

MITEL

**SX-200** | Integrated  
Communications Platform

SX-200 ICP Feature Guide for the  
SpectraLink™ NetLink e340 and NetLink i640  
Wireless Telephones

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**SX-200 ICP Feature Guide for SpectraLink NetLink Wireless Telephones**  
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## About this Guide

This guide provides instructions on using system features of the SX-200 ICP from SpectraLink Netlink e340 and Netlink i640 Wireless Telephones. System features are the special functions that your telephone can access in addition to making and receiving calls—features such as transferring a call or setting up a conference. The system-independent features of the Netlink telephones—volume adjustment, ringer mode, LCD status indicators, etc.—along with battery charging instructions are described in other guides supplied by the manufacturer of the telephones. See the following section for information on obtaining these guides.


### Where to Find More Information

Additional guides produced by SpectraLink for the Netlink telephones are available on the Mitel Documentation website at <http://edocs.mitel.com/UG/Index.html>. They include Quick Reference Guides and User Guides for the telephones and battery charger units.

## System Feature Activation

The features that have been programmed in your system may be viewed and activated through the Shortcut Menu and Softkey Functions of the Netlink telephones.

To activate or deactivate a feature:

1. Press  to go off-hook.
2. Press **FCN**. The first four fixed features (Trans/Conf, Cancel, Message, Redial) are listed on the display.
3. Press **FCN** repeatedly to step through the displays of programmed features.
4. To activate or deactivate a feature, press the shortcut key of the desired feature. When a feature is activated, a plus sign (+) appears in the display after the shortcut.



**Note:** You can also use the **Up**, **Select**, and **Down** buttons located on the left side of the handset to scroll through the displays and activate the features on the list.

5. Press  to exit the feature list.

### Feature Access Codes

Use of some features requires dialing access codes. The codes are variable and may be different than those in this guide. Ask your Administrator for a list of codes you should use.

### Users Monitoring Emergency Calls

If your Netlink set has been programmed to receive emergency call notification (for example "911" calls), you should be aware that the audible notification will be muted if any of the non-call function keys (Supr, FCN, Line, Softkeys) are pressed. However, the emergency call visual indication will continue until the call is acknowledged.


## Line Appearances

Your telephone has a prime line and up to nine line appearances. The prime line is automatically selected when you go off-hook. It's the line that rings when someone dials your extension number. Line appearances are additional lines accessed by using the LINE key.



**Note:** Line appearances must be programmed by your system administrator.


To access a line appearance:

1. Press  to go off-hook.
2. While off-hook, press the **LINE** key to view the shortcut keys and the assigned extensions for the line appearances.

There are nine possible line appearances which correspond to the nine line indicators across the top of the handset display. When a line is in use, the indicator changes to the line number and a plus sign (+) appears after the shortcut key on the list (emulating a lit LED).

3. Press the **LINE** key again to display the second screen of the list if more than four line appearances have been assigned to the handset.
4. To select a line, press the corresponding shortcut key.

You can also use the **Up**, **Select**, and **Down** buttons located on the left side of the handset to scroll through the displays and activate the line appearances on the list.

5. Press  to exit the list of line appearances.

## Feature Programming

Up to 16 system features are available for programming to your telephone as shortcut keys.

To view the current programming of a shortcut key:



1. Press **MENU**.
2. Press **FCN**.

The first four features are displayed in the softkey display area. Each time the **FCN** key is pressed, a different set of features is displayed, until all 16 possible features have been displayed.



**Note:** The first four softkeys are programmed as Trans/Conf, Cancel, Message, Redial and cannot be reprogrammed.

To program a feature to a shortcut key:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Personal Keys?" appears.
4. Press **Yes**.
5. Press **FCN**.
6. Press the Down button on the left side of the handset to highlight an UNUSED KEY.
7. Press the Select button (left side of the set, middle button) to select the key.
8. Press **Chng**.
9. Press **No** repeatedly until the desired feature appears.
10. Press **Yes** to select the feature.
11. If prompted, enter the information required to complete the programming of the selected feature—for example, a telephone number for a Speed Call.
12. Press **Save**.
13. Select another key to program or press **Supr** to exit the programming menu.
14. Press and hold  to power off the phone.
15. Press  to power it back on. By "power-cycling" the phone, you cause it to update the shortcut menu with the programmed features.

