# Hytel Digital Display Telephone Users Guide

A C C E S S   C O M M U N I C A T I O N S

This Guide shows you how to use your Hytel Digital Display Telephone.

By giving you an understanding of system features, this guide will also help you to customise the operation of your telephone, so that it suits the way you want to work.

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The purpose of this publication is to provide detailed instructions on the use of a Hytel Digital Display Telephone.

It shows you how to set and use the advanced features of your Hytel Digital Telephone System, providing additional and more
detailed information than is contained in your associated Quick Reference Guide.

This publication is intended for both technical staff and end-users. It reflects the product status at the time of writing and therefore the contents are subject to change without notice. Whilst every effort has been made to avoid errors in compiling this publication, Access Communications Pty. Ltd. disclaims liabilities for any difficulties arising from the information or from the interpretation of the information contained herein.

For system support and service, please contact:

## Nomenclature used in this publication.

The instructions in this publication may often ask you to "press" a specified key. The word "press" means "press and release", not "press and hold".

You may also be instructed to "dial". The word "dial" means: "using the dial-pad of your keystation, press the nominated numbers and/or symbols in the sequence given". Where the digits dialled are to be determined by you, the guide will show this symbol: `N` `N` `N`

Keys designated with a specific name (i.e. "function") are shown in this publication as: `FUNCTION` `F2`

Dial-pad keys are shown as: `1` `2` `3` `#`

Lifting the handpiece from a telephone is shown as ↗☎ and

☎ indicates that the telephone handset is replaced or that the telephone must be idle.

Notes, hints and additional explanation are indicated by use of the symbol shown adjacent to this paragraph.

How to use this guide

**APPENDIX 5.    Using the dialpad to enter text.**

The keystation keypad is used to enter text (for names etc) by following the table below. Both numerical and alpha information is assigned to each key. Multiple presses of a key will scroll through the characters assigned to that key.

To enter a word with consecutive characters that are the same (e.g. "ROOM") you enter the "R" and first "O" as normal, then press another digit (in this example anything except digit 6) to enter an "incorrect" character. Backspace over the "incorrect" character using the soft key F1 below the word "bksp" and enter the second "O" as normal.

| Number of times that the key needs to be pressed: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | # |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | , | A | D | G | J | M | P | T | W | Q | Space |
| 2 | - | B | E | H | K | N | R | U | X | Z | Space |
| 3 | & | C | F | I | L | O | S | V | Y | . | Space |
| 4 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | Space |

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**How to find the information you need.**

We suggest that you begin by reading Section 1 carefully which will introduce you to the layout of the telephone and describe the lights and tones used by the system to indicate call or resource status.

Then use this guide as a reference source to learn more about a specific feature or operational procedure.

Keep your associated Quick Reference Guide handy to refresh your knowledge on common telephone operations.

| If you want | Refer to |
|---|---|
| General information | Section 1 |
| Information on tones & lights | Section 1 |
| To use a specific feature | The index (to point you to a page) |
| A definition of a term | The glossary |
| The definition of a feature code | Appendix 2 |
| Information on answering calls | Section 2 |
| Information on making calls | Section 3 |
| Call handling information such as call-holding /transferring | Section 4 |
| System and telephone features such as call forwarding | Section 5 |
| To customise your telephone | Section 6 |
| Default system numbering plans | Appendix 3. |

### Your telephone layout.

Speakerphone loudspeaker

Headset Jack

Display (LCD)

Soft Keys

Feature Keys

Pull-out Tray

Speaker Key & Light

Volume Keys

Dial Pad

Hold Key

XFR/CONF Key

Redial Key

Clear Key

Function Key

Speakerphone transmitter
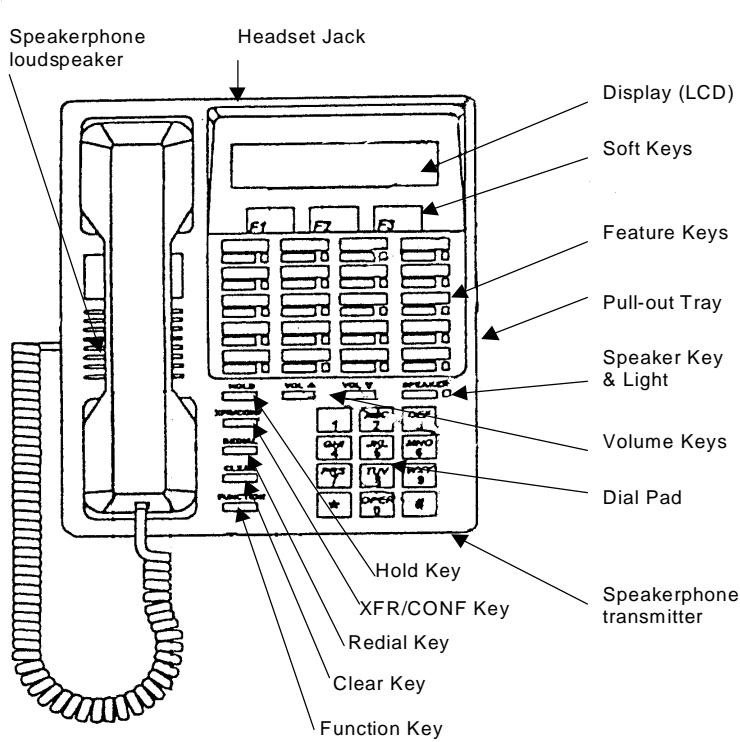
The above diagram represents a 20-key display telephone.

The 9-key display telephone is similar with the exceptions that there are only 9 programmable feature keys instead of 20 and no headset jack is provided at the top rear of the telephone.

### APPENDIX 4.

### Suffix Codes.

Suffix codes are automatically appended by using a soft-key on a display telephone to the end of a dialled number to instruct the system to invoke an instruction such as "intrude on this call". The Code Look-up table allows you to see the value of these codes for your system. Non-display telephones and analog telephones may manually use these codes to initiate a system response such as "camp-on" to a busy extension.

System default values are shown in the table below.

| Feature | Code |
|---|---|
| **ICM Voice/Ring** | 2 |
| **DND Over-ride** | 3 |
| **Camp-On** | 4 |
| **Call-Back** | 5 |
| **Intrusion** | 8 |
| **Message Waiting** | 9 |
| **ICM OHVA** | 0 |
| **VM to ___** | 7 |

**APPENDIX 3.        System default numbering plan.**

The table below shows the default numbering plan for Hytel digital telephone systems. As well as defining the extension numbering range (200-399), the numbering plan also defines the numbers reserved for system resources such as paging etc. Note that the allocated numbers may exceed the actual physical system capacity.

| Resource | Assigned Numbers | 96/120 System Physical Capacity | 412/616/620/824 System Physical Capacity |
|---|---|---|---|
| Extension numbers | 200-399 | 96/120 | 12/16/20/24 |
| Paging groups | 400-429 | 24 | 8 |
| UCD Groups | 430-459 | 24 | 16 |
| Call pickup groups | 460-489 | 24 | 8 |
| Abbreviated numbers | 500-599 (individual 600-699 (system) | 1000 | 500 |
| Exchange lines | 700-799 | 48/72 | 4/6/8 |
| Exchange routes | 100-129 | 24 | 8 |
| Background music | 800-809 | 2 | 1 |
| Loud bell | 810-819 | 2 | 1 |
| External paging amplifier | 820-829 | 2 | 1 |
| Operator | 0 | 1 | 1 |
| Exchange line access | 9 | 1 route | 1 route |

The diagram on the opposite page represents a Hytel 20-key digital display telephone (with 20 programmable feature keys). The 9-key digital display telephone operates in exactly the same way as the 20-key telephone. The only differences are the number of programmable keys and the inclusion of a headset jack on the 20-key model.

**Clear Key**

Press this key to cancel any task you are performing or to terminate a call. The key is also used to conclude programming of certain features.

**Dial Pad**

Use the dial pad to dial telephone numbers, to enter numeric data whilst programming or to enter alphabetical characters into the abbreviated dialling directories or into system messages.

**Display (LCD)**

In the idle state, the date, day and time are displayed. It provides information on the status of your telephone and prompts you when you are setting or cancelling features.

While you are on an outside call, the display will show a call-duration timer. Press soft key F1 to display the dialled number. Press soft key F2 to display idle state information.

**Function Key**

Most feature codes are set and cancelled by pressing this key followed by dialling the digits for the desired feature code.

This key is also used to access abbreviated numbers (speed dial numbers) stored on the "upper level" of a dual-function feature key.

**Feature Keys**

You will have either 9 or 20 of these keys depending on the model of your telephone. Each key is associated with a dual-coloured light and the key may be assigned to any of the following:

A line key. Press this key to access an outside line and answer or make a call.

A Direct Station Select (DSS) key. Press this to access an internal extension or a resource such as paging, background music etc.

A frequently used feature such as Call forward, Do not disturb, Auto redial etc.

An abbreviated number. Press this key to speed dial the stored number.

Refer to page 13 for a table which describes the meaning of the associated lights.

Dual function feature keys have a second "upper level" which can be used to store abbreviated numbers. To dial a number stored on the "upper level", first press the function key and then press the appropriate feature key to dial the number. If your telephone has 9 feature keys, all 9 keys are dual function. If your telephone has 20 feature keys, only the 10 keys in the two right-hand columns are dual function.

**Headset Jack**

This jack is found on the rear of 20 key telephones. It allows you to easily connect a headset to your telephone. Refer to a companion publication for additional information on how to use a headset with your Hytel digital telephone.

**APPENDIX 2.          Description of Feature Codes**

| FEATURE | CODE | |
|---|---|---|
| **User Saved #** | F5* | Allows a user (active on a call) to manually save a number for later re-dialling |
| **VC Msg Del** | F*64 | Used to turn off a lit voice mail LED if it fails to normally extinguish after messages have been read. |
| **Voice Deny** | F*98 | Disables voice call function. |
| **Voice Select** | F98 | If enabled, ICM calls are immediately received in handsfree mode. |
| **Voice MW Key** | F64 | Accesses system voice mail features |
| **Wait Dialtone** | F79 | Used  in a decadic dialling string. |

Your Telephone Layout.

**APPENDIX 2.     Description of Feature Codes**

| FEATURE | CODE | |
|---|---|---|
| **Page Answer** | F59 | Answers a page and connects to the extn that initiated the page. |
| **Pause** | F70 | Used in a decadic dialling string. |
| **Premises Msg** | F90 | Allows a premises message to be set. |
| **Pre Msg Del** | F*90 | Deletes a previously set premises message |
| **Private Talk** | F57 | Used in conference mode to talk privately with only one party. |
| **Reminder Del** | F*92 | Deletes a reminder call. |
| **Reminder Call** | F92 | Phone rings at time specified. |
| **Room Ready** | F7#1 | Changes room status to "room ready" in hotel/motel mode. |
| **Room Status** | F7# | Prefix code for room status codes. Used in hotel/motel mode. |
| **Saved number redial** | F51 | Allows user to store last number dialled for later re-dialling. |
| **Sup. Monitor** | F58 | Allows UCD Supervisor to monitor UCD agent calls. |
| **UCD Override** | F6# | Allows UCD traffic to be redirected to UCD group 24 |
| **Unsup. Conf.** | F77 | Leaves outside parties connected together in an unsupervised conference mode. |

**Hold Key**

Press this key to place a call on hold. The key is also used to go back one level when programming certain features.

**Pull Out Tray**

The tray holds a card so that you can note frequently dialled numbers, the contents of dual function feature keys or function codes you may want to occasionally use.

**Redial Key**

Although this key is programmable, it is usually assigned to redial the last outside number dialled from your telephone.

**Soft Keys**

These three interactive buttons are used in conjunction with information that is displayed on the lower line of the display. As an example, you would press key F2 below the word "save" if you want to save data you have entered or press key F3 below the word "next" to step through a menu.

While your telephone is in the idle state, you can;

Press **F1** to program the upper level of a dual function key.

Press **F2** to program a feature key.

Press **F3** to search directories (directory dialling).

**Speakerphone**

The speakerphone enables you to make hands-free calls. It is also used to receive off hook voice announce calls, alert calls and system paging calls.

Your Telephone Layout.

**Speaker Key and Light**

The speaker key turns your speakerphone on and off. Use it to answer or disconnect a hands-free call. The speakerphone is active when the light is illuminated.

To switch to hands-free mode from a handset call simply press the speaker key and hang up the handset. To return to handset-mode, just lift up the handset.

