Alcatel 4400

Advanced Reflexes

User Guide

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ALCATEL

Advanced Reflexes Alcatel User Guide

Alcatel 4400 PABX System

The Alcatel 4400 PABX System provides you with an extensive range of features that will contribute to better efficiency around the office. This user guide will help you take full advantage of these features.

These instructions only refer to Advanced digital telephones. Should you be using another digital telephone please see the appropriate digital user guide.

COMPANY TELEPHONE NUMBER **(07) 3864 2111**

YOUR EXTENSION NUMBER _____

INDIAL TO YOUR EXTENSION _____

EMERGENCY NUMBER **5555**

Alcatel User Guide Advanced

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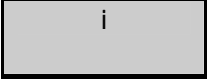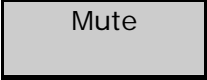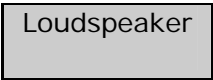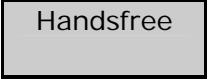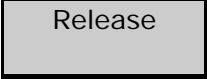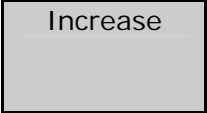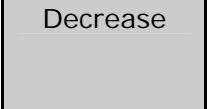
Feature codes used during a call

Function	Default Code
Automatic call back	5
Wait on busy extension	6
Conference	3

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General description

Your Alcatel Advanced extension is made up of 5 distinct zones:

The Fixed Keys - By using one of these keys you may access the most commonly used functions.

	i	To access programming mode or to display information on your extension.
✗	Mute	Deactivates the microphone while you are on a call.
🔊	Loudspeaker	To activate the loudspeaker.
	Handsfree	To activate hands-free operation of your extension.
	Release	To terminate a call or programming of your telephone.
▶	Increase	To increase the volume of the loudspeaker.
◀	Decrease	To reduce the volume of the loudspeaker.

The Programmable Keys
Your extension has 19 keys which are programmable either by you or by your installer. These programmable keys make it possible to:

- call an internal or external number by pushing a single button;
- access a function.

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To program the keys on your extension to suit your individual needs consult the section "customising your extension".
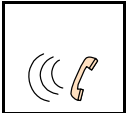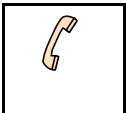
There are also 5 pre-programmed keys which allow you to

- Temporarily store a number
- Access mail services
- Automatically redial the last number dialled
- Call an ISDN correspondent
- Intercom: for automatic reply without having to lift the handset.

The icons
There is a visual guide called an icon associated with each of the programmable and function keys. These icons carry information on:

a call:

- Call in progress (flashing)

- Conversation in progress

- Call on hold   or

features:

- Feature inactive

- Feature activated

- Feature needing your attention

---

legend:

Segment
unlit   ☐   Segment flashing   ■   Segment lit

The Display
Your Alcatel Advanced extension has a 2 line display, which acts as your permanent guide. Each of the two lines on the display may continue on to two or more pages.

The presence of another page is indicated by the symbol ▐▬ at the right hand side of the display.

When your extension is idle:
- the first line displays information on the status of your extension, as well as the time and the date.
- the second line displays information about your caller and also the functions that you can program yourself.

During a call:
- The first line displays information about your caller and the current conversation.
- The second line displays the functions that are accessible at the moment.

When the green LED is lit, it indicates that you have received new messages.

Display Keys and the Navigator

Display Keys: these are used to select the functions you wish to activate.

Navigator Key: this key allows you to move between the display pages or between display lines. It is used to scan the pages of available functions and to select the display line to

---

activate. If you select the upper line, it will flash until you activate the required action by pressing the corresponding display key. After a few seconds, the lower line automatically becomes active again.

Additional optional equipment
Your extension is equipped with an alphabetic keypad, which is used for mail service functions, the *Call By Name* function and for programming on the extension.

Voice guides help you select and carry out functions. Any feature request is followed by the confirmation voice prompt. "Your request has been recorded. You may now hang up". If the feature is unavailable to your extension you will hear, "The number dialled is not authorised. Please make enquiries".

