TO TRANSFER A CALL DIRECTLY TO A MAILBOX:
Press Transfer
Dial the extension number +8
Hang up.

TO check your messages (FROM OUTSIDE)
Dial the Automated Attendant number (typically your main number after hours)
Wait for greeting
Dial 9 followed by your mailbox number
Enter your Security Code.

To RECORD A QUICK MESSAGE (FROM OUTSIDE)
Dial the Auto Attendant number (typically after hours)
Wait for main greeting to start, then dial *, followed by the mailbox number
Leave message and hang up.

TO FORWARD ALL INCOMING CALLS TO YOUR MAILBOX WHEN YOU WILL BE OUT OF THE OFFICE FOR AN EXTENDED TIME.

Press the Speaker key
Dial 741
Dial 1 to Set
Dial the VM Pilot Number ______
Hang up

To cancel when you return, dial 741, and then press 0 to cancel
Voice Mail Initial Set Up

Users with Display Phones can use the softkeys at the top of the phone as well.

Access Voice Mail by pressing the softkey under VMsg.

Use the soft keys at the top of the phone to maneuver quicker.

To Set Up Your Mailbox

Press softkey under VMsg. When asked to enter a security code, enter the default of 0000. Be sure to change it.

A tutorial will then start. Follow along and complete all tasks. DO NOT HANG UP UNTIL THE VOICE MAIL LADY SAYS “Great”

Display Phone Buttons

HOLD. The red HOLD button at the bottom of the phone is used to put calls on hold.

TRANSFER. The TRANSFER button is used to transfer calls to another phone.

SPEAKER. The SPEAKER button activates the speakerphone.

ANSWER. The ANSWER button is used to answer a second call, like call waiting.

RECALL. The RECALL button is used to transfer calls if you have Centrex or Centranet lines only. Otherwise this button can be used to disconnect a call and give you fresh dial tone.

FEATURE. The FEATURE button is used for programming.

MIC. The MIC button turns on/off the built in microphone. Most prefer to leave the microphone on (light on) so you can use the speakerphone and talk back intercom.

SOFT KEYS. The 4 gray buttons just below the LCD screen are called soft keys. These buttons can be used for a variety of things depending upon what you are doing on the phone. The Exit button terminates any current softkey function and returns to the normal display. The HELP button does not function.
To adjust the HANDSET volume:
Press RAISE or LOWER buttons on the joystick (or the UP and DOWN pointing arrows) with the handset off-hook.

To adjust LCD contrast:
Press RAISE or LOWER buttons on the joystick (or the UP and DOWN pointing arrows) with the handset on-hook.

To adjust Speakerphone volume:
Press RAISE or LOWER buttons on the joystick (or the UP and DOWN pointing arrows) with the speaker button ON.

To adjust your phones ringer:
Press SPEAKER and dial 729. While the phone is ringing press the RAISE or LOWER buttons on the joystick (or the UP and DOWN pointing arrows) with the speaker button ON.
3 Digit Feature Codes

Night Mode Switching (Attendant Feature only) – 718
Setting System Time (Attendant Feature only) – 728
Call Forward All – 741
Call Forward Busy – 742
Call Forward No Answer – 743
Call Forward B/NA – 744
Alarm Clock – 721
Background Music – 725
Do Not Disturb – 747
Extension Name Change – 700
Answer Message Waiting – *0
Cancel All Messages Waiting – 773
Cancel Message Waiting – 771
Program Function Key – 751
(2-digit Service code)
Program Function Key – 752
(3 Digit Service Codes)
Change Ring Tones – 720
Check Ring Tones – 711
Ring Volume Set – 729
Station Speed Dial Set – 755
Headset Mode Switching – 688
Headset Ring Volume Set – 662
Internal/External All Page – *10
Door Box Access – 702
Station Speed Dialing – #7
VM Access (InMail & VMS) – *8

SOFTKEYS Explained

Your phone’s display while in the idle mode.

