

Isoetec Digital System Display/Data Phone User's Guide

General Information

Programmable Feature Keys:

Your system manager configures the 20 programmable feature keys. Features such as Do No Disturb, Mute, Save/Repeat and Speed Dial are some of the available features.



Display Contrast Control:

Located on the right side of the phone.

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Displaying Your Extension and Name (if programmed):

Press and hold the # key briefly.





Call Timer:

Reset by pressing the "Timer" soft key.

Self Test:

If you believe a key is not working properly, perform the following test (if the LEDs or display do not operate as describe below, contact your system manager):

1. Lift the handset and listen for internal dial tone.
2. Dial 7#
3. Press each programmable key on the phone. The LED associated with each key will illuminate as the key is pressed. The display will also indicate the number of the key you pressed.
4. Press each "fixed" key on the phone and observe its LED illuminating as the key is pressed.

- a. The  key causes the  LED to light up.
- b. The  key causes the  LED to light up.
- c. The display also indicates the key you press.

5. Press each of the soft keys. D1, D2 or D3 will display.
6. Press each of the keys on the dial pad. A corresponding LED of a programmable key will illuminate as each key is pressed. The display will also indicate the key pressed.
7. Replace the handset.

IN/OUT Key:

Disables all functions of your phone and displays to the operator terminal that you are OUT. To enable, press "IN/OUT". To return press "IN/OUT".

Making Calls

Intercom Calls to an Internal Extension (phone rings):

1. Lift the handset or press the HF key to get a dial tone.
2. Dial "1" and the desired extension number.

Intercom Calls to an Internal Extension (your voice comes through the speaker):

1. Lift the handset or press the HF key to get a dial tone.
2. Dial "1" and the desired extension number.



To change from speaker to handset mid-call, lift the handset. To change from handset to speaker, press "HF" and replace the handset.

Direct Station Select, DSS keys:

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DSS keys allow you to dial an extension by pressing a dedicated key. Your system manager can allocate these. Once the key is programmed for a particular extension, its LED will indicate the status of the extension (busy, on hold, etc.).

Programming DSS Keys:

1. Press  The LED should flash.
2. Press the desired DSS key.
3. Dial the extension you wish to assign to the DSS key.
4. The  LED extinguishes.

Using DSS Keys:

Press the programmed DSS key to reach an internal extension. If the LED for a particular station is solid, the extension is busy, if it is flashing, the extension is ringing, if it is unlit, the extension is idle.

Outside Calls:

1. Lift handset (skip to use speaker).
2. Press an idle outside line or the LCR key.
3. Listen for a dial tone.
4. Dial the number.

Dialing the Operator:

Lift handset or use speaker. Press "0". If there are multiple operators on your system, dial "0" and the number of the desired operator (1 to 4).

Account Codes:

Account codes enable the system manager to track individual calls. Your account number may be up to 10 digits. The system can be programmed to require an account code be entered before a call is placed, or at anytime during a call.

1. Press the "Acc#" soft key.
2. Dial the account code.
3. Press the "Acc#" soft key (skip if the code is exactly 10 digits).

Redial:

Redials the last outside number dialed that day (will not store overnight).

1. Lift handset or use speaker.
2. Press an idle outside line key.
3. Listen for the dial tone.
4. Dial"#".

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Station Speed Dial

To Program:

1. Press the PROG key.
2. Press the station speed dial key you wish to have dedicated to the number (up to 30 digits).
3. Press "PROG".

To Use:

1. Lift handset or use speaker.
2. Press an idle outside line.
3. Listen for the dial tone.
4. Press desired station speed dial
5. Number is dialed automatically.

Programming Station Speed Dial by bin number:

1. Press "PROG".
2. Dial bin number (01-30). If the "Program" LED extinguishes, the bin number you entered is being used by a dedicated key and you have to select a different number or press that dedicated key to reprogram.
3. Press "PROG".

Using "bin" Station Speed Dial:

1. Lift handset or use speaker.
2. Press an idle outside line key.
3. Press "PROGRAM".
4. Dial desired bin number (01-30).

System Speed Dial:

Store up to 999 numbers, which must be programmed from the operator station.

1. Dedicated Key Method:
2. Lift handset or use speaker
3. Press an idle outside line key.
4. Listen for dial tone
5. Press the desired "System Speed Dial" key.

Conference Calls

Three-way Conference with 2 outside and 1 internal caller:

1. Lift handset or use speaker
2. Press idle outside line and listen for dial tone.
3. Dial the 1st outside number and wait until the party answers.
4. Press "TR/COM"
5. Press idle outside line and listen for dial tone.
6. Dial the 2nd outside number and wait until the party answers.
7. Press "TR/CON"

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The "TR/CON" LED will flash and both selected outside line LEDs will illuminate. If the internal party disconnects, the conference will be terminate. To avoid this disconnection, press the "PATCH" key before you disconnect. If you want to return to the conference, press either of the outside line keys that are conferenced.