This key is also used to activate the group listen feature (see pages 82-83) and is also used to control calls using headset mode of operation.

**Volume Keys**

Use the volume keys to independently adjust the volume of the ringer, the speaker, background music, the handset or headset volume and the volume of the group listen feature. The volume can be adjusted in steps and your display shows you the current volume setting.

**XFR/CONF Key**

This key is used when transferring calls or when establishing conference calls.

**APPENDIX 2.        Description of Feature Codes**

| FEATURE | CODE | |
|---|---|---|
| **ICM Key** | F65 | Used to give intercom dialtone to a specified feature key. |
| **Last # Redial** | F8 | Automatically redials the last number dialled. Used for the redial key on the keystation |
| **LCR Key** | F67 | Allows voluntary access to LCR Functions for a call. |
| **Lock Phone** | F97 | Used to block **ALL** (including 000) outgoing trunk calls. Also used to allow users to change their password. |
| **Lookup** | F#5 | Displays resource allocation numbers and lists feature codes |
| **MPD Check** | F7#4 | In hotel/motel mode, allows an extensions meter to be checked. |
| **MSG Waiting** | F96 | Access outgoing message function |
| **Mute key** | F76 | Disables the handset transmitter and the keystation microphone. |
| **Night Sw. Key** | F63 | Allows the system attendant to place the system in night-switch mode. |
| **No Ring Xfr.** | F73 | Allows a trunk call to be parked at any valid extn directory number. |
| **No_Ans Fwd** | F24 | Calls are forwarded if not answered before the no-answer time expires. |
| **Page Accept** | F*99 | Allows keyset to receive a page. |
| **Page Deny** | F99 | Disables paging at the keyset. |

**APPENDIX 2.        Description of Feature Codes**

| FEATURE | CODE | |
|---|---|---|
| **External Fwd** | F26 | Allows calls to be externally call-forwarded |
| **[Follow] FM** | F23 | Used at a remote extension to divert calls from your normal extension. |
| **[Follow] To** | F25 | Used at your normal extension to divert calls to a remote extension. |
| **Force Clr Trk** | F#9 | Access force-clear-trunk menus |
| **Forced Rlse** | F74 | Used by a non-display phone to force-release a conference participant. |
| **FTR Key Prog** | F#3 | Allows Feature Keys to be user Programmed from handsets |
| **Get Held Trk** | F7* | Retrieves calls placed on system hold |
| **Headset Del** | F*9# | Disables headset mode |
| **Headset Func.** | F9# | Enables headset mode |
| **Hot Key** | F93 | If enabled, users can dial without lifting the handset or pressing the speaker key |
| **Hot Key Del.** | F*93 | If disabled, users must lift the handset, press the speaker key or press a resource key to get dialtone. |
| **Hotline** | F9* | If enabled, the user automatically access a resource by going off-hook |
| **Hotline Del.** | F*9* | Disables the hotline feature |

**Understanding the lights on your telephone.**

The lights on your telephone are used to tell you the status of a line, a feature or another extension. The lights are situated beside each feature key. The tables below describe what the colour and action (fast or slow flash) of the light indicates.

Line keys are feature keys programmed to access an outside exchange line.

DSS keys (Direct Station Select) are feature keys programmed to access another extension or a system resource such as paging, background music etc.

Feature keys are keys programmed to invoke a specified system function such as call forward, mute, do not disturb, etc.

| Light Condition | Resource Status |
|---|---|
| **Dark (off)** | (Line) Trunk not in use<br>(DSS) Resource in idle state<br>(Feature) Feature not in use |
| **Solid Red** | (Line) Trunk (or trunk route) in use<br>(DSS) Resource is busy<br>(Feature) Feature activated |
| **Slow Flashing Red** | (Line) Trunk on hold by another extension<br>(DSS) Resource is in Do Not Disturb mode<br>(Feature) You have a message waiting |
| **Fast Flashing Red** | (Line) Incoming trunk call<br>(DSS) Incoming intercom call<br>(Feature) You have a transferred or re-called call |
| **Blinking Green** | (Line) You are on a trunk call<br>(Feature) You are on an intercom call |
| **Fast Flashing Green** | (Line) Trunk exclusively held by you |

**Understanding the System Ring Signals and Tones.**

The first table below tells you how to interpret the different ring signals that are received by your telephone. The second table helps you identify the system tones you hear on your handset or loudspeaker.

| Ring Signal | Description |
|---|---|
| Single ring | (a) Hold reminder<br>(b) Confirmation tone |
| Two short rings | Error tone |
| Continued single ring | (a) Incoming outside call<br>(b) Trunk re-call |
| Two double rings | Call-back call |
| Continued double ring | Incoming intercom call |

| Tone | Description |
|---|---|
| Continuous | Internal dial tone |
| Continuous with a "stutter" | (a) You have invoked a feature that affects other extensions calling you (such as DND).<br>(b) Your call will be routed through Least Cost Routing tables. |
| Long tone (1 second) | You are ringing another extension |
| Repeating short tone | The called extension busy |
| Fast-repeating short tone | The called extension is in DND mode |

When programming or setting functions on your telephone, a single ring is used as confirmation tone to indicate that the programming was successful. A short double-ring indicates that your programming was unsuccessful.

**APPENDIX 2.    Description of Feature Codes**

| FEATURE | CODE | |
|---|---|---|
| CO Flash | F3 | Generates a momentary (100mS) open on an exchange line. |
| Conference | F60 | Sets up a 3 or 4 party conference. |
| Data Key | F66 | Not used in Aust. Used with Data Keystations. |
| Data Rate Sel | F75 | Not used in Aust. Used to set baud rate on Data Keystations. |
| DB Prog | F#0 | Access to Attendant Programming |
| Default Set | F69 | Returns some keystation features to default settings. |
| Del MW_to | F*#9 | Used by system to clear MW settings |
| Direct Dial | F52 | Accesses Directory Dialling feature |
| Direct FWD | F22 | Forwards calls without regard to the status of the extension. |
| Distinc. Ring | F#7` | Selects ring cadence |
| Do Not Disturb | F4 | Stops incoming calls ringing at the station. |
| DSS Key Prog | F#4 | Allows DSS keys to be programmed |
| Dual Func Key | F#1 | Allows upper level of a dual function key to be programmed |
| Ext Ftr Check | F#8 | Allows display station users to check features enabled for their station |

**APPENDIX 2.**　　　**Description of Feature Codes**

| FEATURE | CODE | |
|---|---|---|
| **Auto Hold** | F94 | If on a call, and another system resource (line, DSS etc) is seized, the first call is put on automatic hold. |
| **A_Hold Deny** | F*94 | Denies use of Automatic Hold to the extension. |
| **Auto Line Sel** | F95 | Allows user to choose intercom dial-tone, trunk or trunk route when going off-hook. |
| **Auto Line Del** | F*95 | If disabled, the user must press a resource key to access dial tone. |
| **Auto msg Note** | F72 | Sends an automatic message to a nominated extn every-time the extn handles a call. |
| **Auto Redial** | F78 | Automatically keeps redialling a busy telephone number. |
| **Auto Transfer** | F54 | When enabled, allows a blind transfer to occur by pressing a DSS key. |
| **Busy Fwd.** | F21 | Calls are forwarded if busy or in DND |
| **Call Fwd** | F2 | Prefix to access call forward features. |
| **Call Pickup** | F53 | Pickup calls ringing or held on another extn in the same tenant group |
| **CBCK Delete** | F*#5 | Deletes a single call-back call |
| **CBCL All Del** | F*#5* | Deletes all call-back calls |
| **Check In** | F7#2 | Check-in a room in hotel/motel mode. |
| **Check out** | F7#3 | Check-out a room in hotel/motel mode |

**Care of your telephone.**

Make sure your telephone is placed on a firm level surface or is securely fixed to the wall. Protect it from being accidentally dropped or damaged.

Periodic cleaning with a soft cloth dampened with glass cleaner or a mild non-abrasive detergent will help keep your telephone looking new for years.

Do not spray aerosol cleaner or pour any liquids directly into the telephone.

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**WARNING**

To prevent fire or shock hazard, do not expose the telephone to rain or any other type of moisture. If it is accidentally exposed to a liquid, immediately unplug the telephone from the wall outlet.

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**Your Hytel Digital Telephone System.**

The Hytel Digital Key Telephone System has been designed for maximum flexibility. The system features and functions are configured by the installer using a DOS-based PC programme.

Depending on your type of system and the way it has been programmed, not all features or options described in this publication may be available on your system or available to a specified extension.

If necessary, contact your telephone system administrator or your telephone maintenance support technician for further information and assistance.

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**APPENDIX 2.        Description of Feature Codes**

| FEATURE | CODE | |
|---|---|---|
| **Abbr. Dialling** | F1 | Allows access to programme individual abbreviated dialling numbers. |
| **Account Code** | F71 | Used to input account code info. On an outgoing exchange call. |
| **Agent Help** | F61 | Sends message to the UCD group supervisor. |
| **Agent Log Off** | F91 | Removes the extension from the UCD group. |
| **Agent Log On** | F*91 | Logs an extension onto the UCD group |
| **Alarm reports** | F62 | Key will light of a system alarm occurs. |
| **Alert** | F50 | Whilst using the handset on a call, an independent simultaneous ICM call can be established over the speaker. |
| **All CFW Del** | F20 | Deletes all Call Forward destinations |
| **Auto Answer** | F6* | If set "off" the user must press a feature key to answer an incoming call. |
| **Authority Code** | F55 | The code consists of the extn. No. and the password. When the correct codes are entered the extn COS (and other parameters) is transferred to the phone for 1 minute. |

**APPENDIX 1.        Glossary of communication terms.**

**UCD**
Uniform Call Distribution. A group of (usually) extensions amongst which incoming calls are distributed (rang) in a pre-determined pattern. UCD calls are automatically queued with agents receiving periodic reminders.

**UCD supervisor**
An extension nominated as the supervisor of a UCD. They have the ability to act as the "agent help" contact and can also monitor UCD calls answered by individual agents.

**Un-announced transfer**
See *blind transfer*

**User**
Any person who uses the facilities or makes or receives calls from the Hytel system.

**Virtual number**
A system number without a physical presence. It can be used to park or hold calls.

**Answering Calls.**

If you have the Auto Answer feature (Function 6*) set to "on", answering an  internal or an outside call is as simple as picking up the handset or pressing the speaker key if you want to take the call in hands-free mode.

If Auto Answer is set to "off" you will need to press the feature key adjacent to the fast-flashing red light which is associated with the calling resource (a line key, an intercom key etc).

Your Display Panel (LCD) shows different call information depending on the origin of the call and the system facilities:

> When an outside call is answered, the display shows the trunk directory number or the pre-programmed text description for that  exchange line. A call timer on the lower right hand side of the display shows the time you have been active on the call. The call timer on the lower left hand of the display shows the total time elapsed since a call was initially answered and transferred at least once to another extension .

> If you receive an intercom (internal) call, the display shows the extension number or name of the calling party. Call timers do not operate on internal calls.

> If you have Caller ID connected to your system and the calling party allows their number to be sent, the caller's  number is displayed while the call is ringing in. You can review the caller's information at any time during a call by pressing soft key F1.

**Call Pickup.**

Call pickup allows you to answer a call that is ringing at another location.

To answer a call ringing at a loud bell simply dial the ringing loud bell number.

[N] [N] [N]
1. Telephone is idle.
2. Dial the Loud Bell resource number
   (810 – 811)
3. Talk to the caller.

Use directed call pickup to answer a call ringing at another extension or on a virtual number. One of your feature keys can be programmed as F53 to give you one-touch operation.

[FUNCTION] [5] [3]

[N] [N] [N]
1. Telephone is idle.
2. Press the function key and then dial 53.
   OR
   Press the designated feature key.
3. Dial the number of the ringing extension or virtual number.
4. Talk to the caller.

By dialling your group pickup number you can answer an incoming call to another group member's telephone. If you need to regularly do this, a feature key can be programmed with your pickup group resource number to give you one-key operation.

[N] [N] [N]
1. Telephone is idle.
2. Dial your pickup group number (460-483)
   OR
   Press the designated feature key.
3. Talk to the caller.

**APPENDIX 1.          Glossary of communication terms.**

**Screened transfer**
See *announced transfer*.

**Service mode**
The mode in which the whole system is operating. Call processing options can vary depending on the chosen service mode. The two most common operating modes are "day 1" and "night switch".

**Speakerphone**
The microphone and speaker that are part of your telephone. Using the speakerphone eliminates the need to pickup the handset.