Keys used

9	Key on the dialling keypad		Fixed function key
	Soft key (linked to the display)		Programmable key
			(may either be a key linked to an icon or a soft key)

"**Beeps**" during a conversation
Single - operator intruding on a busy extension.
Repetitive - another caller attempting to reach you.

Telephone layout

09/01/96 12:30

1
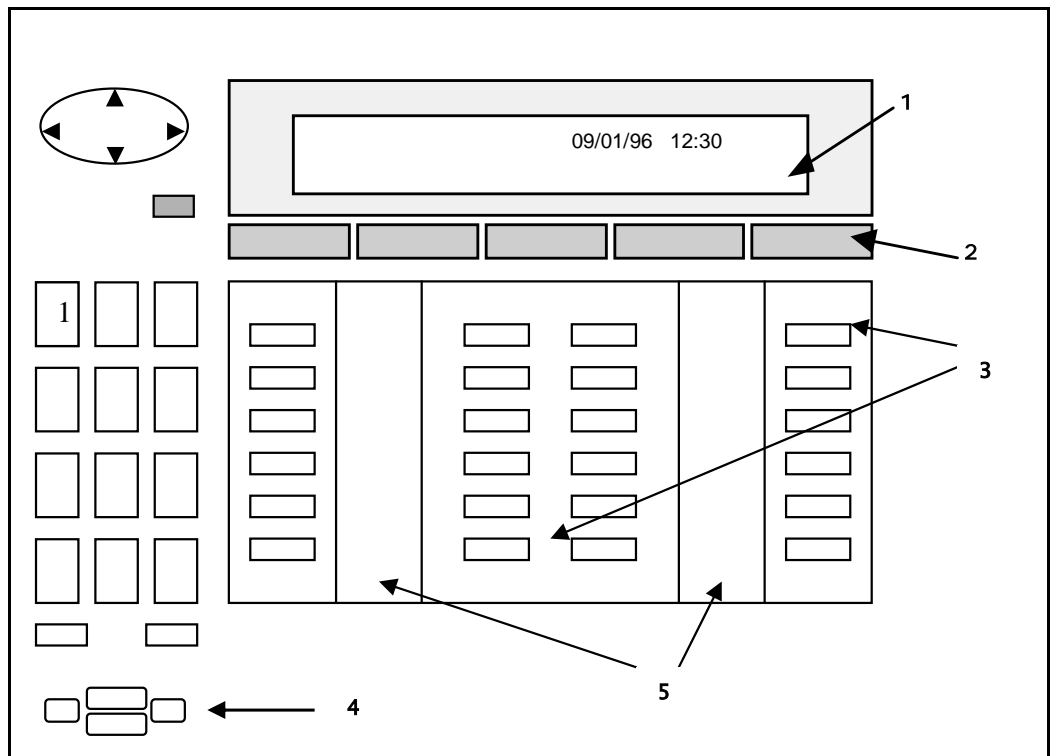
| 1. The display | 2. The soft keys | 3. The programmable keys |
| 4. The fixed keys | 5. The icons | |

Making a call

Making an External Call

| **0** | + External Number |

Alternatively, instead of 0, you can press a line key for an outside line (if your extension is multiline).

Redial

To automatically redial the last number dialled:

| Redial |

Making an Internal Call

Extension Number

Calling the QUT Information

| **9** | **9** |

Calling by Name

This feature allows you to search for the number of an internal user by typing in at least 2 characters of the surname or initials on the alphabetic keypad. Type in the first few letters of the name you are looking for. Then, to find the number, press one of the following keys:

If the characters entered corresponds to a surname:

| Name |

If the characters entered corresponds to the initials of the first name and surname:

| Init |

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If the characters entered corresponds to a surname followed by a first name:

| Name&F |

To cancel the operation and quit:

| Cancel |

Once the relevant search has been carried out, the display will show the first name found. If more than one possible name matches the characters entered, the display indicates that there are further names (i.e. 01/03).

If the name suggested is not the one you want, you can continue searching, using the following keys:

| Next | to view the next possible name

| Call | to call the displayed name

| Prev | to view the previous name

| Cancel | to cancel the operation and quit

Dialling a Personal Memory Number

The display screen will show the first few digits of numbers that have been programmed into your directory.
To go to the next page, use the Navigator key. To make the call, press the display key corresponding to the number you want.