Drop 1 outside caller:

1. Press "HOLD".
2. Press the outside line you wish to drop.
3. Press the outside line you wish to continue with.

Three-way Conference with 1 outside and 2 internal callers:

1. Lift handset or use speaker
2. Press an idle outside line key and wait for the dial tone
3. Dial the outside number and wait for the party to answer.
4. Press "TR/CON".
5. Dial 1 then the extension number of the 2nd internal party and wait for the party to answer.
6. Press "TR/CON".

Either internal extension can drop out of the conference and the remaining parties will remain connected.

Add up to 8 parties (2 outside callers max.) to in-progress calls:

1. Press the "ADD ON" key and listen to the dial tone.
2. Dial the desired extension number or press the outside line and phone number. Wait until the party answers
3. Press "ADD ON". The party is added.
4. To add another party, repeat.
5. To reenter the conference, press "ADD ON".

Answering Calls

Call Pickup:

Allows you to answer calls ringing at another station.

1. Lift the handset or use speaker, wait for dial tone.
2. Dial "2", then the extension number where the call is ringing (or use programmed DSS key).

Group Pickup:

The system manager can arrange extensions in groups, which allows an outside call to be transferred to a group of extensions.

When the phone rings or the "Group Pickup" LED illuminates:

1. Lift handset or press "HF".
2. Press "Group Pickup".

Handling Calls

Place a call on hold:

Any call may be placed on inclusive or exclusive hold. This allows any extension with access to the outside line to answer the call while it is on hold. Exclusive hold can only be answered at the extension where the call was placed on hold

Inclusive Hold:

1. Press "HOLD".
2. Press "OUTSIDE LINE" or "UNI".

Exclusive Hold:

Press "HOLD" twice.

Place an intercom call on hold:

1. Press "HOLD"

Press "HOLD" again or press the flashing "ICM" key to reestablish.

Retrieving an outside call on hold:

Press the flashing outside line.

Retrieving a call on hold at another station:

1. Lift handset and press "HF", listen for dial tone.
2. Dial "74" and the extension number where the call is on hold.

Call Transfer during the call:

1. Press "TR/CON".
2. Dial desired extension number or press the DSS key.
3. Replace the handset when you hear the double tone.

Call Forward:

Forwards all your calls to another assigned extension.

Dedicated Key:

Lift handset or use the speaker.

Press "CALL FORWARD".

Dial the extension number.

Disconnect.

To Cancel, press the flashing "CALL FORWARD" key.

Call forward to voice mail system:

Lift the handset, listen for tone

Dial "7*3"

Listen for four short beeps.

Cancel forward to voice mail:

Lift handset, listen for tone.

Dial "7**"

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Camp On:

If you dial a busy extension, the camp on tone will be heard by the person you are trying to reach. After dialing the busy extension:
Press the "Camp" soft key and listen for the double tone.

To Answer a Camp On:

1. Press "HOLD"
2. Replace handset.
3. Lift handset.

Station Call Back:

When you reach a busy station:

1. Press the "Cb." Soft key.
2. Replace the handset or press "HF".
3. Wait for the double tone.
4. When the extension is no longer busy, it will automatically call you back.

Trunk Queuing (outside line call back):

If all outside lines are busy, use this option to be notified when a line is available.

1. Dial busy outside line number.
2. Press the "Cb" soft key.
3. Replace handset or press "HF"

Paging/Audio Control**Paging:**

If you do not have a dedicated "PAGE" key:

1. Lift handset and listen for dial tone.
2. Dial a page zone (60 for all zones, 61-69 for zones 1-9).
3. When tone ends, begin announcement.
4. Press hook switch to end.

Orbit Page:

Allows you to place a call on hold while you page the person the call is intended for.

While a call is in progress:

1. Press "TR/CON".
2. Dial the desired Orbit number (50-59).
3. Dial page zone or use "PAGE" key.
4. After tone ends, page, announcing call and Orbit number.

Answer an Orbit Page:

Lift the handset or press "HF" from any extension.

Dial the announced Orbit number.

If the call is not answered in the pre-programmed time, it will recall to the station that placed it in Orbit.

Do Not Disturb:

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To block pages only, Press "DND" once. To cancel, press "DND" twice. To block all calls, press "DND" twice. To cancel, press "DND" once.

Mute:

Mute will only make inaudible conversations at a normal volume. Loud conversation will be heard. Press "MUTE" to active and again to deactivate.

Selecting Ring Tone:

Dial "70".

Dial "0" to "9" and "*". Each produces a different ring tone.

Press "#" when you hear the ring you want.

Replace handset.