**Station**
Another word for "extension"

**Suffix**
Digits added to the end of the dialled digit-string. Usually used to initiate action at the receiving exchange or KSU.

**System administrator**
See *attendant*. Although usually the same person, the role of "operator" can easily be split from the "administrator/ attendant" role.

**System resource**
See *resource*.

**Tenant group**
A self-contained sub-system which operates like an independent switching system with its own group of extensions and exchange lines. Most Hytel installations employ only a single tenant group.

**Tone dialling**
A method of dialling using two voice-frequency tones to send a "dialled" digit. Most telephones uses today employ this signalling method. (also see *decadic dialling*)

**Trunk**
Another word for "exchange line".

**Trunk route**
A group of exchange lines sharing some commonality (ie. connection to the same telephone company).

## APPENDIX 1.        Glossary of communication terms.

**Line key**
A feature key programmed to access or answer an exchange line.

**Off hook**
Physically lifting the handset or activating the speaker-phone to make or receive a call.

**On hook**
Restoring the telephone to idle status (i.e placing the handset in the cradle or ensuring that the speaker-phone is not activated if using hands free mode).

**Operator**
See *attendant*.

**Outside call**
See *external call*.

**PABX**
**P**rivate **A**utomatic **B**ranch **E**xchange. The unit that provides facilities to and interconnections between extensions.

**PABX mode**
External calls are made by dialling prefix digit 0 or 9. Line keys are usually not provided on extension telephones, with auto-answer used to answer incoming external calls. (Also see *KSU mode*)

**Park**
Placing a call in a location where it is temporarily stored (i.e. held) .

**Party**
Any person using a system facility or resource or making or receiving a call.

**Prefix**
Digits placed in front of the number to be dialled (an STD code is a prefix).

**Resource**
Something belonging to the system that users can access. Typical system resources are exchange lines, music sources, paging amplifiers, virtual numbers etc.

## Calling another extension (intercom call)

To make a hands-free call to another extension, hunt group, virtual number or system resource, simply dial the appropriate number. Alternatively, if you want to use the handset instead of the loudspeaker, just pick up the handset before dialling.

If the called extension does not answer you can:

> Press soft key F1 to leave a call-back message.

> Leave an Outgoing Message by pressing soft key F2.

> Leave a voicemail message by pressing soft key F3 (assuming the system is voicemail equipped).

If the called extension is busy you can:

> Press soft key F1 to leave a call back message.

> Camp On to the busy extension (see page 24).

If the called extension is in Do Not Disturb mode, you may be able to use the DND Override feature to force your call to ring through. Your display panel will show "override" as an option if you are permitted to use this feature.

If the called extension is in "voice-call-allow" mode (i.e. it is programmed to be automatically answered in hands-free mode), you can either leave a call back or outgoing message as described above or alternatively you can invoke the "voice to ring interchange" feature by dialling digit 2 to force the called telephone to ring. You will know if the called extension is in "voice call allow" mode because your display shows the word "voice".

Calling another extension  (intercom call)

Outgoing Message.

If you place a call to a display-telephone extension that is either busy or unanswered, you can leave one of a series of pre-programmed text messages.

If the called telephone is a non-display telephone or an analog telephone with a "message waiting" lamp, the "message" soft key (F2) will active the message-waiting lamp at the called extension.

Seven messages are available. Six are pre-programmed and the seventh message is specific to your telephone and the text is set by you (see page 115 for details on how to set your own personal message).

The six default pre-programmed messages are:

| | | | |
|---|---|---|---|
| 1. | Call me | 4. | Call home |
| 2. | Have a good day | 5. | Call back |
| 3. | Call operator | 6. | Client visiting |

To leave a message at another display telephone:

**N**

**F2**

**F1** OR **F3**

**F2**

**F1**
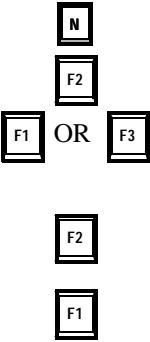
1. Dial the extension number.
2. Press soft key F2 below the word "msg".
3. Press soft key F1 below the words "call me""
    OR
    Press soft key F3 below the word "preprog"
    to see the other message choices.
4. Press soft key F2 below the word "next"
    to view the other choices
5. Press soft key F1 below the word "send"
    when your choice is displayed.
6. Receive confirmation tone.

---

**APPENDIX 1.    Glossary of communication terms.**

**Hang up**
Restoring the telephone to idle status (i.e placing the handset in the cradle or ensuring that the speaker-phone is not activated if using hands free mode).

**Hunt group**
Term commonly used to indicate a group of lines or extensions that are called in sequential order. (see *UCD*)

**Intercom**
An internal call between two Hytel extensions.

**Internal call**
A call between two Hytel extensions.

**Intrusion tone**
A short duration tone sent to all parties in conversation to alert them that another party is about to connect across the call.

**KSU**
Key Switching Unit. The unit that provides facilities to and interconnections between extensions.

**KSU mode**
Calls (particularly external calls). are typically answered or made by users having to first press a key to make or receive a call. Extension telephones therefore have a series of line keys. The Telecom commander is perhaps the best-known KSU-mode system. (Also see *PABX mode* )

**LCD**
Liquid Crystal Display. The display panel on your telephone that shows you information about your call, the system or your programming options/ status.

**Least cost routing (LCR)**
A system feature that (depending on the digits dialled by an extension) automatically alters the number dialled to force the call via a preferred supplier or trunk route.

**LED**
Light Emitting Diode. A small solid-state light source used to indicate the change in status of a key on your telephone.

**APPENDIX 1.        Glossary of communication terms.**

**Decadic dialling**
Dialled information from the telephone is sent to line as a series of timed pulses. (Also see *tone dialling*)

**Dialpad**
The group of 12 keys commonly used to dial numbers. They include digits 0-9 plus * and # keys.

**Display**
The part of your telephone that shows you information about your call, the system or your programming options/ status. Hytel telephones have a two-line display.

**DSS key**
A "direct station select" key. A feature key programmed to call another extension (or any system resource). The extension (or resource) is called by simply pressing the key.

**External call**
A call that originated or terminated outside of the Hytel system (i.e. from or to a "normal" telephone service).

**Feedback squeal**
A howl or distortion in an amplified system caused by the input source being too close to the output source (i.e. the handset transmitter being too close to the telephones speaker).

**Flash**
A timed-loop-break (100 mS) signal sent from a telephone or KSU to initiate action at the telephone exchange (typically used with easycall features).

**Forced account code**
A number between 4 and 15 digits which is sent by an extension prior to making a call so that call details can be logged against a particular user.

**Hands free**
Using the speakerphone to converse with a caller.

**Handset**
The part of the telephone containing the transmitter and the receiver.

---

If a message has been sent to you and your telephone is idle, your LCD display will show that you have a message waiting and the source of the message. To see the message(s) sent by other extension(s):

| F2 | 1. Press soft key F2 below the word "show" to see the message sent to you. OR |

Press soft key F1 below the word "more" to see who else has sent you a message.

To delete messages sent to you:

| F3 | 1. Press soft key F3 below the word "del". |

| F1   OR | 2. Press soft key F1 below the word "indiv" to delete an individual message. OR |

Press soft key F3 below the word "all" to delete all messages.
3. Receive confirmation tone.

To delete an individual message you have sent:

| FUNCTION  *  #  9 | 1. Press the function key and dial *#9. |

| N  N  N | 2. Dial the target extension number. |

3. Receive confirmation tone.

To delete all messages you have sent:

| FUNCTION  *  #  9  * | 1. Press the function key and dial *#9*. |

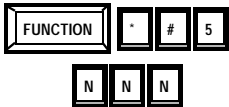2. Receive confirmation tone.

Outgoing Message.

## Callback.

You can use the callback feature when you have placed a call to a busy extension or to an extension that does not answer. More than one party can leave a callback for the same extension.
You will receive a callback when the busy extension becomes available or the unattended extension is next used (i.e. makes or receives a call and then goes on-hook).

| N | N | N |

1. Call an extension & receive busy tone
   OR
   receive no answer from the extension.

| F1 |

2. Press soft key F1 below the word "cbck"

3. Receive confirmation tone.


To delete an individual callback:

| FUNCTION | * | # | 5 |

1. Press the function key and dial *#5.

| N | N | N |

2. Dial the extension number.

3. Receive confirmation tone.


To delete all callbacks:

| FUNCTION | * | # | 5 | * |

1. Press the function key and dial *#5*.

2. Receive confirmation tone.


## APPENDIX 1.      Glossary of communication terms.

**Agent**
A member of a UCD group. Groups can have just a single agent or multiple members.

**Analog**
A non-digital device that transmits and/or receives continuously varying signals. A fax machine or an "ordinary" telephone are both examples of analog devices.

**Announced transfer**
A transfer where the transfer-ring party stays on the line and tells the second party who is calling (ie announces the call).

**Attendant**
The person nominated to look after the telephone system and the users.  Can be called by dialling the "operator" digit. Responsible for some system programme updating.

**Blind transfer**
A transfer where  the trans-ferring party hangs-up before the called extension answers. The caller is connected to the second extension without them being advised who is calling.

**Caller ID (CID)**
A service provided by tele-phone companies (usually at a fee per month per line) that sends information about the caller to the called party. With caller ID enabled, the calling parties telephone number will be displayed on your LCD (provided that the caller has not chosen to block their caller ID details.

**Class of service (COS)**
A number that is assigned to every extension. It is used to determine which system fea-tures are made available to that extension. It typically limits which external num-bers the extension is allowed to call.

**Conferee**
A person who is taking part in a conference

**Conference**
A telephone conversation consisting of at least three members.

Responding to a callback.

Your telephone rings and the LCD indicates that it is a callback call and the other parties extension details.

To activate the callback and speak to the other extension:

                1. Receive an incoming callback call.

F2             2. Press soft key F2 below the word "reply"

                3. Call rings at the other extension.

                4. Converse when answered.

To cancel the callback:

                1. Receive an incoming callback call.

F3             2. Press soft key F3 below the word "del"

                3. Receive confirmation tone.

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Camp On.

If the extension you have called is busy, you can use the Camp On feature and remain off-hook for the busy extension to become available. This feature is useful for an urgent call as it overrides any Callback Busy calls waiting at the extension. If your system is equipped with a music source you will hear music-on-hold while you are camped on. Only one call may camp on to a nominated extension at any one time. The target extension receives a single ring every 30 seconds while some-one is camping-on. If you receive a "camp on failure" message on your LCD it indicates that another extension has already camped on to the called extension. You can still use the call-back feature to set up a call-back call when the target extension becomes free.

1. Call an extension & receive busy tone.

2. Press soft key F3 below the word "next"

3. Press soft key F1 below the word "camp"

4. Listen to music-on-hold, and when the extension hangs-up, the call rings through.

To cancel the camp on while waiting for the extension to become available, hang up your telephone.

To cancel the camp on after the extension begins ringing, press the clear key.

A feature key programmed as an ICM key (function 65) is useful because it will flash when-ever someone camps-on to your extension while you are on a call. The internal camp-on can be answered by first placing your existing call on hold and then pressing the ICM key.

**Re-setting your telephone.**

Using the default set procedure restores specific system features to their default values.

The features and their re-set values are:

> Do not disturb is cancelled
> Call forward programming is cancelled
> Secretarial hot line is deleted
> Voice calls are denied
> Paging is accepted
> Auto line select is set to intercom calls
> Headset mode is disabled
> Auto hold is denied
> Data rate is set to 9600 bps (not used in Australia)
> UCD agent is logged on
> Mute is disabled
> Premises messages are cancelled
> Auto transfer is disabled
> All volume levels are set at default values.

To reset your telephone to default values:

1. Press the function key and dial 69.

2. Press soft key F2 below the word "go".

3. Receive confirmation tone.

If you are experiencing problems with one extension, performing this reset procedure often clears up any mis-programming and allows the extension to function normally again.

**Checking your feature code settings.**

Using this feature allows you to see what features you are using at your extension. It can assist you to find out why your extension is behaving oddly – if the following features are set differently to what you expect, they can have a significant impact on the way your telephone operates.

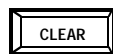| | |
|---|---|
| Telephone lock | Pickup group |
| Auto hold | Day COS |
| Voice call | Night COS |
| Page deny | ECF operation |
| Hotline to | Auto transfer |

To check your feature code settings:

FUNCTION # 8     1. Press the function key and dial #8.

F3     2. Repeatedly press soft key F3 below the word "next" to cycle through the list of features and check if a feature is set contrary to what you want it to be.