LIST – Opens softkey display containing [REDIAL & CID]
DIR – Opens the directory [SPD, EXT., STA, TELBK]
VMsg – takes you to YOUR voice mailbox
DN (a downward pointing arrow) – Next screen with more options.
STA101 – Is replaced with your name

Softkey display when “DN (down arrow)” is pressed

ICM – Opens ICM Menu screen (InPg, ExPg, P/U)
PROG – Press this key to program your 10-station speed dials.
UP (upward pointing arrow) – Returns to Main screen
Softkey display when "LIST" is pressed

**Redial** – Pressing this key brings up the Redial screen.

**CID** – Pressing this key brings up the Caller ID screen.

Softkey display when **Redial** is pressed.

UP/DN (upward & downward pointing arrows) – Allows scrolling through the last 10 numbers.

**NOTE:** See Redial section in this guide for more detailed instructions.

Softkey display when **CID** is pressed.

UP/DN (upward & downward pointing arrows) – used to scroll through the last 20 numbers that rang or were transferred to your phone (included VM calls).

**NOTE:** See Caller ID section in this guide for more detailed instructions.

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**Function Number - Function Additional Data**

- **01** DSS / One-Touch Extension number or any numbers (up to 24 digits). Press HOLD to write.
- **03** DND Key
- **04** BGM (ON/OFF)
- **05** Headset
- **08** Incoming Call Log
- **09** Day/Night Mode Switch Mode number (1~8)
- **10** Call Forward - Immediate
- **11** Call Forward - Busy
- **12** Call Forward - No Answer
- **13** Call Forward - Busy/No Answer
- **14** Call Forward - Both Ring
- **15** Follow Me
- **19** External Group Paging External Paging Number (1~8)
- **20** External All Call Paging
- **21** Internal Group Paging Internal Paging Number (01~64)
- **22** Internal All Call Paging
- **23** Meet-Me Answer to Internal Paging
- **24** Call Pickup
- **25** Call Pickup for Another Group
- **26** Call Pickup for Specified Group / Call Pickup Group Number
- **27** Speed Dial - Common/ Private Speed Dial Number (Common/ Private)
- **28** Speed Dial - Group Speed Dial number (Group)

**Note:** This guide is updated from time to time. Get the latest version at [www.digcom.com](http://www.digcom.com)
PROGRAMMING ONE-TOUCH ICM KEYS

1. Press the Speaker key.
3. Press the Line Key to be programmed. Screen should say “Not Defined” or an old entry you can erase! Leave CAP Keys in place or you will not be able to transfer calls!
4. Dial 01 followed by the extension number.
5. Press HOLD then Speaker

LINE KEYS – PROGRAMMABLE LINE KEYS
The following functions below can be assigned to Line Keys if allowed by Class of Service.
To Program a Line key as a Programmable Function Key:
1. Press the Speaker key.
3. Press the Line Key to be programmed.
4. Dial the code for the desired feature plus additional data if required.
5. Press Speaker to hang up.
Note: Service Code 00 will erase the function from the key.
Note: In some cases, the Hold key needs to be pressed before pressing the Speaker key.

CAUTION: CHECK WITH YOUR DIGITAL COMMUNICATIONS TECHNICIAN BEFORE CHANGING ANY FEATURE KEYS. YOU COULD MAKE YOUR PHONE INOPERATABLE.
Your phone’s display during an external call.

**CONF** – Press this key to begin a conference call.

**RPT** –

**SAVE** – Press this key to save the currently dialed number for later retrieval.

**TRF** – Press this key to transfer this call (functions like the TRANSFER button).

This space left blank for your notes:

<table>
<thead>
<tr>
<th>Use this keypad digit....</th>
<th>Key for Entering Names When you want to....</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enter characters:</td>
</tr>
<tr>
<td></td>
<td>1 @ [¥] ^ _ `{ } Â Á Ã Å Æ Ç È É Ï Ø Œ Ô Õ Ú Ù Ý Å Æ è ê</td>
</tr>
<tr>
<td>2</td>
<td>Enter characters: A-C, a-c 2</td>
</tr>
<tr>
<td>3</td>
<td>Enter characters: D-F, d-f, 3</td>
</tr>
<tr>
<td>4</td>
<td>Enter characters: G-I, g-i, 4</td>
</tr>
<tr>
<td>5</td>
<td>Enter characters: J-L, j-l, 5</td>
</tr>
<tr>
<td>6</td>
<td>Enter characters: M-O, m-o, 6</td>
</tr>
<tr>
<td>7</td>
<td>Enter characters: P-S, p-s, 7</td>
</tr>
<tr>
<td>8</td>
<td>Enter characters: T-V, t-v,8</td>
</tr>
<tr>
<td>9</td>
<td>Enter characters: W-Z, w-z,9</td>
</tr>
<tr>
<td>0</td>
<td>Enter characters:</td>
</tr>
<tr>
<td></td>
<td>0 ! “ # $ % &amp; ‘ ( ) ö Ö ü ū ū ü å â è</td>
</tr>
<tr>
<td>*</td>
<td>Enter characters:</td>
</tr>
<tr>
<td></td>
<td>+ . / : ; &lt; = &gt; ? £ Ø ô ò ô õ ü å è</td>
</tr>
<tr>
<td>#</td>
<td># = Accepts an entry (only required if two letters on the same key are needed – ex: “TOM”). Pressing # again = Space.</td>
</tr>
<tr>
<td>Conf</td>
<td>Clears all the entries from the point of the flashing cursor and to the right (used when entering the Name).</td>
</tr>
<tr>
<td>Exit</td>
<td>Clears all the entries from the point of the flashing cursor and to the right (used when entering the Number, this clears both the number and name).</td>
</tr>
</tbody>
</table>
STATION SPEED DIAL - PROGRAMMING
To store a Station Speed Dialing number (display telephones only):
1. Press the Speaker key.
2. Dial 755.
3. Dial the Station Speed Dial buffer number to be programmed (0~9).
   1 = Station Speed Dial buffer 1
   2 = Station Speed Dial buffer 2 etc.
   Note: 0 = Station Speed Dial buffer 10
4. Dial the Access Code (e.g., 9) - if required.
5. Dial telephone number you want to store (up to 24 digits).
   Note: Valid entries are 0~9, # and *. To enter a pause, press MIC. To store a Flash, press Recall.
6. Press Hold.
7. Enter the name associated with the Speed Dialing number (display telephones only):
   # # = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. Conf Clears the character entry one character at a time (used when entering the Name). EXIT Clears all the entries from the point of the flashing cursor and to the right (used when entering the Number, this clears both the number and name).

PLACING CALLS - Internal Calls
1. Lift the handset.
2. Dial a station number or 0 for the attendant. OR Press the button programmed for Direct Station Select.
3. Voice announce after the tone burst or wait for the ringing call to be answered.
   Note 1: When calling a multiline telephone, dialing 1 after the station number will change ringing to voice or voice to ringing.
   Note 2: To directly access a personal voice mailbox, dial 8 after dialing the station number.

PLACING CALLS - Outside Calls
1. Lift the handset.
2. Typically dial 9 OR press an idle Outside Line key.
3. Dial the telephone number.

Changing how you receive intercom and transferred calls
1. Lift the handset.
2. Dial 721 for handsfree answer back (display will show VOICE) or 723 to make your phone ring (display will show RINGING).
3. Hang up.

MICROPHONE CONTROL
Press the MIC key.
A lit MIC LED indicates that the MIC is on.

BACKGROUND MUSIC
To turn Background Music on or off:
1. Press the Speaker key.
2. Dial 725.
3. Press Speaker to hang up.
TRANSFERRING CALLS
With a call in progress:
1. Press the Transfer key.
2. Dial the station number.
3. Announce the call (optional).
4. Replace the handset.