## Display Language

The display can show text in either English or French.


To change the display language:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Language?" appears.
4. Press **Yes**.
5. Press **Chng**.
6. Press **No** until the desired language appears.
7. Press **Yes**.


## Making and Answering Calls

### Make a Call

To make a call using the prime line:

1. Press .
2. Dial the number.

To make a call using a line appearance:


1. Press .
2. Press **LINE** followed by and the number key corresponding to the required line.
3. Dial the number.

### Answer a Call

To answer a call ringing the prime line:

- Press .


To answer a call ringing a line appearance:


1. Press .
2. Press **LINE**, and then the number key corresponding to the ringing line.

#### Tips:

- To see the Calling Line ID (if available), press the **Nmbr** softkey to display the caller's telephone number, and then the **Name** softkey to display the name. (Ringing stops when the softkeys are pressed.)

You cannot communicate with the caller while the Calling Line ID is displayed.

To return to the call, press .

- You can mute the ringing of an incoming call by pressing **MENU**, , **LINE**, or the **Supr** softkey.

## Auto-Answer

When the Auto-Answer feature is active, incoming calls ring briefly, then are answered in handsfree mode. After the caller hangs up, a short burst of tone sounds and the telephone goes idle



**Note:** Auto-Answer works only if a headset is plugged into the telephone and Power Save mode is turned off. When Power Save Mode is turned off (by pressing the **Menu** key), the time and date appear on the display along with the **Phbk** and **Supr** softkeys.

To activate or deactivate Auto-Answer:

- Press the shortcut key for the Auto-Answer feature. (See “Feature Programming” on page 4 for information on programming a feature to a shortcut key.)

## Headset Operation

To answer a call when a headset is connected (and Auto-Answer is deactivated):

- Press any key (other than  ,  , or a softkey)

To end a headset call:

- Press .

## Phonebook

Phonebook provides access to the voice mail directory which allows you to reach an extension by entering the user's name rather than their extension number.

To use Phonebook:

1. Press the **Phbk** softkey.
2. Using the dialpad keys, enter up to six letters of the extension user's name.
3. Put the telephone to your ear and listen for further instructions.

## Redial


To redial the last number that you manually dialed:

- Press **FCN**, and then press **4**.

## Speed Call - System

System Speed Call numbers are programmed by the system administrator.



To dial a System Speed Call number:

1. Press .
2. Dial the Speed Call access code for the required number.


## Speed Call - Personal

You can assign up to five telephone numbers to a short code for rapid dialing.

To store a Speed Call number:

1. Press .
2. Dial the Personal Speed Call-Store feature access code.
3. Enter a personal speed call index number from 1 to 5.
4. Enter "9" or other digit(s) used to access an outside line (if required) followed by the telephone number
5. Press .

To dial a Personal Speed Call number:



1. Press .
2. Dial the Personal Speed Call-Invoke feature access code.
3. Enter a personal speed call index number.

## Speed Call Keys


Speed Call Keys are programmed by you and accessed through the **FCN** key.

To store a Speed Call number:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Personal Keys?" appears.
4. Press **Yes**.
5. Press **FCN**.
6. Press the Down button on the left side of the handset to highlight an UNUSED KEY.

7. Press the Select button (left side of the set, middle button) to select the key.
8. Press **Chng**.
9. Press **Yes**.
10. Do one of the following:
  - To enter a new number, dial the number.
  - To enter the last number dialed, press **FCN**, and then **4**.
  - To clear the existing number, press **Clr**.
11. If you want a number to be private, press **Priv**.
12. Press **Save**.
13. Press and hold  to power off the phone.
14. Press  to power it back on. By power-cycling the phone, you cause it to update the shortcut menu with the correct speed-call labels.

To dial a Speed Call number:

1. Press .
2. Press **FCN**.
3. Do one of the following:
  - Press the shortcut key of the desired speed call number.
  - Press the Down button on the left side of the handset to highlight the number, and then press the Select button (left side of the set, middle button) to select it.