CLEAR     3. Press the clear key to return your telephone to normal.

4. If necessary re-set the "incorrectly" set feature so that it operates the way you want it to.

---

Calling the Operator / Attendant.

Depending on your system configuration, you can call the system operator / attendant by dialling either 0 or 9. (The alternate digit can be used to select an exchange line to make an outgoing call).

The default operator / attendant extension number is 201.

**Making an Outside Call.**

There are several different ways you can select an exchange line to make an outside call.

Depending on the way your system is configured, you may need to:

Dial either 0 or 9 (depending on system programming) to get an outside line. (The alternate digit can be used to contact the system attendant).

Press a DSS key labelled with the exchange line you want to use.

If you voluntarily want to use Least Cost Routing (LCR) on a call you must first press a feature key designated as LCR (or alternatively press the function key and then dial 67).

If your extension is programmed to use the Forced Account Code (FAC) feature, you will need to enter the account code details before you are able to dial your wanted number.

In all four cases, after receiving external dialtone, you then simply dial the outside telephone number (including international access or area code) that you want to call.

You may voluntarily enter FAC details at any time on either an incoming or an outgoing exchange call by using function F71 (or pressing a designated feature key) and then entering the FAC digits.

**Programming a Feature under a feature key:**

1. Telephone is idle.

2. Press soft key F2**.**

3. Press the feature key you want to programme.

4. Press soft key F3 below the word "chg".

5. Press soft key F2 below the word "feat".

6. Press the function key and dial the appropriate feature code digits.

7. Press soft key F2 below the word "save" to save your selection.

8. Press clear to return telephone to normal.
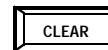
**To programme a DSS key for direct-calling an extension or a resource key which is to be used to select a system resource (an exchange line, paging, group pickup etc):**

Follow steps 1-4 above.

5. Press soft key F2 below the word "dir".

6. Dial the resource code or extension number

Follow steps 7 and 8 above,

Refer to the companion publication which gives you more information about programming feature keys on your telephone.

**Changing your password.**

Some system features such as remote follow me call forward and authority code require you to enter a password. The default password for all users is 0000 (four zeros) and this may be changed to provide protection when you want to programme some system features.

To change your password:

`FUNCTION` `9` `7`

1. Press the function key and dial 97.

`N` `N` `N`
`F2`
`F1` `F3`

2. Dial your existing password. Press soft key F2 below the word "show" to select the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

`F1`

3. Press soft key F1 below the word "pswd".

`N` `N` `N`
`F2`
`F1` `F3`

4. Dial your new password. Press soft key F2 below the word "show" to select the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

`F2`

5. Press soft key F2 below the word "save".

6. Receive confirmation tone.

If you can't remember your password, you will need a service call from your technician to re-programme your password to the default value .

## Least Cost Routing.

The Hytel Digital Telephone System can be programmed to use Least Cost Routing (LCR) for outside calls. It will have also been programmed to either automatically force nominated extensions to use LCR, or allow voluntarily use of the feature on a call-by-call basis.

If automatic LCR is programmed for your extension, you will hear a "stutter" dial tone when you attempt to make a call. After you dial the number you want to call, you will experience a pause (approximately 8 seconds) while the system analyses the digits you have dialled and chooses the appropriate routing for the call. Depending on system programming, you will either then hear the system re-dialling your number or experience another pause while this redialling is taking place.

Voluntary use of LCR on a call-by-call basis is implemented by following the procedure outlined on the previous page.

## Forced Account Code.

If your system has been programmed for compulsory Forced Account Codes, you must enter a valid Forced Account Code number before you are able to dial your wanted outside number.

An account code is between 4 and 15 digits in length and may consist of a Client code, a Matter code and a User code. Your system may have be programmed to accept just two of these codes or just a single code.

Your telephone system administrator can give you specific details on the codes that have been programmed for your system.

**Redialling**

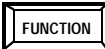The Hytel system is capable of four different redial options:

> Last Number Redial
> Automatic Busy Redial
> Saved Number Redial
> User Saved Number Redial

Last Number Redial  redials the last outside number dialled from your telephone. In the default layout, this is the key marked "redial" on the left-hand-side of your keypad. If you frequently prefer to use another redial option, the key may be reprogrammed to your most-used redial preference.  Pressing the "redial" key (or pressing the function key and dialling 8) automatically selects an exchange line and redials the number.

The last outside number dialled from your telephone is also stored in the Automatic Busy Redial (ABR) number store. Pressing a ABR feature key (programmed with function 78) or pressing the function key and dialling 78, automatically repeatedly dials the number until either the called party answers or the number of call-attempts specified in system programming is reached. The lower line of your LCD shows the status of the attempts (e.g. 3/10 shows that the system is making the third of ten attempts).

Saved Number Redial (SNR) is used to store the number of your current outside call for redialling at a later time. Pressing a SNR feature key (programmed with function 51) or pressing the function key and dialling 51 at any time during an outgoing call will store the number you have dialled. The number is retained in the store until you save another number in its place. To redial the stored number, press the SNR feature key or press the function key and dial 51.

To delete your personal premises message:

1. Press the function key and dial 90.

2. Repeatedly press soft key F2 below the word "next" until  your personal message is displayed.

3. Press soft key F3 below the word "chg".

4. Press soft key F2 below the word "save".

5. Receive confirmation tone.

6. Press the clear key to exit

To delete your personal outgoing message:

> Repeat steps 1-4 on page 116 to setup and connect to a simulated busy extension.

5. Repeatedly press soft key F2 below the word "next" until your personal message  is displayed.

6. Press soft key F3 below the word "chg".

7. Press soft key F2 below the word "save".

8. Receive confirmation tone.

9. Hang up both your own telephone and the target extension.

To create a personal outgoing message:

1. Because you need a "target" extension so that an outgoing message can be left, it is suggested that you select a suitable extension and make it busy while you programme your message by taking the handset off-hook and leaving it on the desk near the telephone.

2. Lift the handset from your own telephone (to prevent busy tone coming through the speaker on your phone while you are programming) and dial your chosen target extension.

3. Press soft key F2 below the word "msg".

4. Press soft key F3 below the word "preprog".

5. Repeatedly press soft key F2 below the word "next" until the seventh message (*7. EMPTY*) is displayed.

6. Dial the message you want to send. Refer to appendix 5 on page 140 which shows you how to do this. Press soft key F2 below the word "save" to save the characters entered. Use soft key F1 below the word "bksp" to correct the last character entered or use soft key F3 below the word "chg" to change the complete message.
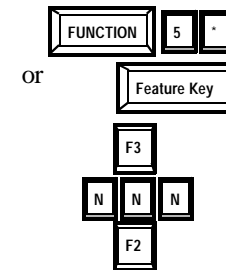
7. Receive confirmation tone.

8. Hang up both your own telephone and the target extension.

User Saved Number Redial (USNR) is used as a paperless way to store a telephone number. To use this feature you must be active on either an intercom or an outside call (which can be either incoming or outgoing). The number does not have to be the number you are talking to but can be any digit-string you want to save (use SNR to automatically record the number you have dialled). Pressing a USNR feature key (programmed with function 5*) at any time during a call will allow you to store a number. The number is retained in the store until you save another number in its place. If you do not have a USNR feature key, you can store a number by pressing the function key and dialling 5* at any time while your call is in progress. To redial the stored number press the USNR feature key or alternatively press the function key and dial 5*.

To store a number:

1. Telephone in use on a call.
2. Press the function key and then dial 5*.
   OR
   Press the designated feature key.
3. Press F3 to delete the current number.
4. Dial the number you want to store.
5. Press F2 to save the number.
6. Receive confirmation tone.

To redial a stored number:
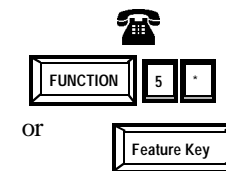
1. Telephone is idle.
2. Press the function key and then dial 5*.
   OR
   Press the designated feature key.

Creating personal messages

Redialling.

**Dialling Abbreviated Numbers.**

The Abbreviated Numbers feature lets you store a telephone number up to 20 digits in length and subsequently dial that number by dialling a three-digit resource number.

Default resource numbers for storing abbreviated numbers are in the 600 range for common numbers and in the 500 range for individual numbers. Note that the actual abbreviated number resource codes on your system may differ from this (depending on system programming). Common abbreviated numbers are shared by all extension users. Individual abbreviated numbers are specific to your telephone.

A name of up to 12 characters can also be stored with each number allowing you to use Directory Dialling (dialling by name) to locate and call a number.

Refer to Section 6 – Abbreviated numbers (page 106-116) for information about storing individual abbreviated numbers.

An abbreviated number may be assigned to:
    A feature key
    The "upper level" of a dual-function feature key
    A key on a DSS unit.

To dial an abbreviated number which is not assigned to a feature key or to a key on a DSS unit, dial the three digit resource number for the number you want to call (i.e. dial 600 to call the first common number, dial 610 to call the eleventh common number, dial 500 to call your first individual abbreviated number etc).

☎ 1. Telephone is idle.

[N] [N] [N] 2. Dial the abbreviated number

**Creating personal premises or outgoing messages.**

Page 20 of this guide told you how to place an outgoing message and indicated that the seventh message can be personalised by individual users. Page 79 told you how to set a premises message and indicated that the seventh message was again programmable on an individual basis.

This section of the user guide shows you how to create your own personal messages.

To create a personal premises message:

[FUNCTION] [9] [0]  1. Press the function key and dial 90.

[F2]  2. Repeatedly press soft key F2 below the word "next" until the seventh message (*7. EMPTY*) is displayed.

[F3]  3. Press soft key F3 below the word "chg".

[N] [N] [N]  4. Dial the message you want to save. Refer to appendix 5 on page 140 which shows you how to do this.

[F2]  5. Press soft key F2 below the word "save" to save the characters entered. Use soft key F1 below the word "bksp" to correct the last character entered or use soft key F3 below the word "chg" to change the complete message.

[F1] [F3]

6. Receive confirmation tone.

7. Press the clear key to exit

[CLEAR]

**Programming an Abbreviated Number on the "upper level" of a dual function feature key:**

Remember that while all 9 feature keys on a 9-key telephone are dual function, only the ten keys in the two right-hand columns of a 20-key telephone are dual function.
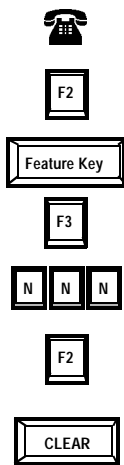
Default resource numbers for storing abbreviated numbers are in the 600 range for common numbers and in the 500 range for individual numbers. Note that the actual abbreviated number resource codes on your system may differ from this (depending on system programming).

1. Telephone is idle.

2. Press soft key F1**.**

3. Press the **feature key** you want to programme.

4. Press soft key **F3** below the word "chg".

5. **Dial** the abbreviated directory number.

6. Press soft key **F2** below the word "save" to save your selection.

7. Press **clear** to return telephone to normal.

To dial an abbreviated number assigned to a DSS key or assigned to the lower level of a feature key, simply press the appropriate feature or DSS key.

1. Telephone is idle.

2. Press the feature key.

To dial an abbreviated number that has been assigned to the upper level of a dual function feature key, first press the function key (to switch to the upper level) and then press the appropriate feature key.

1. Telephone is idle.

2. Press the function key.

3. Press the feature key.

Creating abbreviated number feature keys      Dialling Abbreviated Numbers

**Directory dialling.**

Provided that names for extension numbers and abbreviated dialling numbers have been entered during programming , this feature can be used to look up numbers by using the corresponding alphabetical name.

Names and numbers are stored in one of three directories:

Intercom, which lists other internal users.

System, which lists system abbreviated numbers.

Individual, which lists individual abbreviated numbers.

Refer to section 6 – Abbreviated Numbers on pages 106-116 for more information about abbreviated numbers.

Appendix 3 on page 138 shows you how to use the keypad to enter alphabetic characters.

Use the procedure on the following page to locate and dial a number using the associated alphabetic name.

**Programming an Abbreviated Number on a feature key:**

Default resource numbers for storing abbreviated numbers are in the 600 range for common abbreviated numbers and in the 500 range for individual  numbers.  Note that the actual abbreviated number resource codes on your system may differ from this (depending on system programming).
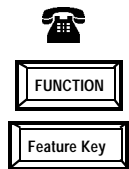
1. Telephone is idle.

2. Press soft key F2**.**

3. Press the **feature key** you want to programme.

4. Press soft key **F3** below the word "chg".

5. Press soft key **F1** below the word "dir".

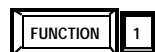6. **Dial** the abbreviated directory number.