Note 1: If the called station is busy, replace the handset to initiate a camp-on. Unanswered camp-ons and unscreened transfers will recall to the transferring station.

Note 2: To return to the original party, press the GREEN flashing key.

Call Transfer using programmed DSS keys
With a call in progress:
1. Press the programmed DSS button.
2. Announce the call (optional).
3. Replace the handset.

Note 1: A Programmable Function Key may be assigned for DSS. (See programming a function in this manual)

Note 2: To transfer a call directly to a personal voice mailbox, dial 8 after dialing the station number.

HOLDING CALLS
To retrieve a call you placed on hold using the HOLD button, press the GREEN flashing key.

Note: Unless your system is programmed with a key for each outside line, calls placed on hold using the Hold button can ONLY BE PICKED UP AT YOUR extension.

DIALING SYSTEM/STATION SPEED DIALS
To dial a Speed dialing number:

1. Press the DIR key.

2. Press the SPD key for SYSTEM numbers or STA key for STATION numbers.

3. The [A] in the upper right corner number designates the letter A as the alphabetical starting point. To look for name starting with an N, press 6 twice.

Use the up arrow to scroll all speed numbers/names starting at N and proceeding through all programmed speed dial numbers.

When you find the number you wish to call – press CALL – the speakerphone will activate and the number will be dialed.

Note: This procedure is the same for both system and station speed dialing. “SYS: COMMON” is replaced with “STATION” for station speed numbers.
CALL FORWARDING
All Call Forwarding (Both internal and external)
To set call forward all:
Press the Speaker key
Dial 741
Dial 1 to Set
Dial the extension you wish to have your calls answered by or the VM Pilot Number ______
Hang up
To cancel when you return, dial 741, then press 0 to cancel

NOTE: If you call forward all your calls to another station and that station is in turn call forwarded (either busy/no answer or all calls), your calls will end up in YOUR mailbox.

Call Forwarding Off-Premise (Both internal and external)
To set call forward all:
Press the Speaker key
Dial 741
Dial 1 to Set
Dial 9 + the phone number you wish your calls forwarded to.
Hang up
To cancel when you return, dial 741, then press 0 to cancel

NOTE: If you have to dial 1+the area code to reach this number make sure to include them after the 9)

SPEAKERPHONE CALLS
1. Press the Speaker key and the LED lights.
2. Ensure that the MIC LED is lit.
3. Place internal or outside call.
4. Press the Speaker key to disconnect call.

Note: The handset may be used at any time during the conversation. To resume handsfree operation or to monitor a call, press the Speaker key (the LED lights) and replace the handset.

GROUP LISTENING
To initiate Group Listening:
1. Place or answer call using the handset.
2. Press Speaker twice (but do not hang up).
   The Speaker button flashes slowly.

   21 OCT THU 12:34PM
   GROUP LISTEN
   Conf

   Note 1: You can talk to the caller through your handset. Your co-workers hear your caller’s voice over your telephone’s speaker.

   Note 2: Pressing Speaker once turns your Speakerphone on; second press turns on Group Listening; third press cancels Group Listening.
CONFERENCE

1. Establish first intercom or trunk call. (display shows).

2. Press Conf softkey (display shows).

3. Dial the extension you want to add. - OR -
Access outside call by dialing 9 - OR – press “DIR” to access
the directory. (AnHd – returns you to call 1)

4. When second party answers (display shows), press Add to
add this call or Rls to end second call.

5. After Add has been pressed display shows.

6. When you are ready to being the conference press Begin
softkey. Press Add to continue adding to the conference call.

NOTE: Unless a conference bridge has been installed, A
conference call can consist of three parties. Two parties within
your office and one outside caller or Two outside callers and
one inside extension.

CALLER ID

Answer
Receive incoming ringing or transferred outside call:
1. Review the telephone display for the calling party’s name or
number.
2. Answer the call accordingly.