If the number is stored on a programmable key, simply press the key.

Calling a Speed Dial Number

System speed dial numbers are programmed by your system manager. They are stored in a central memory and are used for abbreviated dialling.

Your system manager will provide you with a list of the numbers available to you.

| # | | 6 | | + the speed dial number |

Note: When using the system memory to call an external number, you do not need to dial 0 for an outside line.

Leaving a Call Back Request

If there is no reply when you call, you may ask to be called back. When you receive no reply:

| CallBk |

This will activate the Mail key icon and light the LED on the called extension.

To cancel a call back:

| # | | 9 | | 9 | | + the destination extension number |

Consulting a Call Back Request

If someone has left a call back request on your extension in your absence, the Mail key icon and the LED on your extension will be flashing.

| Mail | | CallBk |

The first person to be called back will be displayed. To call them back:

| Recall |

To Wait on an Extension

If the extension you are calling is busy, you may wait on that extension until it is free. On receiving the engaged tone:

| **Waiton** |

The extension called will be informed by an audible beep that you are waiting. As soon as the line you are calling is free, your call will be put straight through.

Consulting a Waiting Call

If you are on the phone and a second person is trying to call you, you will hear a beep. For three seconds, the display screen will show the caller's identity.

To take the waiting call:

On a single line terminal

| Conslt |

On a multi-line terminal: press the line key that is flashing.

If you wish to return to your initial caller:

On a single line terminal:

| Broker |

On a multiline terminal: press the key for the appropriate line.

Call Back Last Caller

Even if the last extension user to call you did not leave a callback message, it is possible to ring them back. This is very handy should your phone stop ringing just before you reach it.

Dial the code for "Last caller call back"

| # | | 8 | | 1 |

The last caller's identity will be displayed.

To directly dial the extension number:

	CallBk

Making an Enquiry Call

While you are on a call you may call a second person to make an enquiry.

Enquir

Dial the second number, either internal or external, required. Your second call will immediately go through, and your first caller will automatically be placed on hold.

To cancel the second call and return to the first caller:

EnqOff

Transferring a Call

To transfer a call to another extension, simply dial the number required, whether it be internal or external. Remember to dial "0" first for an outside line.

When the extension answers, introduce the caller then:

Transf

If the called party is busy, not answering, or refuses the call:

EnqOff

You are reconnected to the original caller.

Note: Depending on system configuration you may be able to transfer calls to an external number or mobile phone.

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Making a Back and Forth (Broker) Enquiry Call

After you have made an enquiry call, you may talk alternately with each party.

To alternate between callers:

> **Broker**

On a single line terminal, you will now be talking to the person whose identity is shown on the left of the display screen.

On a multi-line terminal, you may set up a back and forth call by pressing the appropriate line key for each call.

Once the enquiry call has been cancelled, you are back in conversation with the first caller.

Making a Conference Call

This feature allows three people to be in conversation simultaneously. Call the first party, and then make an enquiry call to the second person.

Then, to create the conference between three people:

> **Conf**

To cancel the conference and return to the first caller:

> **Conf**

Receiving a Call

Either lift the handset or take the call in 'hands free' mode:

> **Handsfree**

Call Parking

Call parking allows you to disconnect from an external call and be reconnected later, either at your own extension or at another extension.

During the call:

Park

The call will automatically be placed on hold.

To retrieve a parked call:

| * | | 7 | + extension where call is parked

If the call is not retrieved within a set time (normally two minutes) it will revert to the switchboard.

Note: If you are parking the call on the extension you are using there is no need to dial an extension number.

Call Pick Up

To pick up a call that is ringing on another extension within your defined group:

| * | | 4 |

To pick up a call that is ringing on another extension that is **NOT** in your defined group:

| # | | 4 | + extension number that is ringing

Forwarding Calls

If you will be absent from your extension you may redirect callers to another extension.