7. Press soft key **F2** below the word "save" to save your selection.

8. Press **clear** to return telephone to normal.

Directory dialling

Creating abbreviated number feature keys

To delete a forced account code previously assigned to an individual abbreviated number location :

**FUNCTION** **1**

1. Press the function key and dial 1.

**N** **N** **N**

2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to delete the FAC from.

**F2**

3. Press soft key F2 below the word "show" to select the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

**F1** **F3**

**F3**

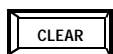4. Press soft key F3 below the word "fac".

**F3**

5. Press soft key F3 below the word "chg".

**F2**

6. Press soft key F2 below the word "save".

7. Receive confirmation tone.

**CLEAR**

8. Press the clear key to exit
   OR
   Repeat steps 2-7 to delete FAC details from another location.

---

1. Telephone is idle.

**F3**

2. Press soft key **F3**.

**F1**
**F2**
**F3**

3. Select a directory by pressing:
   Soft key F1 for the intercom directory
   Soft key F2 for the System directory
   Soft key F3 individual directory.

**N** **N** **N**
**F1**
**F3**

4. Enter the character(s) you are searching for by using the keypad. (appendix 3 on page 138 gives you more details). You can use soft key F1 to backspace and correct an error or use soft key F3 to delete your search characters completely and start again.

**F2**
**F1**
**F3**

5. When you have completed search-character entry, press soft key **F2** below the word "show" to show the first directory entry closest to your search criteria. Use soft keys F1 and F3 to scroll backwards and forwards through the directory.

**F2**

6. When the name you are looking for is displayed, press soft key F2 to dial the number.
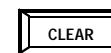
**CLEAR**

7. Press the clear key to stop the dialling process and return the telephone to normal.

Storing personal abbreviated numbers

Directory Dialling

**Conference calls.**

The conference function allows you to connect up to three other parties into a conference. The conferenced parties can be any combination of extensions and exchange lines. The Hytel Digital Telephone System is capable of supporting up to eight simultaneous four-party conferences.

The person who establishes the conference is the conference controller and has the ability to:

> speak privately with a single party;
> force an individual party out of the conference;
> exit the conference.

If there is at leat one other extension involved in the conference and the conference controller exits the conference by hanging up, the last extension added to the conference becomes the new conference controller.

If the conference controller is the only internal party in the conference, the conference is terminated and all parties are disconnected when the conference controller hangs up.

If the conference consists of the conference controller and at least two outside parties, the conference controller can exit the conference and leave the outside parties connected in an unsupervised conference if the controller uses the "unsupervised conference" feature code (function 77) before hanging up. Any one of the outside parties can then control the conference by:

> dialling 0* to extend the talk time (within 10 seconds of hearing the end-of-conference warning beeps

> dialling 0# to end the conference after conversation has finished and before terminating their connection.

To delete a name previously assigned to an individual abbreviated number location :
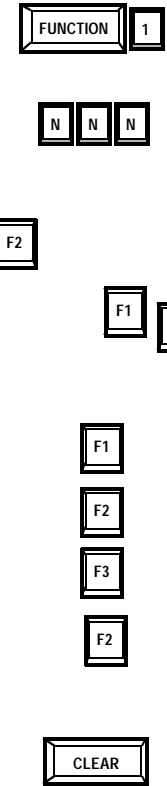
1. Press the function key and dial 1.

2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to delete the name from.

3. Press soft key F2 below the word "show" to select the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

4. Press soft key F1 below the word "tel".

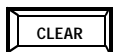5. Press soft key F2 below the word "name".

6. Press soft key F3 below the word "chg".

7. Press soft key F2 below the word "save".

8. Receive confirmation tone.

9. Press the clear key to exit
   OR
   Repeat steps 2-8 to delete a name stored in another location.

Conference calls

Storing personal abbreviated numbers

To delete a specific exchange line or a specific trunk route previously assigned to an individual abbreviated number location :

FUNCTION 1

1. Press the function key and dial 1.

N N N

2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to delete trunk/route details from.

F2

3. Press soft key F2 below the word "show" to select the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

F1 F3

F1

4. Press soft key F1 below the word "tel".

F3

5. Press soft key F3 below the word "trk/rte".

F3

6. Press soft key F3 below the word "chg".

F2

7. Press soft key F2 below the word "save".

8. Receive confirmation tone.

CLEAR

9. Press the clear key to exit
OR
Repeat steps 2-8 to delete trunk/route details stored in another location.

In an unsupervised conference, it is ESSENTIAL that one of the parties terminates the conference correctly (by dialling 0# before terminating their connection) to release the exchange lines on the Hytel system. Failure to do this will result in the exchange lines used for the conference being held until the end of the system conference-timer time-out period (which can be set up to 10 minutes).

The conference controller can re-enter an unsupervised conference at any time by pressing the function key and dialling 77 (or using a feature key programmed as function 77).

If you regularly set up unsupervised conferences, programming a "unsupervised conference" feature key (with function 77) will make your task a lot easier.

There are two ways you can set up a conference call and these are explained on the following page;

the first method involves the use of the existing keys labelled "function" and "xfr/conf" to set up your conference

the second method involves setting up a "conference" feature key (with function 60) and then using this key to set up your conference.

Whilst operationally different, both methods produce exactly the same results. It's just a matter of selecting the method that you find easiest to use.

Storing personal abbreviated numbers    Conference calls

Conference calls – method 1.

This method uses the pre-programmed "function" and "xfr/conf" keys.

[N] [N] [N]       1. Call the first conferee using normal procedures.

[HOLD]            2. Press the "hold" key.

[N] [N] [N]       3. Call the next conferee using normal procedures.

[FUNCTION]        4. Press the function key and then press the xfr/conf
[XFR/CONF]           key to create the (3-party) conference.

                  5. Repeat steps 2, 3 and 4 to create a 4-party
                     conference.


Conference calls – method 2.

This method assumes that you have set up a "conference" feature key (function 60). See page 121 of this guide for information on setting up a feature key.

[N] [N] [N]       1. Call the first conferee using normal procedures.

[HOLD]            2. Press the "hold" key.

[N] [N] [N]       3. Call the next conferee using normal procedures.

[Conference]      4. Press the "conference" key to create the (3-party)
                     conference.

                  5. Repeat steps 2, 3 and 4 to create a 4-party
                     conference.


To delete an external telephone number previously stored as an individual abbreviated number:

[FUNCTION] [1]    1. Press the function key and dial 1.

[N] [N] [N]       2. Dial the reference number (500, 501 etc) for
                     the abbreviated number store location you
                     want to delete the telephone number from.

[F2]              3. Press soft key F2 below the word "show" to
                     select the number entered. Use soft key F1
[F1] [F3]            below the word "bksp" to correct the last
                     digit entered or use soft key F3 below the
                     word "chg" to change the complete
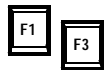                     number.

[F1]              4. Press soft key F1 below the word "tel".

[F1]              5. Press soft key F1 below the word "number".

[F3]              6. Press soft key F3 below the word "chg".

[F2]              7. Press soft key F2 below the word "save".

                  8. Receive confirmation tone.

[CLEAR]           9. Press the clear key to exit
                     OR
                     Repeat steps 2-8 to delete an external
                     telephone number from another location.

To store a forced account code as an individual abbreviated number:

| FUNCTION | 1 |

1. Press the function key and dial 1.

| N | N | N |

2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to use.

| F2 |

3. Press soft key F2 below the word "show" to select the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

| F1 | F3 |

| F3 |

4. Press soft key F3 below the word "fac".

| N | N | N |
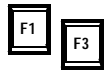
5. Dial the forced account code number you want to store.

| F2 |

6. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

| F1 | F3 |

7. Receive confirmation tone.

| CLEAR |

8. Press the clear key to exit
OR
Repeat steps 2-7 to repeat the process for another abbreviated number location.

Placing the conference on hold.

| HOLD |   Press the hold key.

You receive system dial tone, enabling you to make a call. All other conferees receive music-on –hold.

To return to the conference (if there is at least one external conferee)

| FUNCTION | 7 | * |

1. Press the function key and then dial 7*
OR
Press the "held trunk" feature key
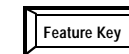
or | Feature Key |

If the conference is with internal parties only, you must have a feature key programmed as an ICM key (function 65) or as a DSS key for one of the conferees. You can return to the conference by

| Feature Key |

1. Press the DSS key of one of the conferees.
OR
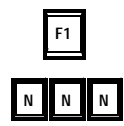Press the ICM feature key

To force-release one conference participant.
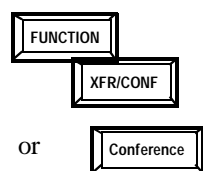
| F3 |

1. Press soft key F3 below the word "forced".

| N | N | N |

2. Dial the trunk or extension number you want to release from the conference.

Storing personal abbreviated numbers   Conference calls

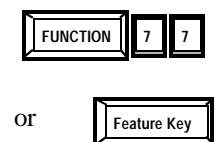To activate the private talk feature.

**F1**

1. Press soft key F1 below the word "private"

**N N N**

2. Dial the trunk (or extension) number you want to privately talk with.

While you are talking privately with one conferee, the other conferees hear music-on-hold.

To return to the full-conference mode:

**FUNCTION**

**XFR/CONF**

1. Press the function key and then press the xfr/conf key.
   OR
   Press the "conference" feature key (function 60)

or **Conference**

To form an unsupervised conference.

1. Set up a conference with at least two external participants.

**FUNCTION 7 7**

2. Press the function key and then dial 77
   OR

or **Feature Key**

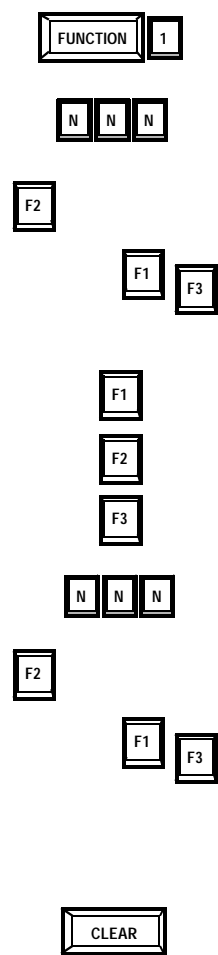Press the "unsupervised conference" feature key.

You can rejoin the conference at any time by repeating step 2.

Ending a conference.

1. Wait for the other parties to disconnect
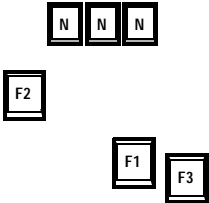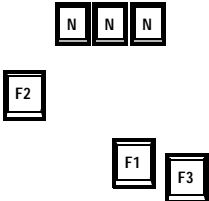   OR
   force-release the other parties.

Entering an associated name into an abbreviated number location allows you to subsequently use directory dialling to locate and dial the stored number.

To assign a name to an abbreviated number location:

**FUNCTION 1**

1. Press the function key and dial 1.

**N N N**

**F2**

**F1 F3**

2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to use. Press soft key F2 below the word "show" to select the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

**F1**

3. Press soft key F1 below the word "tel".

**F2**

4. Press soft key F2 below the word "name".

**F3**

5. Press soft key F3 below the word "chg".

**N N N**

**F2**

**F1 F3**

6. Dial the name you want to use. Refer to appendix 5 on page 140 which shows you how to do this. Press soft key F2 below the word "save" to save the characters entered. Use soft key F1 below the word "bksp" to correct the last character entered or use soft key F3 below the word "chg" to change the complete name.

7. Receive confirmation tone.

**CLEAR**

8. Press the clear key to exit
   OR
   Repeat steps 2-7 to repeat the process for another abbreviated number location.

Conference calls

Storing personal abbreviated numbers

Assigning a specific exchange line or a specific trunk route to an individual abbreviated number location will ensure that the nominated exchange line or route is always used when dialling the stored telephone number.

To assign an exchange line or a trunk route:

**FUNCTION** **1**   1. Press the function key and dial 1.

**N** **N** **N**

**F2**

**F1** **F3**

2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to use. Press soft key F2 below the word "show" to select the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

**F1**   3. Press soft key F1 below the word "tel".

**F3**   4. Press soft key F3 below the word "trk/rte".

**F3**   5. Press soft key F3 below the word "chg".

**N** **N** **N**

**F2**

**F1** **F3**

6. Dial the number of the exchange line or the trunk route you want to use. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

7. Receive confirmation tone.

**CLEAR**   8. Press the clear key to exit
OR
Repeat steps 2-7 to repeat the process for another abbreviated number location.