The number is dialed.

## Call Handling

### Hold


To place a call on Hold:

- Press the **Hold** softkey.

To retrieve a call from Hold:



1. Press **LINE**. The Line number of the call on hold is shown at the top of the display.
2. Press the line number (shortcut key) of the line appearance.

To retrieve a call from Hold at another station:


1. Press  .
2. Dial the Call Hold Remote Retrieve feature access code and the number of the station that placed the call on Hold.

### Transfer

To transfer an active call:

1. Press the **Trans/Conf** softkey.
2. Dial the number of the third party.
3. Do one of the following:
  - To complete the transfer, press  .
  - To announce the transfer, wait for an answer, consult, and then press  ..
  - You can talk to individual parties by pressing the **Trad** softkey.
  - To retrieve the call, press **FCN**, and then press the **Cancel** softkey.

To transfer an active call during headset operation:

1. Press the **Trans/Conf** softkey.
2. Dial the number of the third party.
3. Press  .

## Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press the **Trans/Conf** softkey.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press the **Trans/Conf** softkey.

To leave a Conference:

- Press .

## Conference Split

To split a Conference and speak privately with each party:

- Press **Splt**.

## Add Held

To move a call on Hold to another line appearance:

1. Press **LINE**, and then press the shortcut key of the available line appearance.
2. Press **Addh**.
3. Press **LINE**, and then press the shortcut key of the flashing line appearance.

To add a call on Hold to an existing conversation or Conference:

1. Press **Addh**.
2. Press **LINE**, and then press the shortcut key of the flashing line appearance.

## Swap

To call another party when you are in an established two-party call:

1. Press the **Trade/Conf** softkey.
2. Dial the number.

To alternate between the two parties:

- Press **Trad**.

### Call Forwarding

Call Forward redirects your incoming calls to an alternate destination, such as your voice mailbox, another extension, or an external telephone number.

There are four types of call forwarding:

- **Busy** - forwards calls when your telephone is busy.
- **No Answer** - forward calls unanswered within a certain time period.
- **Busy/No Answer** - forwards all calls when your telephone is busy or when fail to answer within a certain time period.
- **Always** - forwards all calls (use when you have no intention of answering your calls)


Each of the forwarding types may (if permitted by system programming) have one destination for incoming internal calls and another destination for calls from outside the system.

A fifth type of call forwarding, **Call Forwarding - I'm Here**, operates the same as **Call Forwarding - Always**, but is activated from another extension. It provides users of wireline phones some of the mobility enjoyed by wireless phone users by allowing their calls to ring the phone at their current location.


To program Call Forward:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Call Forwarding?" appears.
4. If prompted, choose whether you want to program call forwarding for external or internal calls.

An asterisk next to External Calls? or Internal Calls? indicates that at least one type of call forwarding is turned on.

5. Press **Next** until the desired type of Call Forward appears.
6. If a number is already programmed, press **Chng**.
7. Press **Pgm**.
8. Dial the destination number.
9. Press **Save**.
10. Press **Supr**.
11. Press .

To turn Call Forward on or off (once it has been set up):

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Call Forwarding?" appears.
4. Press **Yes**.
5. Press **Next** until the type of Call Forward appears.
6. Press **Chng**.
7. Do one of the following:
  - To turn Call Forward on, press **TnOn**.
  - To turn Call Forward off, press **TnOf**.
8. Press **Supr**.
9. Press 

## Call Forward - Forced

This feature (if available) forces an incoming call to a pre-programmed call forward destination. The destination used is the Internal or External Call Forward - Busy destination. If neither is programmed, the Call Forward - No Answer destination is used.

To forward a ringing call:

- Press the **Fwd** softkey.

## Call Forward - Toggle

This feature is useful if you want call forwarding in effect for Busy and No Answer conditions most of the time, but need to override it with Call Forward Always occasionally—for example, when you're using a wireline (desktop) phone. Instead of changing the call forward programming on your main phone to turn Call Forward Always on and off, you can program a key to do it. You can also program keys to turn Call Forward Busy, No Answer or Busy/No Answer on and off.

To toggle call forward:

- Press the shortcut key for the Forward Always, Forward Busy, Forward No Ans, or Forward Busy/NA features.

