TRAN/CON" key.

### ***Programming Your Telephone***

The following features may be programmed from your telephone:

- Direct Station Selection
- Station Speed Dial

### **Direct Station Selection**

To assign a DSS/BLF key for single-key direct access to a desired extension:

- Press the "PROGRAM" key.
- Press the key you wish to program
- Dial the extension number to assign to the key.
- Remember to label your key with the newly programmed extension number or key.



## **Station Speed Dial**

To program:

- Press the "PROGRAM" key.
- Dial one of the 12 access codes where you wish to store your outside number.
- Dial the outside number (up to 16 digits) you wish to store.
- Enter a pause between digits by pressing the volume up key.
- If you need to enter more than 16 digits, after the 14<sup>th</sup> digit, press the volume down key and a second access code.
- Press "PROGRAM" again, dial the second access code and dial the remaining digits. The number sequence will be automatically chained.
- Press "PROGRAM" to end.

## ***Placing a Call***

### **Inside Calls**

- Pick up the handset or press the "HF" key.
- When you hear the dial tone, enter a 2-digit extension number or use a programmed DSS key for the party you wish to call. To ring the party, dial "1" plus the 2-digit number.
- Replace the handset or press the "HF" key to end the call.

### **Outside Calls**

- Pick up the handset or press an idle "LINE" key. For hands free operation, press a "LINE" key without lifting the handset.
- Dial the phone number or use speed dial.

### **Using Station Speed Dial**

- Press an idle "LINE" key.
- Press the "PROGRAM" key when you hear the dial tone.
- Dial the access code for the stored number.

### **Using System Speed Dial**

- Press an idle "LINE" key
- Press "\*" when you hear the dial tone.
- Dial the 2-digit code corresponding to the access code of the number you wish to dial.

### **Redial**

- Press a "LINE" key.
- Dial "#" on your keypad.



## Save/Repeat

If you have a key programmed for "SAVE/REPEAT" you can:

- Press "SAVE/REPEAT" while on an outside call. The number dialed is saved until you use the Save/Repeat option again.
- To dial a saved number, press the "LINE" key and then the "SAVE/REPEAT" key.

## Call Processing

### Hold

Place a call on hold by pressing the "HOLD" key. The corresponding "LINE" key will flash at all stations and the call may be picked up by any extension. When the "HOLD" key is pressed twice, the "LINE" key flashes only at your station. Only the originating extension can take the line off hold. After a preprogrammed length of time, the call will ring back to your phone.

### Transfer

- Press "TRAN/CON". Dial the desired party using either the extension number or DSS key. If your DSS key is programmed for automatic transfer, press the DSS key without pressing the "TRAN/CON" key.
- Announce the call and hang up.
- If the extension is busy or there is no answer, press the flashing "LINE" key to pick up the caller.
- To put the call to a busy station on hold for that station, dial "2" and hang up after attempting the normal transfer procedure.

### Conference

#### **For a conference with 2 parties in the office and 1 off-site:**

- Press "TRAN/CON" to place the first (external) call on hold.
- Dial the extension number for the other party to be added.
- Make sure that person lifts the handset before you continue.
- Press the "TRAN/CON" key to establish the 3-part conference.
- If one party hangs up, the two remaining parties will still be connected.

#### **For a conference with 1 party in the office and 2 off-site:**

- Place the first call on hold, pressing the "TRAN/CON" key.
- Select a second "LINE" key and call the third party.
- Press the "TRAN/CON" key. Your conference call is established.
- To drop one party, press the "HOLD" key and then the "LINE" key for the party you wish to drop.

### Call Pickup

Call Pickup allows you to answer a call ringing at another extension. To use:

- Lift the handset and press the "HF" key. Dial "2" on the dial pad.
- Dial the extension number or press the DSS key.



## **Station Call Back**

- Use the Station Call Back feature when you call an internal extension and get a busy signal.
- Press the "CB" key. Replace the handset or press the "HF" key if you are using hands free mode.
- If you used a DSS key to reach the extension, press the "CB" key.
- When the extension is available, your station will ring and your call back key will flash.
- Lift the handset or press the HF key and then press the "CB" key.
- To cancel, press "CB" while your phone is ringing and before you answer the call.