To place an immediate forward on your extension:

| # | 5 | 2 | + the destination extension number |

To place a forward on busy on your extension:

| # | 5 | 5 | + the destination extension number |

To place a forward on no reply on your extension:

| # | 5 | 7 | + the destination extension number |

To place a forward on busy or no reply on your extension:

| # | 5 | 4 | + the destination extension number |

Cancelling Call Forwarding

To cancel all call forwarding:

| # | 5 | 3 |

"Follow Me" Forwarding

If you are not at your own extension you can forward your calls to your current extension. Any extension on the same system can be used to activate forwarding.

To activate "follow me" forwarding:

| # | | 0 | | 6 |

the destination extension number + your own extension number

Cancelling "Follow Me" Forwarding

To cancel **"follow me" forwarding** from the destination extension:

| # | | 0 | | 7 |

To cancel **"follow me" forwarding** from your <u>own</u> extension:

| # | | 5 | | 3 |

Call Forward on Ringing

This feature enables you to forward a call while your extension is ringing (without answering the call).

When the extension rings, without lifting the receiver:

extension number

Note: If your extension is a multi-line extension, use the programmed key for this purpose.

Basic functions

Withdrawing from a Hunting Group

This feature allows you to withdraw from a hunting group or automatic call distribution group. To activate the withdrawal:

| # | | 5 | 8 |

You will still receive calls to your own extension number.
To re-enter the hunting group:

| # | | 5 | 9 |

Meet-Me Conference

Up to 29 participants may speak in a telephone conference. The conference must include 1 internal participant.

To join in a Meet-Me Conference:

| # | | 7 | + the pre-arranged four digit code

The pre-arranged four digit code is assigned to the conference by the conference initiator. You can obtain this code by calling the Staff IT helpdesk.

If you are the first participant you will hear music until the other people join in.

To leave the conference, hang up.
You may re-enter at a later time.

To transfer an outside party into the conference, follow the above procedure then hang up.

Follow the procedure again to transfer yourself in.

Calling STD with a PIN

To call STD with a pin you need to

| * | | O | | O | Your 6 digit PIN, then the phone number that you wish to call

Advanced programming features

These features should only be implemented with the knowledge of your system administrator.

Call Forwarding to an External Number

| # | 5 | 2 | + the external number preceded by '0'

To cancel:

| # | 5 | 3 |

Note: You may only forward to an external number immediately or on no reply. Check with the system administrator before activating this feature.

Substitution

This feature allows you to use the features available on your extension on another extension in the installation. (You effectively substitute one extension for another).

To activate this feature from any extension in the installation:

| # | 0 | 5 | + own extension + personal code

The extension you are using now functions exactly like your own extension.
The substitution is cancelled once you hang up.

Sending DTMF Tones

DTMF tones may be sent during a call for using home banking services or to gain remote access to an answering machine, etc.

Once you have dialled an external number, your display will appear as follows:

Whilst in conversation:

| **DTMF** | Keys on dialling keypad as prompted. |

To return to normal, hang up or press the release key.

Sending Text Mail

You may send a written message (up to 127 characters) to another extension with a similar type telephone.

| Mail |

| Text | | Send |

Extension number

To confirm the destination:

| Apply |

You will then be asked to select one of the following three types of message:

| FixMsg | A list of predefined messages;

| PrgMsg | A list of predefined messages which need to be completed;

| MyMsg | This list allows you to type in your own message, using the alphabetic keypad.

If necessary, type in your message and then press:

| Valid |

Once you have selected the list you require:

Next	to scroll through the list	Prev	to see prev. message
Valid	to send the message	Back	to return

Reading Text Mail

If you have been sent text mail, the LED on the extension lights up and flashes in green. The presence of mail is also indicated by the icon next to the Mail key. To read your messages:

Mail		Text
Read		

The first line will give you the person's name and the date and time of the message. The second line gives you a set of options:

Save	will save the message to the memory;
Scroll	will show the first line of the message and any further lines it may continue onto.
Back	To go back to the previous menu.
Next	To go to the next message.
Recall	To call the person who sent the message.
Answer	To reply to the message in writing

Note: If you do not save the message after reading it, the message will automatically be deleted.