Temporary Memory
An unanswered call will cause the Call History key to flash (a
handset icon in the upper left hand corner of the display),
indicating a new call has been placed in the temporary
memory.
Press the center button of the joystick. The display will change to:

Dial 1 for Missed calls.

Use up and down arrows to scroll through the log.

To place a call back to a number in the temporary memory list,
with the number to be dialed displayed, lift the handset or
press the Speaker key.

To delete, press Delete key and follow the softkeys.
CALL PARK - SYSTEM

To Park a call in a system orbit:

Note: You can Park Intercom or trunk calls.

1. With a call in progress - press a Park key (Park 1, Park 2, etc).
   - Note: The Park key LED lights.
2. Use Paging to announce call.
3. Press the hookswitch to disconnect quietly.
   - Note: If not picked up, the call will recall to you.

   - OR -

1. With a call in progress - press the Transfer key.
2. Dial #6 and the Park orbit (01~64).
   - Note: If you hear busy tone, the orbit is busy. Try another orbit.
3. Use Paging to announce call.
4. Press the hookswitch to disconnect quietly.
   - Note: If not picked up, the call will recall to you.

To pick up a parked call:

1. Lift the handset.
2. Press the red blinking Park key (Park 1, Park 2, etc).
   - OR -
1. Press the Speaker key.
2. Dial *6 and the Park orbit (01~64).

TRUNK QUEUING

(Use this feature when all lines are busy)

1. Lift the handset and dial 9.
2. When a busy signal is heard (the display will say BUSY)
   - Press the # button and hang up.

When a trunk becomes free - your extension will ring.
Pick up the handset and hear OUTSIDE dial tone.
Dial your number without dialing the access code 9.

NOTE: If you do not answer your phone within 10 seconds, the queuing will be automatically cancelled.

LAST # REDIAL

1. Without lifting the handset, press the Redial on the joystick.
The last dialed number is displayed.

   - OR -

2. To redial the last number press #. OR Search for the desired number from the Redial List by pressing the Redial Softkey or VOLUME UP or VOLUME DOWN keys.
3. Lift the handset or press Speaker to place the call.

CALL PICKUP

Group Call Pickup

To answer a call ringing another telephone in your Pickup Group:

1. Pick up the handset or press the Speaker key.

   21 OCT THU 12:34PM
   InPg ExPg P/U DN

2. Press the P/U key

   21 OCT THU 12:34PM
   P/U Page Grp

3. Press the GRP key to answer the call.
DIRECTED CALL PICKUP
To use Directed Call Pickup to intercept a call to a co-worker’s extension:
1. Pick up the handset or press the Speaker key.
2. Dial **.
3. Dial the number of extension whose call you want to intercept.
Note: If more than one call is coming in, the system sets the priority for which calls it will answer first.

INTERNAL GROUP PAGING
To make an Internal Page announcement:
1. Lift the handset.

2. Press “InPg” – and enter the internal paging group number (1-9) at the next screen.
   - OR -
   1. Lift the handset and dial 701 and the Paging Zone number (0~9).
   2. External Paging Group code (1~9 or 0 for Internal/External All Call).
3. Make announcement.
4. Press the hookswitch to disconnect quietly, then hang up.
Note: Display indicates the Combined Paging as an External Page.
Note: If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.

EXTERNAL GROUP PAGING
To Page an external zone:
1. Lift the handset.

2. Press “ExPg” – and enter the internal paging group number at the next screen.
   - OR -
   1. Lift the handset and dial 703 and the Paging Zone number (0~9).
   2. External Paging Group code (1~9 or 0 for Internal/External All Call).
3. Make announcement.
4. Press the hookswitch to disconnect quietly, then hang up.

Note: Display indicates the Combined Paging as an External Page.

DO NOT DISTURB (DND)
To set DND
1. Press pre-programmed DND feature button.
2. Dial 3 to set DND All Calls – the display will indicate “DND ALL”
To cancel DND
1. Press pre-programmed DND feature button.
2. Dial 0 – the display will indicate “DND CANCEL”