For information on programming a feature to a key, see "Feature Programming" on page 4.




**Note:** You may also program a Forward All key to enable and disable all call forward types that have a destination programmed.

## Messaging - Advisory

This feature is used to display a short message such as, "In a Meeting" or "On Vacation" on extensions that call your telephone.

To turn Messaging Advisory on:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until Advisory Msgs? appears.
4. Press **Yes**.
5. Press **Next** until the desired message appears.
6. Press **TnOn**.
7. Press  .

To turn Messaging Advisory off:

1. Press **MENU**.
2. Press **Supr**.
3. Press **No** until Advisory Msgs? appears.
4. Press **Yes**.
5. Press **TnOf**.

## Messaging - Callback

To leave a message waiting indication on a telephone when you hear busy or ringback tone:

- Press the **Wait** softkey.
- Press the **Clbk** softkey.

To respond to a message waiting condition on your telephone:

1. Press  .
2. Press the **Clbk** softkey.

A call is placed to the message sender (voice mail system or extension user) that left the oldest message.

To view information about the messages before responding:


1. Press the shortcut key for the Message feature. (See “Feature Programming” on page 4 for information on programming a feature to a shortcut key.)
2. Do one of the following:
  - To call the message sender, press the **Call** softkey (if available)
  - To delete the message, press the **Erse** softkey.
  - To view the next message, press **FCN**, and then 3.

## Additional Features

### Account Codes

Account codes are typically used to charge the cost of outgoing calls to departmental cost centers or project accounts. The account code can be optional or mandatory.

To use a mandatory account code:

1. Press .
2. Dial the Account Code digits.
3. If required, do one of the following:
  - To submit the Account Code, press #.
  - To cancel, press \*.

To enter an Account Code during a call:

1. Press the **Supr** softkey.
2. Press **No** until Account Code? appears in the display.
3. Press **Yes**.
4. Enter the account code. Press <-- to erase incorrect digits.
5. Press **Save**.

### Call Logging

Call Logging keeps track of the names (if available) and telephone numbers of all your incoming calls or only those you missed.

To program your phone to log your incoming calls:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Call Logging" appears.
4. Press **Yes**.
5. Press the **Misd** softkey to log missed calls only or the **All** softkey to log all calls.'
6. Press the **Intl** softkey to log calls from other extensions only, **Extl** to log outside calls only, or **Both** to log internal and external calls.

To turn off call logging:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Call Logging" appears.
4. Press **Yes**.
5. Press **Off**.

To display the call log:

1. Press the shortcut key for the Callers feature. (See "Feature Programming" on page 4 for information on programming a feature to a shortcut key.)
2. Press the **New** softkey to display details for newly logged calls only or the **Old** softkey to display details for previously logged calls.

The display shows the caller's number. Press the **Name** or **Num** softkey to display the caller's name or number.

3. If more than one call is logged, use the **Next** and **Previous** softkeys to display the others.

To return a call in the call log:

1. Follow the instructions above to display the call you want to return.
2. Do one of the following:
  - If the call is internal, press the **Call** softkey.
  - If the call is external, dial 9 and then press the **Call** softkey.
  - If the call is long distance, dial 91 and then press the **Call** softkey. You can dial up to three digits before pressing Call.

To delete calls from the call log:

1. Follow the instructions above to display the call the call you want to delete.
2. Press the **Yes** softkey to delete the displayed call only or the **All** softkey to delete all other New or Old calls.


## Call Monitoring

This feature allows you to monitor another extension user's phone conversation, either with or without the user's knowledge. If your system is programmed to notify users that they are being monitored, they hear a beep when monitoring begins. Users that have a display telephone also see your name and extension number in the display for the duration of the call. When monitoring a call, you can listen to the conversation but you can't speak to either party, and they can't hear you. However, you can join the conversation by forming a three-party conference.