Making an Intercom Intrusion

If there is no reply on an internal extension, provided you have permission, you may make an intrusion on that extension via the intercom.

$$\boxed{\text{LSInt}}$$

You will now be able to make an announcement over the loudspeaker of the required extension.

Customising your extension

By customising your Alcatel 4400 extension you may adapt specific functions to suit your daily needs. Programming the keys allows you to access some of the functions directly without the need to enter feature codes.

User Customisation

To customise your phone, use the Guide mode

To access programming, press the key

$$\boxed{\text{i}}$$

The display screen will show you the five main groups of functions you have available:

- **Conslt**   To get information on keys that are already programmed and those that are free, and to activate functions.
- **Prog**   To programme and customise you phone (ringing tones, function keys, screen, associate, personal code and directory).
- **Who Am I**   To discover the identity of the terminal.
- **Lang**   To alter the display language
- **Test**   To check all icons and LED's are

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functioning

You will then have access to the following options:

Melody: to select the ringing tone and volume of the
               extension;
Keys: to programme the keys;
Displ: to adjust the level of contrast of the display;
Passwd: to programme the four digit personal password for
               your extension. (The default code is 0000);
Assoc: to programme the associated number;
Intcom: to programme the intercom list of name (up to ten
               users) who may access your extension in intercom
               mode when the mute/Int key is activated.

You may exit programming by pressing the release key.

Programming the Melody

| i | + | Prog |

| Melody |
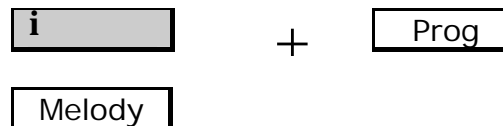
Or choose the desired tune as follows:

(successively)
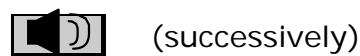
To adjust the sound level:

or

To apply your programming:

Programming the Keys

You may select one of the 45 available soft keys or one of the
programmable keys with an icon. These keys may be
programmed for two different purposes:

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Personal Memory Keys
You programme personal memory keys with your own choice
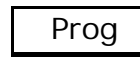of numbers for direct dialling.

To enter programming mode:

| i | | Prog |

Then, to programme keys as part of your personal memory:

| Keys |

Select the key to be programmed.

Enter the number to be memorised.

Note: For external numbers, remember to enter the line
number e.g. 0 as well as the destination number.

| Apply |

If you have programmed one of the soft keys, after you have
applied the number, you will need to give the key a name and
apply it.

Function Keys
To enter programming mode:

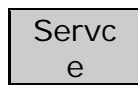| i | | Prog |

Then to begin programming the keys:

| Keys |

Select the key to be programmed.

| Servc e |

You will now have access to 7 groups of functions.

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To scroll through the groups of functions:

| Next |

Once you have found the appropriate group:

| Apply |

Select the desired function from this group and:

| Apply |

The following lists provide details of the features available.
Group 1 - Forwarding services:

Immed| :   Unconditional call forwarding;
Busy| :   Call forwarding on busy;
NoRep| :   Call forwarding on no reply;
ByNoR| :   call forwarding on busy/ no reply;
FwdOff| :   cancel call forwarding;
DFwdof: cancel follow me (from destination);
RemFwd| :   call forwarding from any extension;
RFwdOf: cancel remote forwarding from any extension.

Group 2 - Extn DND & Padlock:

Padlock: extension padlock / unlock;
DND: do not disturb;
VoiGui: voice guide.

Group 3 - Call pick up:

Paging: paging answer;
GrpPic: call pick-up (group);
IndPic: call pick-up (individual);
Record: call recording;
GenBel: call pick-up - unassigned night answer;
Parked: call park / retrieve.

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Group 4 - Associate services:

Assoc: call associate extension;
OvFlow: overflow to associate;
OvFlOf: cancel associated overflow.

Group 5 - Consultation & Callback:

Last ca: call back last caller;
Charge: charging information;
V Mail: access to voice mail.

Group 6 - Appointment reminder:

Temp: set temporary appointment;
TempOf: cancel appointment reminder.