**Off-Hook Voice Announce Call.**

The off-hook voice announce feature (OHVA) allows you to interrupt a busy extension and connect to that extension using the speakerphone. The feature is programmed at system level to either connect immediately or to connect after a specified time delay.

If the system is programmed to connect after a specified delay, the called party has the option of rejecting the OHVA call (by pressing soft key F2 below the word "reject") before the interruption takes place.

To be able to place an OHVA call, the called extension must:

      be a 20 button display telephone
      be using the handset on their call
      not be connected to a 16 port board (96/120 systems).

If you attempt to place an OHVA call to the wrong type of telephone on or if the called party is using hands-free mode, you will receive an "OHVA failure" or "OHVS unobtainable" message.

To place an OHVA call:

1. Receive busy tone from the called extension.

**F2**   2. Press soft key F3 below the word "next".

**F3**

3. Press soft key F2 below the word "voic"
You are connected to the speaker of the called extension.

To terminate an OHVA call:

The OHVA call is terminated when the calling party hangs up or when the called party presses soft key F2 below the word "reject". A called party can also use the F2 key to immediately reject an OHVA call if they do not wish to accept it.

**Alert Call.**

This feature allows you to consult with another extension whilst talking on a handset call without placing the original call on hold.

To use this feature :

> You must have a 20 button display telephone
> You must be using the handset for the first call
> Your telephone must be programmed to permit OHVA calls.

The alert feature can be programmed under a feature key and allocated a single extension number. Simply press the key for an instant Alert call to the nominated extension.

To make an Alert call:

1. You are using the handset on a call.

FUNCTION  5  0

2. Press the function key and dial 50
   OR
   Press a designated feature key.

or  Feature Key

N N N

3. Dial the extension directory number.

You are then connected to the dialled extension using the speaker. Your original call over the handset remains active.

To end an Alert call:

F2

1. Press soft key F2 to terminate the call
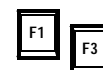   OR
   Allow the called extension to hang up.

---

To store an external telephone number as an individual abbreviated number:

FUNCTION  1

1. Press the function key and dial 1.

N N N

2. Dial the reference number (500, 501 etc) for the abbreviated number store location you want to use.

F2

F1  F3

3. Press soft key F2 below the word "show" to select the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

F1

4. Press soft key F1 below the word "tel".

F1

5. Press soft key F1 below the word "number".

F3

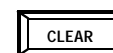6. Press soft key F3 below the word "chg".

N N N

7. Dial the number you want to store.

F2

F1  F3

8. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

9. Receive confirmation tone.

CLEAR

10 Press the clear key to exit
   OR
   Repeat steps 2-9 to enter another external telephone number.

**Storing personal abbreviated numbers.**

Pages 30-31 of this guide gave you an overview of both system and individual abbreviated numbers.

Pages 32-33 of this guide provided instructions on how to "dial by name" to locate and dial a stored abbreviated number.

This section of the user guide shows you how to store your individual abbreviated numbers and associated names into your personal abbreviated-number-store (default resource code numbers 500, 501 etc). System abbreviated numbers can be stored only via attendant programming procedures (refer to the companion guide for details on how to do this).

Pages 115-116 of this guide will show you how you can assign a stored abbreviated number to either level of a feature key for subsequent easy use.

The quantity of personal individual abbreviated numbers assigned to your extension is nominated in system programming and can be increased to suit your needs. You are able to store a number up to 20 digits long with an associated name of up to 12 characters.

A forced account code may also be stored as an individual abbreviated number to give you an easy code entry procedure. (Storing a forced account code on a feature key gives you a one-touch key to enter your account code when required).

If you store an external telephone number you are also able to specify a particular exchange line or a particular trunk route that will always be used for the call.

You can use the hold key to go back one level while you are programming and you can use the clear key to exit programming at any time.

**Decadic dialling elements (pulse/tone, flash etc).**

These special dialling elements are only required if your system uses pulse (decadic) dialling on outgoing external calls. Your system administrator will be able to tell you at what stage during dialling you need to insert these special elements. You can programme feature keys with the different dialling elements you need to regularly use.

To insert a pause.

| FUNCTION | 7 | 0 |

or | Feature Key |

1. Press the function key and then dial 70.
OR
Press the "pause" feature key.

To insert a flash.

| FUNCTION | 3 |
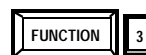
or | Feature Key |

1. Press the function key and then dial 3.
OR
Press the "flash" feature key.

To insert a wait-for-dialtone pause.

| FUNCTION | 7 | 9 |

or | Feature Key |

1. Press the function key and then dial 79.
OR
Press the "wait for dialtone" feature key.

To convert from pulse to tone signalling.

Dial * when you need to start sending tone signals as part of your call and continue to dial the digits you need to send. This is used to access remote facilities such as voice mail systems, queuing systems, on-line transactions etc.

Storing personal abbreviated numbers

Decadic dialling elements

**Adjusting volume levels.**

There are two keys on your telephone beneath the feature keys that can be used to independently set the volume of:

> incoming ring
> received speech on the handset
> received speech on the speakerphone
> received speech on a headset
> received speech for the group listen feature
> background music.

The key vol△ is used to increase the volume by repeatedly pressing it while the event that you want to adjust is happening (ie you adjust the level of incoming ring while your telephone is receiving an incoming ring).

The vol▽ key is used in a similar manner to decrease the volume of an event whilst it is happening.

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Adjusting volume levels

**Distinctive ring.**

This feature allows you to choose between four different sounds for incoming rings so that you can identify your extension's ring from other nearby telephones. The sound you select is universally applied to all ring signals received by your extension.

To set distinctive ring :

FUNCTION # 7

1. Press the function key and dial #7.

F3

2. Press soft key F3 below the word "chg" to cycle through the four choices. Stop pressing F3 when you hear the sound you prefer.

CLEAR

3. Press the clear key to save your selection and return your telephone to normal.

**Placing Calls On Hold.**

Both external and internal calls can be placed on hold at any extension. You can simultaneously place several calls on hold, with calls being retrieved in the order in which they were placed on hold (i.e. the call placed on hold first is retrieved first).

While their call is being held, the calling party hears the music-on- hold (MOH) source that is connected to your system. If your system does not have a music source, the caller will hear chimes.

Extensions that have placed a call on either individual hold or system hold receive a "hold reminder" tone after the expiration time of a pre-programmed system timer (default value 60 seconds).

Holding internal calls.

To place an internal call on hold:

HOLD

1. Press the hold key.

To retrieve an internal call placed on hold:

1. Hang up the handset
   OR
   Press the speaker key if the call was in hands-free mode.

2. Pick up the handset
   OR
   Press the speaker key.

Distinctive ring Placing Calls on Hold

Holding external calls.

External calls can be placed on either system hold or individual hold. A call placed on individual hold can only be retrieved at the extension telephone from which it was placed on hold. A call placed on system hold can be retrieved at any extension.

Exchange calls placed on individual hold revert to system hold after a pre-programmed timer expires (default value 3 minutes).

If multiple exchange calls are placed on hold, the held trunk retrieve feature code (function 7*) can be used to retrieve calls on a first-in first-out basis (i.e. the call on hold for the longest time is retrieved first).

[ HOLD ]   To place an outside call on system hold, press the hold key on your telephone.

[ FUNCTION ] [ HOLD ]   To place an outside call on exclusive hold (i.e. prevent another extension from retrieving the call), press the function key first and then the hold key.

The same retrieval procedures are to retrieve both system-held and individual-held calls by:
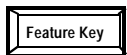
[ Feature Key ]   Pressing the flashing feature key for the held exchange line

OR
[ FUNCTION ] [ 7 ] [ * ]   Pressing the function key and then dialling 7* (held trunk retrieve)

OR
[ N ] [ N ] [ N ]   Dialling the trunk directory number of the held exchange line.

**Auto answer.**

When auto answer is set on (default condition) you answer calls by simply lifting the handset or by pressing the speaker key.

If auto answer is set off, you must first press an appropriate feature key (ICM key or trunk key) to answer the call.

To turn auto answer on:

[ FUNCTION ] [ 6 ] [ * ]   1. Press the function key and dial 6*.

2. Receive confirmation tone.

To turn auto answer off:

[ FUNCTION ] [ 6 ] [ * ]   1. Press the function key and dial 6*.

2. Receive confirmation tone.

**Voice call.**

If this feature is enabled, internal callers are immediately connected in hands-free mode over your speakerphone. You will receive a single ring prior to the connection being made. Externally originated calls and blind transfers will ring at your extension in the normal manner.

When voice call is disabled, all internal calls will ring at the extension and the called party must pick up the handset or press the speaker key to answer the call.

To allow voice calls at your extension:

| FUNCTION | 9 | 8 |

1. Press the function key and dial 98.

2. Receive confirmation tone.

To deny voice calls at your extension:

| FUNCTION | * | 9 | 8 |

1. Press the function key and dial *98.

2. Receive confirmation tone.

When voice-call-allow is set at your extension, no call forwarding that you have set will be followed. Calling extensions can use suffix digit 2 to force your telephone to ring.

No-ring Transfer.

This feature allows you to park an external call at an extension directory number, effectively placing the call on hold at both the transferring extension and the destination extension. All other extensions that have a line key for the held line will receive a "busy line" indication.

The call can be picked up at either the transferring extension or at the destination extension by pressing the line key or by dialling the directory number of the transferred exchange line.

Other extensions can pickup the parked call by using the directed call pickup feature (function 53) and then dialling the extension number of the destination extension.

A feature key can be programmed as a no-ring transfer key (function 73). Refer to page 121 of this user guide for an outline of the procedure for programming feature keys on your telephone.

To park an external call using no-ring transfer:

| Feature Key |

or | FUNCTION | 7 | 3 |

1. Press the no-ring transfer key
   OR
   Press the function key and dial 73.

| N | N | N |

2. Dial the destination extension number.

To retrieve the parked call at either the transferring extension or at the destination extension:

| Feature Key |

or | N | N | N |

1. Press the flashing feature key for the held exchange line
   OR
2. Dial the directory number of the transferred exchange line.

<u>Call Parking.</u>

The previous item described how the no-ring transfer feature can be used to park a call at a destination extensions number.

Calls can also be parked at a spare extension number (i.e one that does not physically exist). This feature is very useful if you need to simultaneously place more than one call on hold and want to be able to retrieve calls in any order, irrespective of the length of time the caller had been on hold.

The operation is exactly the same as previously described for using the no-ring transfer feature, this time using a spare extension number.

In installations using a Hytel 96/120 system, the extension number range 300-399 does not have physical extensions connected to it and numbers in this range are therefore ideal for call parking destinations. If you have a 412/616 installation, your technician can advise you on suitable numbers you can use for call parking.

Feature keys be programmed on your telephone for:

No-ring transfer (function 73)      - labelled as "Call Park"

Directed call pickup (function 53) - labelled as "Call Pickup"

A "spare" extension number (e.g. 300) - labelled as "Park 1"

A "spare" extension number (e.g. 301) - labelled as "Park 2"

Additional "park" keys may be programmed if required. If more than one extension will be set up to use this feature, it is suggested that the first extension uses spare extension numbers 300-304 to park calls, the next extension uses spare extension numbers 305-309 to park their calls,  etc.

5. Press soft key F2 below the word "next" to select the service mode.

6. Press soft key F3 below the word "chg" to cycle through the available choices. When the mode you want is displayed, press soft key F2 below the word "next" to select action mode. You can press soft key F1 below the word "prev" to go back one level in programming.

7. Press soft key F1 below the word "immediate" to select immediate action and go to step 9
OR
Press soft key F3 below the word "delay" to select delayed action.
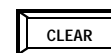
8. Press soft key F3 below the word "delay" to cycle through the available choices. When the mode you want is displayed, press the clear key to save your programming

9. Receive confirmation tone.

To cancel a hotline:

1. Press the function key and dial 9*.

2. Press soft key F3 below the word "chg".

3. Press soft key F2 below the word "save".

4. Receive confirmation tone.

Your technician can advise you on the resource numbers applicable to your system.

**Hotline.**

This feature allows an extension to automatically access a given resource each time the extension goes off-hook. The resource can be:

>another extension
>a specified exchange line or trunk route
>an abbreviated number
>a pickup group, a UCD group or a paging group.

You need to specify whether the hotline operates only in system day-mode, or system night-mode or always.

The chosen resource can be accessed immediately the extension goes off-hook or after a specified time delay between 1 and 9 seconds. The time delay gives the user time to dial another resource before the hotline feature takes effect.