A few conditions:

- The system may be programmed to disallow monitoring of any or all extensions.
- A user can only be monitored from one extension at a time. If you try to monitor someone who is already being monitored, you receive busy tone and BUSY appears in your display.
- If the user puts the caller on hold, transfers the call, or ends the call, you are disconnected and your monitoring session ends. Note that the system can be programmed to allow monitoring to continue while the call is on hold.
- While you are monitoring, you can't make or receive calls. Anyone who calls your telephone while you are monitoring receives busy tone. The caller can leave a callback, but is unable to camp on or override your monitoring session. If you want to place an outgoing call, you must first cancel your monitoring session.

To monitor a a call:

1. Press  .
2. Dial the Call Monitoring feature access code followed by the number of the extension you wish to monitor.

If the user is on a call, INTRUDING followed by the user's extension number appears in your telephone display. If the user is not on the phone, you hear busy tone and the user's extension number followed by the words IS IDLE are shown in your telephone display.

3. Press **Trans/Conf** to form a three-party conference with the user and the other party.

Or

Press **Exit** to end the monitoring session.



**Note:** If you wish to continue monitoring after exiting the conference, you must set up the monitor again.


## Call Park

Parking a call puts it on hold and frees your telephone to place or receive another call.

To park a call that is on your prime line:

- Do one of the following:
  - Press the shortcut key for Call Park. (See “Feature Programming” on page 4 for information on programming a feature to a shortcut key.)
  - Press **Trans/Conf**, and then dial the Call Park feature access code.

To retrieve a parked call:

1. Press .
2. Dial the Call Park - Remote Retrieve feature access code.
3. Dial the Console ID and the Hold Slot number.

## Call Park - Specific Orbit

This feature allows you to park a call in a specific orbit by entering the orbit number.

To park a call in a specific orbit:

1. Press the shortcut key for the System Park feature. (See “Feature Programming” on page 4 for information on programming a feature to a shortcut key.)
2. Enter a two-digit Orbit Number (01-25).

If the selected orbit already has a parked call, press **Cancel**, and then enter another orbit number.

To retrieve a call parked in a specific orbit:

- While listening to dial tone, Call Park Orbit Retrieve feature access code followed by the park orbit number.

## Call Park - Destination Phone

Call Park - Destination Phone allows you to park an answered call on another phone. If a parked call is not retrieved after a specified length of time, it recalls your telephone.

To park an active call on another phone:

1. Press **Trans/Conf** to get dial tone.
2. Dial Call Park Remote feature access code, and then dial the extension of the destination phone.

If the call is parked successfully you hear dial tone or busy tone. If the call is not parked, you hear reorder tone.

To retrieve a call parked on another phone:


1. Press .
2. Dial the Call Hold Retrieve (Local) feature access code.

## Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Press .
2. Press **Pick**.

To answer a call that is ringing another station not in your Pickup Group:

1. Press .
2. Dial the Directed Call Pickup feature access code.
3. Dial the number of the ringing station.

## Camp-on

To campon to a busy station:


- Press **Wait** (if available). Remain off-hook.

To retrieve a call when you hear Campon tone:

- Press **Trad**.

## Callback

To request a Callback when you reach a busy or unanswered station:



1. Press the **Wait** softkey.
2. Press the **Clbk** softkey.
3. Press  . Dial tone is returned. Your telephone is available for normal use.

When the busy or unanswered station becomes available, your telephone rings.



To answer a Callback :

- Press  .

To cancel a Callback:


1. Press  .
2. Dial the Callback Cancel Individual feature access code.
3. Dial the number of the called station.
4. Press  .

To cancel all Callbacks:

1. Press  .
2. Dial the Callback Cancel feature access code.
3. Press  .

## Door Opener

Door Opener allows you to operate a third-party door opener. For example, when someone requires entry into a third-party building, a designated extension (or extensions) rings and on answering, the extension user can press a feature key or dial a feature access code to open the door. To use Door Opener:



1. Press  .
2. Do one of the following
  - Press the shortcut key for the Door Opener feature. (See “Feature Programming” on page 4 for information on programming a feature to a shortcut key.)
  - Dial the Door Opener feature access code.

## Do Not Disturb



To activate or deactivate Do Not Disturb:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until Do Not Disturb? appears.
4. Press **TnOn** or **TnOf**.

To activate Do Not Disturb from a remote station:

1. Press .
2. Dial the Do Not Disturb Remote feature access code.
3. Dial the number of the station to which Do Not Disturb is to apply.
4. Press .