## **Outside Line Call Back**

When you call an outside line and get a busy signal, use the Outside Line Call Back function.

- Press the lighted "LINE" key of the line you want to use, followed by the "CALL BACK" key.
- When the line is available, your LINE key will flash and your phone will ring.
- Lift your handset or press the LINE key.

## **Call Forwarding**

- Forward all calls directed to your station to another station using a preprogrammed "FORWARD" key.
- Call the extension you wish to forward your call to.
- Press the "FWD" key.
- Replace the handset.
- To cancel, press the "FWD" key while your phone is on-hook.

## ***Busy/No Answer Alternatives***

### **Message Waiting**

If you call an internal extension and you hear a busy signal or get no answer, leave a message at the station by following these steps:

Press the "MSG" key if programmed, or press the "HOLD" key while you hear an internal busy or ring back tone until you hear two short beeps.

To answer a message left at your extension, lift your handset or press the "HF" key and press the "MESSAGE" or "HOLD" key. The phone of the person who left the message will ring.

To cancel, press the "MESSAGE" or "HOLD" key.



## **Camp On**

If allowed by programming, when you hear a busy signal on an internal call, you may camp on to the called station. To use, dial "2" and leave your phone off-hook. When the extension you wish to reach becomes available you will ring through to that extension.

## **Split Operation**

If you hear a camp on tone while you are on an outside call, you can place the call on hold and be connected to the camped-on call immediately. If you are on an internal call and chose to answer the camped-on call, your original call will be disconnected. To use:

- Press the "SPLIT" key
- To finish and return to the original call (outside calls only), press "SPLIT". If the camped on call and current calls are both outside calls, you can repeat this procedure, alternating between callers.

## **Do Not Disturb**

Press the "DND" key. To cancel, press "DND" again. When in Do-Not-Disturb mode, all calls, pages and background music are blocked on your phone.

## ***Alternate Answering Options***

### **Flash Operation**

To terminate an outside call and immediately access the same line for a new call, press the LINE key.

### **Mute Key**

Pressing the "MUTE" key shuts off the microphone on speakerphone and handset calls. Press "MUTE" again to cancel.

### **Night Answer**

When programmed, night answer allows you to answer incoming night time calls by picking up your handset or pressing the "HF" key, listening for the internal dial tone and then pressing the night answer key.

### **Background Music**

If there is an external music source connected to the KSU, you can choose to have music played over your station speaker. Press "1" to turn the music on and "1" again to turn it off. When you receive a call, music will automatically be shut off. When you hang up, the music will play again.



## Paging

To page through the telephone speakers in the building:

- Pick up your handset and dial the page zone number.
- After a tone, make your announcement and replace the handset.
- To answer a page, dial "65" before the paging party hangs up. You and the other party will be connected and may talk privately.

## Volume Control

Pressing the volume up and down keys until the desired volume is reached will set speaker and handset volume.

## Release Key

When programmed, the release key allows you to end a call by pressing the release key.

## The Operator Station

In addition to the above capabilities, the operator station can:

1. Program system speed dial numbers
2. Transfer the system to night mode
3. Activate the DISA mode
4. Receive unanswered recall calls.

## Program System Speed Dial Numbers

1. While the phone is on-hook, press the "\*" key.
2. Enter 2 digits (01-50) for the code that will activate the desired speed dial number.
3. Enter an outside number of up to 16 digits
4. Press the "PROGRAM" key.
5. Use the volume up key to enter a pause.

## Activate Night Mode

Press the programmed NIGHT key. All incoming calls will ring only at stations programmed to ring at night.

## DISA Activation

DISA (Direct Inward Station Access) is activated by dialing "\*3" from the operator's terminal. Deactivate by pressing "\*4". When the DISA line is ringing and the DISA feature is not activated, the line will ring as an incoming call. When the DISA line is ringing and the feature is activated, it will not ring, but will show as a busy line on all phones except the operator's phone, where it will flash.



## **Unanswered Recall Calls**

Calls placed on HOLD or transferred but not answered within the allotted time will be forwarded to the operator. The call will ring the operator until answered.