To activate the hotline feature:

FUNCTION 9 *    1. Press the function key and dial 9*.

F3    2. Press soft key F3 below the word "chg" to enter a resource number OR If the displayed resource number is correct, go to step 5.

N N N    3. Dial the number of the resource you want to use.
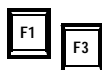
F2   F1 F3    4. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

To park a call at a "spare" extension number:

Feature Key / or FUNCTION 7 3    1. Press the designated feature key (Call Park) OR Press the function key and dial 73.

Feature Key / or N N N    2. Press the designated feature key (Park 1) OR Dial a spare extension number.

To retrieve a call parked at a spare extension number:

Feature Key / FUNCTION 5 3    1. Press the designated feature key (Call Pickup) OR Press the function key and dial 53.
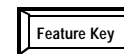
Feature Key / N N N    2. Press the designated feature key (Park 1) OR Dial a spare extension number.

Retrieved calls can be re-parked again for subsequent retrieval.

If the systems default timing is used in your system, you will receive two "trunk on hold" reminders at 60 second intervals and after the third minute has elapsed you will receive a "recall from (300)" call-back. These reminder times may vary according to your system programming.

Automatic hold.

If automatic hold is enabled at your extension, simply press a line key (i.e. a key programmed to give you external exchange dial-tone), the ICM key (i.e a key programmed to give you system dial-tone) or a DSS key (i.e. a key programmed to direct-call another extension) to place the current call on hold and connect to the chosen system resource. Retrieve the call using the retrieval procedures on pages 43 and 44.

Automatic hold is enabled at an extension by pressing the function key and then dialling 94. Press soft key F1 to auto hold only external calls, press soft key F2 to auto hold both external and internal calls or press soft key F3 to auto hold only internal calls. The words "auto hold allow" will appear briefly on the display to indicate that the auto hold feature has been set.

To disable automatic hold on your extension, press the function key and then dial *94. The words "a_hold deny" will briefly appear on the display to indicate that the auto hold feature has been disabled.

Automatic transfer.

Although the nominal use of this feature is to automatically blind-transfer calls (see next topic) it also provides a one-key-operation for holding and retrieving calls.

Programme two (or more) DSS keys on at least two extensions for two virtual numbers (e.g. 830 & 831). Refer to page 121 of this user guide for an outline of the procedure for programming feature keys on your telephone.

Turn automatic transfer "on" (or "off") at your extension by pressing the function key and dialling 54.

To use the feature as an automatic hold simply press the DSS key to auto hold the call. Press the DSS key again to retrieve the call.

To activate automatic line selection to select a specific exchange route:

| FUNCTION | 9 | 5 |

1. Press the function key and dial 95.

| F3 |

2. Press soft key F3 below the word "route".

| N | N | N |

3. Dial the number of the trunk route you want to select.

| F2 |

4. Press soft key F2 below the word "show" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

| F1 | F3 |
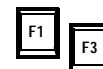
5. Receive confirmation tone.

To disable automatic line selection:

| FUNCTION | * | 9 | 5 |

1. Press the function key and dial *95.

2. Receive confirmation tone.

Your technician can advise you on the resource numbers applicable to your system.

**Automatic line selection.**

This feature allows you to choose which resource your telephone
accesses when you go off-hook (intercom dialtone (system default
choice), a specific exchange line or a specified trunk route.

If the feature is disabled, the user must press a feature key
associated with a resource (intercom, exchange lie or trunk route)
to receive system or exchange dialtone.

To activate automatic line selection to select internal dial tone:
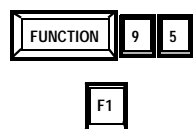
| FUNCTION | 9 | 5 | 1. Press the function key and dial 95.

| F1 | 2. Press soft key F1 below the word "icm".

3. Receive confirmation tone.

To activate automatic line selection to select a specific exchange
line:
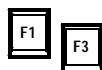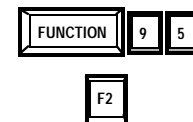
| FUNCTION | 9 | 5 | 1. Press the function key and dial 95.

| F2 | 2. Press soft key F2 below the word "trunk".

| N | N | N | 3. Dial the number of the exchange line you
want to select.

| F2 | 4. Press soft key F2 below the word "show"
to save the number entered. Use soft key
F1 below the word "bksp" to correct the
last digit entered or use soft key F3 below
| F1 | F3 | the word "chg" to change the complete
number.

5. Receive confirmation tone.

---

**Transferring Calls.**

There are two different methods you can use to transfer a call.
Each method supports both screened and blind transfers.

A screened transfer occurs when the target extension is notified by
the transferring extension about the call details before the transfer
takes place. A blind transfer occurs when the transferring
extension does not talk to the target extension before the transfer
takes place.

If the target extension is busy and you complete a blind transfer of
an incoming exchange call, the target extension will hear a double-
beep and their display will give details of the trunk transfer.

All transfers automatically recall to the transferring extension if
they are unanswered at the destination extension.

Transferring a call – Method 1.

To transfer the call:
1. Telephone is in use on a call.

| XFR/CONF | 2. Press the xfr/conf key.

| N | N | N | 3. Dial the destination extension number.
(or press a DSS key for that extension)

☎ 4. Hang up to perform a blind transfer
OR
Screen the transfer and then hang up

5. Receive confirmation tone.
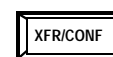
To cancel the transfer:
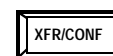
| XFR/CONF | 1. Press the xfr/conf key before
hanging up in step 4.

<u>Transferring a call – Method 2.</u>

To transfer the call:
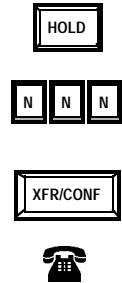
1. Telephone is in use on a call.

**HOLD**

2. Press the hold key.

**N** **N** **N**

3. Dial the destination extension number (or press a DSS key for that extension).

**XFR/CONF**

☎

4. Press the xfr/conf key and then hang up for a blind transfer
OR
Wait for a response and screen the call before pressing the xfr/conf key and hanging up.

5. Receive confirmation tone.

To cancel the transfer of an external exchange-line call before the xfr/conf key is pressed:

**Feature Key**

or
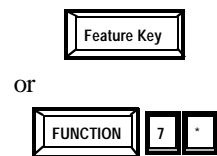
**FUNCTION** **7** **\***

1. Press the flashing line key for the held exchange line
OR
Press the function key and then dial 7*.

To cancel the transfer of an external exchange-line call after the xfr/conf key has been pressed:
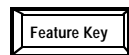
**Feature Key**

1. Press the flashing line key for the held exchange line.

**Hot keypad.**

Default programming has the hot keypad feature enabled at your telephone.

It allows you to dial without lifting the handset or pressing the speaker key. The Hytel system senses when any dialpad key is pressed, takes the extension into the hands-free off-hook condition (or initiates a headset connection if headset mode is activated), studies the digits dialled to determine the type of call (internal , external, system resource e.g. paging, function e.g. call pickup, abbreviated number etc) and appropriately routes the call.

If hot keypad is disabled, the user is forced to lift the handset, press the speaker key, or press a feature key programmed as a line or intercom key before using the dialpad to dial a number.

To activate hot keypad:
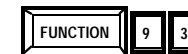
**FUNCTION** **9** **3**

1. Press the function key and dial 93.

2. Receive confirmation tone.

To cancel hot keypad:

**FUNCTION** **\*** **9** **3**

1. Press the function key and dial 93.

2. Receive confirmation tone.

A UCD supervisor has the capability of forcing calls to a defined UCD group to an over-ride UCD group.

Invoking this feature has the effect of re-routing all calls to the defined UCD to the over-ride UCD with different pre-defined members.

A practical example could be where a "sales" UCD is used for answering sales enquiries. On Thursday and Friday, all sales personnel are out of the office. On these two days, calls to the "sales" UCD are re-routed by the UCD supervisor to the over-ride UCD so that sales calls can be answered by other extensions.

To activate UCD route over-ride:

| FUNCTION | 6 | # |

or   | Feature Key |

| N | N | N |

1. Press the function key and dial 6#.
   OR
   Press the designated feature key.

2. Enter the resource number of the UCD group you want to redirect to the over-ride UCD group.

3. Receive confirmation tone.

To cancel UCD route over-ride:
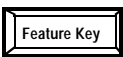
| FUNCTION | * | 6 | # |

or   | Feature Key |

| N | N | N |

1. Press the function key and dial *6#.
   OR
   Press the designated feature key.

2. Enter the resource number of the UCD that has been previously redirected.

3. Receive confirmation tone.

Automatic transfer.

Enabling this feature at your extension by pressing the feature key and dialling 54 allows you to perform a blind (unscreened) transfer to an extension or a UCD group by simply pressing a programmed DSS (Direct Station Select) key.

The call is immediately transferred and your telephone is also immediately transferred to idle mode, ready for another call.

If the DSS key destination is a voice-mail UCD, you are prompted to enter the destination mailbox number before the transfer is completed. The caller is subsequently invited to leave a message at the selected voice-mailbox.

Auto transfer can be disabled from your telephone by pressing the function key and dialling 54.

Forced Call Diversion.

This feature allows you to transfer an unanswered, still-ringing internal (or transferred) call to the attendant. Note that you cannot divert an incoming external call.

To force-divert a call to the attendant:

1. Your extension is ringing.

| FUNCTION | 4 |
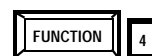
or   | Feature Key |

2. Press the function key and dial 4
   OR
   Press your pre-programmed "do not disturb" feature key.

3. The call now rings at the attendants extension.

Your telephone is now in DND mode. Repeat step 2 to return your telephone to idle status.

Call transfer to an external number.

Calls may be transferred to an external telephone number by first establishing a three-way conference and then exiting the conference leaving the other two parties connected together.

System programming will allow either a talk-time of between 1-10 minutes or alternatively, an indefinite talk-time. If the parameter has been set between 1 and 10 minutes, the parties will hear some warning beeps 10 seconds before forced call abandonment occurs. The call-timer can be reset (allowing further conversation) by dialling "0*" within this 10 second period.

It is ESSENTIAL that the person to whom the call was transferred terminates the call correctly (by dialling "0# "at the end of conversation but before terminating their connection) to release the exchange lines on the Hytel system. Failure to do this will result in the exchange line(s) used for the call being held (which can be between 1 – 10 minutes or INDEFINITELY!).

To externally transfer a call:

| HOLD | 1. Press the hold key to hold the call. |
| N N N | 2. Select an exchange line and dial the external telephone number. |
| FUNCTION | 3. Press the function key. |
| XFR/CONF | 4. Press the XFR/CONF key (3-way conference is now established). |
| FUNCTION 7 7 <br> or Feature Key | 5. Press the function key and dial 77 <br> OR <br> Press the "unsupervised conference" feature key. |
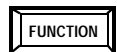
UCD group supervisors with a display telephone can monitor agents who have a UCD call in progress (ie. you cannot monitor an agent if the agents individual extension number was directly called). A warning tone is always provided by the system to let both parties know that the call is about to be monitored by the UCD supervisor.

You are initially connected across the call in monitor mode (i.e in a muted capacity).

To monitor an agent on a UCD call:

| FUNCTION 5 8 <br> or Feature Key | 1. Press the function key and dial 58. <br> OR <br> Press the designated feature key. |
| N N N | 2. Enter the extension number you want to monitor. If you make an error entering the digits, press the feature key again and re-enter the correct number. |

You will be placed across the call in conference mode but with your telephone in mute condition. If you want to take part in the conversation instead of just listening, you can de-mute your telephone by pressing your mute key or by pressing the function key and dialling 4.

UCD Supervisor Features.

To respond to an agent help message:

If an agent help call is directed to your extension, your telephone continuously rings with a distinctive ringing cadence until you respond to the call. It will still ring even if your telephone is being used for a call.

You can respond to the call in one of three ways:

1. Press soft key F1 below the word "ans" to answer the call.

    You will be placed across the call in conference mode but with your telephone in mute condition. If you want to take part in the conversation instead of just listening, you can de-mute your telephone by pressing your mute key or by pressing the function key and dialling 4.

    If you are on a call and press soft key F1 to answer an agent help call, your original call will be lost.

2. Press soft key F2 below the word "ack" to acknowledge the call.

    The "acknowledge" message is sent to the calling agent. You will not be connected across the UCD call. If you are on a call, your call can continue uninterrupted.

3. Press soft key F3 below the word "reject" to reject the call.

    The "reject" message is sent to the calling agent. You will not be connected across the UCD call. If you are on a call, your call can continue uninterrupted.