To de-activate Do Not Disturb from a remote station:

1. Press .
2. Dial the Do Not Disturb Cancel Remote feature access code.
3. Dial the number of the station with Do Not Disturb activated.
4. Press .

## Day/Night Service Switching

Office telephone systems are often placed into Night Service after regular hours. Calls then ring alternate answer points--either designated extensions or a night bell. Extension users can dial the Trunk Answer From Any Station (TAFAS) code to answer calls ringing the night bell. If permitted by system programming, you can put the system into Day service or one of two night service modes, Night1 or Night2.

To switch between Night and Day Service:

1. Press .
2. Press the shortcut key for the Day/Night Service Switching feature. (See "Feature Programming" on page 4 for information on programming a feature to a shortcut key.)

## Mute Microphone

To mute the microphone during a call:

- Press the **Mute** shortcut key (FCN + 5).

The other party cannot hear you speak.

Press the key again to re-enable the microphone.

## Override


This feature allows a user who encounters a busy extension to enter the conversation.

To use Override when you encounter busy tone:

- Press the shortcut key for the Intrude feature. (See “Feature Programming” on page 4 for information on programming a feature to a shortcut key.)


## Paging - PA

To access the paging system to make an announcement:

1. Press .
2. Do one of the following:
  - To page the default zone, press the shortcut key for the PA Page feature; see “Feature Programming” on page 4 for information on programming a feature to a shortcut key. Or, dial the Paging Access to Default Zone feature access code.
  - To page a specific zone, dial Paging Access To Specific Zones feature access code followed by the zone number (0-9).
3. Make the announcement.

## Paging - Direct

To page a user over the speaker in his or her telephone (requires that the user have Whisper Announce or Off-Hook Voice Announce enabled):

1. Press .
2. Press the shortcut key for the Direct Page feature. (See “Feature Programming” on page 4 for information on programming a feature to a shortcut key.)
3. Dial the extension number.




**Note:** SpectraLink Wireless Telephones cannot receive a Direct Page.

## Paging - Group

To page all telephones in a paging group simultaneously through their speakers:

To initiate a Group Page:

1. Press .
2. Dial the Direct Page feature access code.
3. Do one of the following:
  - To page your prime page group, press #.
  - To page a specific page group, dial the page group directory number.



**Note:** SpectraLink Wireless Telephones cannot receive a Group Page.

## Park and Page

With Park and Page, you can park a call and initiate a page to one of the following all in one step:

- Park and Page Set - pages all extensions over the speakers built into them plus the PA system (if available)
- Park and Page Group - pages all extensions in your Paging Group.
- Park and Page - pages a specific extension or all the phones in another Page Group.
- Park and PA Page - pages one of nine possible PA Paging Zone.

Each type of Park and Page can be programmed to a shortcut key; see “Feature Programming” on page 4 for instructions.

To park a call and page a call:

1. Answer or make a call.
2. Press the shortcut key for the type of Park and Park feature you want.

Or

Press the **Trans/Conf** softkey, and then dial

- \*63\* for Park and Page Set.
- \*63# for Park and Page Group.
- \*63 followed by an extension number or a two-digit Page Group Number and # for Park and Page.
- \*64 followed by a Paging Zone number (0 for all zones, 1-9 for a specific zone) for Park and PA Page.

## Record a Call

This feature uses your voice mail system to record your telephone conversations.



**Note:** You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your system administrator.

Your system may be programmed to automatically begin recording external calls when you or the other party answers; otherwise, you must start the recording yourself as follows:

1. While you are in a two-party conversation, press **FCN**.
2. Press the shortcut key for the Record a Call feature. (See "Feature Programming" on page 4 for information on programming a feature to a shortcut key.)

To pause recording:

- Press **Paus**.

To resume recording after pausing:

- Press **Resm** softkey.

To stop a recording without saving it:

- Press **Eras** or **Cancel**.

To stop and save a recording:

- Press **Save**.

To listen to a recording

- Do one of the following:
  - Press **FCN**, and then press the shortcut key for the Record Call feature. (See "Feature Programming" on page 4 for information on programming a feature to a shortcut key.)
  - Dial the voice mail number to access your voice mail box, and follow the prompts to retrieve the recording.