Group 7 - Diverse services:

Nobip: intrusion protection;
Prject: business account code;
Substi: substitution;
Grpln: hunting group - in;
GrpOut: hunting group - out;
Pulse: pulse sending;
MFSend: sending DTMF tones;
SetOut: extension out of service;
Alpha: Alphapage connection.

Note: These functions may also be consulted and activated on a free extension by pressing the following keys:

| i | | Conslt |

| Service |
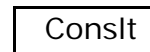
When you select a function using this method, the name of the function is displayed as well as its feature code. As an alternative, this feature code may be dialled directly on the keypad to activate the function.

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Programming the Contrast

| i | | Prog |

| Displ |

To adjust the contrast on your display, choose from the four available levels.

Programming the Password

| i | | Prog |

| Passwd |

Then enter your current password (the default value is 0000).

The display will ask you to enter your new password. You will then be asked to enter it for a second time for verification.

If the new password has been accepted, the display will confirm that the change has been made.

Should you forget your personal code please contact the system administrator.

Programming the Associated Number

| i | | Prog |

| Assoc |

Your screen will show the name and number of your current associate extension.

To change the current associate extension:

| Modify |

Enter your password. (The default value is 0000.)

Then enter the number of the extension you wish as your new associate extension.

Programming the Intercom List

i		Prog
← →		Intcom

The intercom list is a list of up to ten users who may access your extension in intercom mode. To modify this list:

Add

Your display will ask you to enter the number you wish to add to the list.

Enter the number and exit programming.

Checking the Identity of the Extension

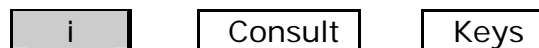To check an extension's number and user:

i		WhoAmI

The user's name appears on screen.

To view the extension number:

← →

Consulting the Keys

To display what has already been programmed on a key:

i	Consult	Keys

Multiline functions

Multiline operation is an optional feature of the 4400 system. It means that you have more than one line on your extension. Several of the programmable keys may be used as line keys, to make and receive calls.

One option allows you to have more than one number which may be used to call your extension. Alternatively, your extension may have one number but several lines.

Whether your extension is programmed with one or a combination of the above options, you are able to deal with several calls at the same time.

Manager / Secretary Screening
One of the major features of multiline operation is manager / secretary screening. Manager / secretary screening is the specific configuration of at least two multiline extensions.

This feature allows a secretary to screen some or all of a manager's calls.

Manager / secretary screening may only be defined by your system administrator. For further advice on how your extension has been set up contact this person.
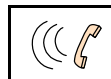
Using Multi-Lines

To hold a call:

the appropriate line key.

To reconnect to the caller:

the same line key.
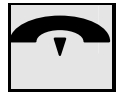
To answer another line:

the flashing line key.

The first call is automatically held. To return to the first call:

the appropriate line key.

If a call is completed:

 then the line key of the call you are reconnecting to.

Manager Extension

In addition to the standard features available on your Alcatel 4400 extension, you will have extra keys programmed specifically for manager/secretary working :

Secretary key

This key allows you to make or take a direct call to your secretary.

The icon associated with this key allows the manager to supervise the status of the Secretary extension at all times.

- Free station/ringing   icon unlit

- Secretary calling   flashing

- Secretary busy   lit

- Official secretary absent,   lit
   overflow secretary present.

Official secretary absent, there is no
overflow secretary, or official secretary and overflow secretary absent.   flashing

If you are working with several secretaries, you will need to allocate a different key to each secretary.

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Screening Keys
These keys allow you to use a screening feature on your incoming calls. Each of the keys is linked to a list (or "table") of numbers.

Note: The screening tables are defined by the system manager.
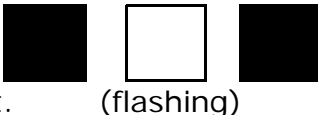
Screened

The SCREENED table allows only callers listed in the table to directly call the <u>Manager</u> extension.

No Screen

The UNSCREENED table directs the callers listed in the table to the Secretary extension. All other callers may call the Manager extension directly.

Note: You may have several of each screening key, but you may not activate a SCREENED and an UNSCREENED table simultaneously.