Use the **Keep**, **Skip**, and **Del** softkeys while listening to the recording to save or delete it, or to advance to the next recording.

## Reminder

To program a Reminder:


1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Timed Reminder?" appears.

4. Press **Yes**.
5. Enter the time for Timer 1 in 12-hour format—for example, 01:45.
6. Press **AM** or **PM**.
7. Press **Save**.

To view, change, and/or cancel a pending Reminder:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Timed Reminder?" appears.
4. Press **Yes**.
5. Do one of the following:
  - To change the Reminder, press **Chng** and enter the new time.
  - To cancel the Reminder, press **Del**.
  - To exit without canceling the Reminder, press **Supr**.

To acknowledge a Reminder when your phone rings once:

1. Press .
2. Press the Confirm softkey (if available).

## Reminder - Multiple

To set multiple reminders (up to three):

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Timed Reminder?" appears.
4. Press **Yes**.
5. Enter the time for Timer 1 in 12-hour format--for example, 01:45.
6. Press **AM** or **PM**.
7. Press **Save**.
8. Press **Yes** or **No** softkey depending on whether you want the reminder to repeat daily.'
9. Repeat the first four steps, and then press **Next** to set Timer 2.
10. Repeat the procedure for Timer 3.

To view, change, and/or cancel a pending Reminder:

1. Press **MENU**.
2. Press the **Supr** softkey.
3. Press **No** until "Timed Reminder?" appears.
4. Press **Yes**.

The reminder time for TIMER 1 appears (an asterisk beside the time indicates that the timer repeats daily, HH:MM indicates that the timer has not been programmed).

5. Press **Next** to display the other timers.
6. Do one of the following:
  - To change the time, press **Chng**, enter the new time, press **Save**, and then press **Yes** or **No** depending on whether you want the reminder to repeat daily.
  - To cancel the Reminder, press **Del**.
  - To exit without canceling the Reminder, press **Supr**.

To acknowledge a Reminder when your phone rings once:


1. Press .
2. Press the Confirm softkey (if available).

## ACD Agent Features



### Login/Logout

#### At the beginning of your shift

To log in to an ACD group:


1. Press .
2. Dial the ACD Agent Code.
3. Dial your Agent ID Code.

You hear a burst of dial tone and ACD LOGIN appears on the display.


4. Press .
5. Press  to power it back on. By "power-cycling" the phone, you cause it to update the shortcut menu with the ACD-related features described below.

#### At the end of your shift:

To log out of your ACD group:

1. Press .
2. Dial the ACD Agent Code.
3. Dial 00.



You hear a burst of dial tone and ACD LOGOUT appears on the display. No further calls will be directed to your telephone.

4. Press .

### Make Busy

This feature makes your telephone unavailable for ACD calls without logging out. Use it for coffee or lunch breaks, or if you need more time to handle paperwork between calls.

To make your phone busy:

1. Press .
2. Press the shortcut Press **FCN**, then using the **Up/ Down** buttons located on the left side of the handset scroll to **Make Busy**.
3. Press the **Select** button on the side of the handset to activate Make Busy. A plus sign (+) after Make Busy indicates that the feature is activated.
4. Press .

Repeat the above steps to make your telephone available for ACD calls.

## Queue Status

Pressing the Queue Status shortcut key displays information for your Agent Group from left to right:

- your Agent number
- number of calls waiting to be answered
- the longest time a call has been waiting

Pressing the NAME softkey (if available) displays the name of your Agent Group.

## Help

Use the **Help** softkey on your telephone to signal your supervisor that you need help with a threatening or abusive caller. The supervisor responds by silently monitoring the conversation, and then joining in if necessary.

## After Work Timer

After ending a call, you will be allowed a certain amount of time to complete the work generated by the call before another one is presented.

You have the option of canceling the timer and accepting another call before the timer expires.

To cancel the After Work Timer:

- Press the shortcut key for **Cancel**.

Making a call or answering another non-ACD call automatically cancels the timer. Be prepared to answer another ACD call when you hang up.