The icons associated with the screen keys signal as follows:

- Feature activated � █ █ █

- Feature activated but
  secretary
  and overflow secretary absent.   (flashing)

When you activate or deactivate a screening key, to confirm your action:

If the secretary is absent, screening is cancelled and the calls are received directly at the Manager extension.

If you work with several secretaries, after selecting the screening key, press the appropriate Secretary key. To confirm your selection:

Exec Mail

This feature allows your secretary to send a short mail message directly onto your display. A message may be sent when your extension is free or when you are in conversation.

You do not need to be interrupted during a call and if your extension is free, you do not need to lift the receiver.

The soft keys will allow you to send back a pre-programmed message.

If you receive a message, the text of the message appears on the top line of the display.

The bottom line offers you 5 possible replies:
* Busy
* Wait
* Absent
* Enter
* Back

The choice of replies will be taken from the following list:

Busy: I am busy;
Wait: One moment please;
Absent: I am absent;
Enter: Tell them to come in;
ICaBk: I'll call again later;
HeCaBk: Tell them to call back;
I Take: I'll take the call;
Coming: I am coming;
Cancel: Please cancel;
Moment: Tell them to wait;
Back: Please deal with it.

Note: This mail function is only available between two 4035
extensions.

Screening Supervision

If your extension has a Supervision key, you may supervise the call being screened once it rings on the Secretary extension.
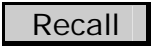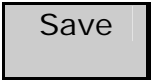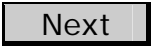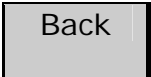
When a screened call arrives on the Secretary extension, it is signalled on your display and by the icon for the Supervision key.

During the ringing phase you may pick up the call by pressing the relevant Supervision key.

ISDN Key

This key allows direct seizure of an ISDN line giving access to ISDN complementary features, for example; calling line identification.

When the icons are lit i.e. ■ ■ ■ it indicates that there is data in the ISDN directory. This may have been an unanswered ISDN call to your extension. By pressing **No Answ** it is possible to view the last ISDN calls received.

Recall	will call them
Save	will save them for recall later
Next	will view the next
Back	returns to the main menu.

By pressing **Secrt** → you may elect to send your number to the distant party. By pressing the same key it changes to **Secrt** which will inhibit transmission of your identity.

Secretary Extension

In addition to the standard features available on your Alcatel 4400 extension, you will have certain extra keys at your disposal:

Manager key
This key allows you to make a direct call to (or to receive a call from) your manager.

When you press the Manager key your call is signalled on the Secretary key of the Manager extension.

The icon associated to this key allows the secretary to supervise the status of the Manager extension.

- Station free/ringing   icon unlit

- Manager calling   flashing

- Manager busy   lit

- The manager has activated screening   lit

If you are working with several managers, you will need to allocate a different key to each manager.

Exec Mail Key
This feature allows you to send a message (which is predefined or to be completed) directly onto the display of the Manager extension.

The Manager extension may be free or busy when you activate the Exec Mail key. You will be presented with the following options:

Apply: to send the chosen message;
Next: to scroll through the list of possible messages;
Erase: to erase the last character entered.

To exit mail mode:

Note: This mail function is only available between two 4035 extensions.

Screened Calls

If your manager has activated a screening key, you will receive certain calls. Your display will show that the call has been forwarded from your managers extension.

Your manager may take up the call at this point by pressing the Supervision key.

If your manager does not intervene, you may automatically place the caller on hold and call the manager extension:
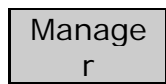
> Manage r

If your manager accepts the call:

> Transf **or**

> (line key signalling the waiting call)

If your manager does not wish to take the call, hang up and then:

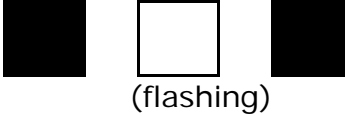> (line key signalling the waiting call)

You are now back in conversation with the caller.

Absent key

This key allows you to advise the manager of your absence.

The icon associated with the Absent key signal as follows:

- Manager has activated screening ■ ■ ■

- You have activated your Absent key ■ □ ■

(flashing)

When you activate or deactivate the Absent key, to confirm your action:

If there is an Overflow secretary extension, when the secretary is absent, the calls will be received at that extension.

If there is no Overflow secretary extension, screening is cancelled and the manager's calls arrive directly at the Manager extension.
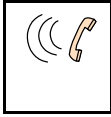
Overflow Secretary Extension

In manager/secretary configuration there may be an "overflow secretary". When the Absent key is activated on the Secretary extension, the "overflow secretary" acts as official secretary.

Manager key

This key allows you to make a direct call to (or to receive a call from) your manager when the "overflow secretary" feature has been activated.

When you press the Manager key your call is signalled on the Secretary key of the Manager extension.

The icon associated to this key allows the secretary to supervise the status of the Manager extension.

- Overflow function not activated   icon unlit

- Official secretary absent, overflow ■■   ■ lit
   activated, manager station free/ringing

- Manager calling

                                                                               flashing

- Manager busy   ■ lit

- The manager has activated   ■ ■ ■ lit
   screening

If you are working with several managers, a different key will need to be allocated to each manager.

If the "overflow secretary" feature is not activated, the Manager key may be used to call the Manager directly (as a personal memory key).

Absent secretary key

This key allows you to indicate your absence to your manager.

The icons associated with this key signal as follows:

- Manager has activated   ■ ■ ■
   screening

- You have activated your   ■ □ ■
   Absent
   secretary key.   (flashing)

When you activate or deactivate the Absent key, to confirm your action:

Glossary

Associated extension
If your extension is linked to another extension on the system, this extension is known as your associated extension.

Back and forth
If you have two calls in progress on your extension you may 'shuttle' between the two, talking to each one, without the other being able to hear.

Broker Call
A function which allows you to hold two calls at once, switching from one to the other.

Call parking
If you answer a call on someone else's extension, you may 'park' the call, so that you may return to your own extension and retrieve the call from there.

Call pick up
To answer a call that is ringing on another extension.

Call back
You may book a request for a busy or unanswered extension to call you back.

Category of service
Each extension on the system is given its own class of service (COS). Your COS determines the system features you are allowed to use, and what types of outside calls you can make. For example, you may be allowed to make any type of call, including international, or you may be restricted to local calls only.

Charge counters
The charging counters on your extension indicate the cost or the number of units used during your last call, as well as the total amount of time or units used since your counter was last reset.

Conference call
This allows three callers to carry out a conversation together.

DTMF
Dual Tone Multi Frequency - a method of sending signals over a telephone link. Each digit dialled represents a combination of tones.

Enquiry call
During a call you may call a second person. As soon as you dial the second number, the first call is automatically put on hold. When you have finished your enquiry call you may return to your initial call.

Feature codes
Most of the programmable features may be activated by dialling a specific number (see page 1).

"Follow me" forwarding
When you are away from your own extension, "follow me" forwarding allows you to receive your calls at your current extension. This feature is activated at the destination extension.

Forwarding
Redirecting calls to another destination.

Hold
You may place a call on hold in order to carry out another function or to prevent the caller from hearing you.

Hunting group
A group of extensions which are linked by a code number. When this number is dialled the system 'hunts' for a free extension within the group. Any extension within a group may answer a group call by entering a feature code.

Intrusion
If an extension or line is busy you may be authorised to intrude on that extension, in order to contact the person urgently.

Line Key
A key which access to a telephone line

Multiline operation
This optional feature allows you to have several lines on your extension. You may therefore deal with several calls at the same time.

Paging
If you dial an extension and receive no response, it may be possible to contact the user via a pager.

Personal code
A code which is used when accessing advanced features.

Redial
To call again the last external number dialled.

Substitution
When you are away from your own extension, substitution allows you to use your current extension as if it were your own. You effectively substitute one extension and its features for another. This feature is deactivated once you replace the handset.

System memory numbers
A list of numbers which are programmed in a central memory by the installer or operator. They are used for abbreviated dialling.

Transfer
To send a call from your extension to another.

Wait on
If the extension you called is busy you may "wait on" that extension. The extension will be informed that you are waiting by an audible tone.

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