**Mute.**

The mute feature disables the handset transmitter and the speaker microphone. You use this feature to allow you to have a private person-to-person conversation with someone while on a call.

If you have a feature key programmed ass a mute key, the light on that key will be lit when your telephone is muted.

We recommend that you programme a feature key with the mute function (F76) if you use the "group listen" feature (see pages 82-83) or if you are a UCD group supervisor (see page 95).

The mute feature is also useful if you work in a noisy environment and background noise is amplified by your transmitter or handsfree microphone and impedes communication from the distant end.

To mute your telephone:

| FUNCTION | 7 | 6 |
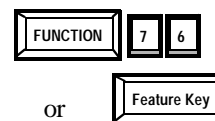
or    | Feature Key |

1. Press the function key and dial 76.
   OR
   Press the designated feature key.

To cancel:

| FUNCTION | 7 | 6 |
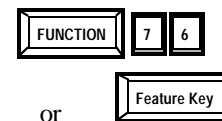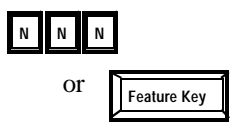
or    | Feature Key |

1. Press the function key and dial 76.
   OR
   Press the designated feature key.
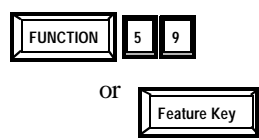
**Paging.**

The Hytel Digital Telephone System has an in-built paging system that will broadcast a page through the speaker of all idle digital telephones assigned to the called paging group. External paging equipment may also be accessed by dialling the external paging amplifier number. A page can be initiated from any extension connected to the system.

To initiate a system page to a defined paging group:

1. Lift the handset.

2. Dial the paging group number (default 400)
   OR
   Press a designated feature key

3. Receive confirmation tone and talk.
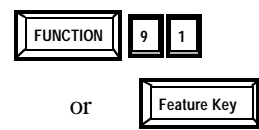
To answer a system page:

1. Press the function key and dial 59
   OR
   Press a designated feature key

2. You are immediately connected to the extension that initiated the page.
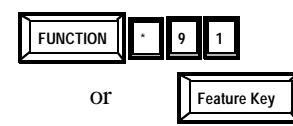
If the UCD supervisor choses to just acknowledge your call, your LCD momentarily displays the "acknowledged" message. You remain in conversation with your caller and the supervisor takes no part in the call. You can re-call the supervisor again by using the agent help feature.

If the UCD supervisor chooses to reject your call, your LCD momentarily displays the "unavailable" message. You remain in conversation with your caller and the supervisor takes no part in the call. You can re-call the supervisor again by using the agent help feature.

*To log-of from a UCD group:*

1. Press the function key and dial 91
   OR
   Press the designated feature key.

2. Receive confirmation tone.

*To log-on to a UCD group:*

1. Press the function key and dial *91
   OR
   Press the designated feature key.

2. Receive confirmation tone.

UCD Agent Features.

*To request UCD supervisor assistance:*

| FUNCTION | 6 | 1 |
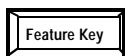
or | Feature Key |

1. Press the function key and dial 61
OR
Press the designated feature key.

2. Your UCD supervisors telephone rings and they receive your message requesting assistance. You remain connected to your caller. You can terminate the request for assistance by pressing soft key F1 below the word "cancel" before the supervisor responds.

| F1 |

3. After the supervisor actions your assistance request, your LCD will show the supervisors response as described below.

If the supervisor answers your call they are connected across the conversation in conference mode in a muted state (i.e. they can listen to the conversation but cannot speak). Both parties hear a single high pitch beep to indicate the supervisor has joined the call. If the supervisor chooses to un-mute their telephone, they are then able to join into the conversation.

You can activate the "force release" feature (described on page 37) to force-release the supervisor from the call by dialling the supervisors extension number.

You can also activate the "private talk" feature (described on page 38) to talk privately with your supervisor by dialling their extension number. Note that when you return to full conference mode after using the private talk feature (function + 60), the supervisor still remains monitoring the call.

To initiate a page to an external paging amplifier:

1. Lift the handset.

| N | N | N |

or | Feature Key |

2. Dial the external paging amplifier number (default 820)
OR
Press a designated feature key

3. Receive confirmation tone and talk.

The "page receive" function is used to block or allow pages from being broadcast over the speakerphone of your extension. Even if your telephone is in "page deny" mode, you can still answer a page using the "page answer" feature.

To accept paging:

| FUNCTION | * | 9 | 9 |

1. Press the function key and dial *99.

2. Receive confirmation tone.

To reject paging:

| FUNCTION | 9 | 9 |

1. Press the function key and dial 99.

2. Receive confirmation tone.

Section 5 – System and Telephone features

Section 5 – System and Telephone Features

**Call Forwarding.**

Call forwarding re-routes incoming calls to an extension to another destination. The destination can be another extension a UCD group or a telephone number outside the system.

Call forwarding is programmed by defining two parameters;

>     the type of call:    internal only
>                          external only
>                          both internal and external calls
>
>     the extension status: when not answered within a preset time
>                          when busy on another call
>                          immediately (without regard to the
>                          status of the extension).

Calls originating either internally or externally can be forwarded to an extension number or to a UCD group number.

The "external call forward" feature forwards externally originated calls to a specified external telephone number (e.g. a mobile telephone). This feature is allocated on an extension-by-extension basis in system programming. External call forward does not forward calls made to a UCD of which you are a member.

More than one call forward instruction can be concurrently set at your extension to handle different call situations. As an example; you may set busy call forward to forward only internal calls (and only when your telephone is in-use) to another extension, forward externally originated calls to a hunt group and set call forward no-answer to divert calls to your voice-mail box. While call-forwarding is invoked at your extension, you receive "stutter" dial-tone as a reminder.

Each separate call-forward instruction may be individually cancelled or alternatively, a single command can be issued to cancel all call-forwarding instructions that have been set.

Extensions belonging to a UCD group are agents of that group and have additional functions that do not apply to non-UCD extensions.

A programmed "agent wrap time" gives agents a pause between consecutive calls. After completing a UCD call, the agent will not receive another incoming call until the programmed time expires.

Individual agents have the ability to log-on and log-off from UCD groups. Logging off will remove the extension from all UCD groups of which they are a member. The system requires that at least one member is logged on at all times. If the last remaining member attempts to log-off they will receive the error warning tone.

UCD calls ignore any "do not disturb" and "call forwarding" instructions that may have been set by an extension.

If a supervisor has been allocated to a UCD group, agents of that group can use the "agent help" feature to request assistance from the supervisor. The supervisors response is displayed on your LCD.

If you are the designated supervisor of a UCD group, you use the UCD agent help response feature to reply to a message from an agent who is requesting assistance. You can monitor agents who are active on UCD group calls and you have the capability of being able to direct all incoming UCD calls to a nominated alternative UCD group by using the UCD route over-ride feature. A single extension can be programmed to monitor several UCD groups. The supervising extension does not have to be a UCD group member.

The following pages describe the use of UCD agent and supervisor features.

Page 56    Call forwarding                              Call forwarding                    UCD group features                              Page 91

**UCD Group Features.**

The Hytel digital telephone system uses the Uniform Call Distribution feature (UCD) to distribute calls to a group of extensions. A group can consist of a single member and up to a maximum of 72 members. Each extension can be a member of more than one UCD group and it can appear more than once in the same UCD group. Members of the same UCD group must belong to the same tenant group.

Incoming calls ring the UCD members in one of three ways:

All-ring programming causes all member extensions to ring simultaneously on an incoming call. If all agents are busy, the call will camp-on and agents receive audible and visual indication of the waiting call(s). If more than one call is received at the same time, the first agent to go off-hook will be connected to the longest-ringing call.

Incoming calls to a linear-ring programmed UCD will always initially ring at the first members extension telephone. If that member is busy or does not answer, the call will progressively ring (in order) at each members extension telephone. If the caller reaches the end of the member list, the call begins to ring again at the first member. If all agents are busy, the call will camp-on and agents receive audible and visual indication of the waiting call(s).

If the UCD group has been programmed for distributed-ring, incoming calls circulate in a similar manner as for a linear-ring group except that the starting point for each call changes depending on which agent answered the last call. When an agent answers a call, the next incoming call begins to circulate from the next member in the list.  If all agents are busy, the call will camp-on and agents receive audible and visual indication of the waiting call(s).

Follow-me call forward is used if you are temporarily working at another location and you want to receive all your calls at the extension at that location.

Follow-me forwarding instructions are placed before you leave your desk by using the "preset" option, or alternatively, they may be placed from your  temporary location  by using the "remote" option, which requires you to enter your password while placing your forwarding instructions from your temporary location.

Call forward instructions programmed manually by a user over-ride any preset forwarding that has been set up via system programming.

You can programme call forwarding instructions at any time – it does not matter whether the telephone is idle or in use on a call.

Call forwards can be chained as long as a loop is not created.

Feature keys can be programmed as a call-forward key (complete with programmed forwarding instructions). The lamp on the key will light whilst call-forwarding is invoked.

A feature key can be programmed to perform a "one touch" external call forward key as follows:

Step 1.     Programme a feature key as F26 (see page 121).

Step 2.     Use F2 plus soft keys and the dial pad to set up an external call forward (see page 66) The light on your F26 key glows.

To use.      Press the F26 key to either initiate or cancel your external call forward.

Direct Call Forward.

A "direct call forward " forwards the specified type of call
(intercom and/or CO) immediately, without regard to the status of
the forwarding extension (busy, do not disturb, active or idle).

To activate direct call forward:

FUNCTION   2

or   Feature Key

1. Press the function key and then dial 2
   OR
   Press the designated feature key.

F1

2. Press soft key F1 below the word "direct".

N  N  N

3. Enter the destination extension number.

F2

F1   F3

4. Press soft key F2 below the word "save" to
   save the number entered. Use soft key F1
   below the word "bksp" to correct the last
   digit entered or use soft key F3 below the
   word "chg" to change the complete number.

F1

F2

F3

5. Choose the type of call to be diverted by
   pressing the appropriate soft key i.e.
      F1 to divert only exchange calls
      F2 to divert all calls
      F3 to divert only internal calls

6. Receive confirmation tone.

Your LCD display changes to show that your extension is in call
forward mode and also nominates the extension number that your
calls are being forwarded to.

N  N  N

7. Dial the trunk directory number you want
   to release.

F2

F1   F3

8. Press soft key F2 below the word "save" to
   save the number entered. Use soft key F1
   below the word "bksp" to correct the last
   digit entered or use soft key F3 below the
   word "chg" to change the complete number
   OR

or   Feature Key

Press a line key (designated feature key)
for the exchange line you want to release.

F1

or

F3

9. Press soft key F1 below the word "rel" to
   force-release the line or press soft key F3
   below the word "exit" to re-enter the trunk
   directory number.

If the trunk directory number you entered
is valid and the state of the exchange line
is either talk or held, a simulated trunk
abandon signal is sent to force-release the
line. Nothing happens if these conditions
are not met.

CLEAR

10 Press the clear key to return your
   telephone to normal condition.

The procedure can be repeated from step 7 as
many times as required until the clear key has
been pressed.

**Force-clear trunk.**

This feature only works with a display telephone and is used to force-release a held exchange line. The system attendants password must be entered to use this feature.

To force-release a held exchange line:

1. Press the function key and dial #9.

2. Press soft key F2 below the word "go" or press the clear key to quit.

3. Dial the number of the tenant group the held line is in.

4. Press soft key F2 below the word "show" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

5. Dial the attendants password.

6. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

To change the destination of your direct call forward instructions:

Follow steps 1 and 2 on page 58 for setting up a direct call forward.
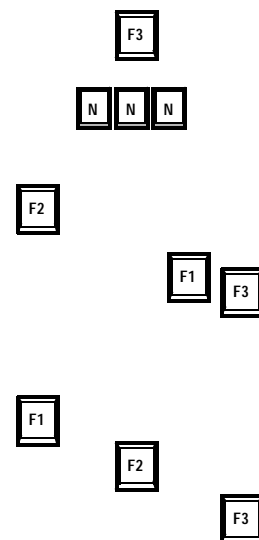
3. Press soft key F3 below the word "chg".

4. Enter the destination extension number.

5. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

6. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
   F1 to divert only exchange calls
   F2 to divert all calls
   F3 to divert only internal calls

7. Receive confirmation tone.

To delete direct call forward instructions:

Follow steps 1 and 2 on page 58 for setting up a direct call forward.
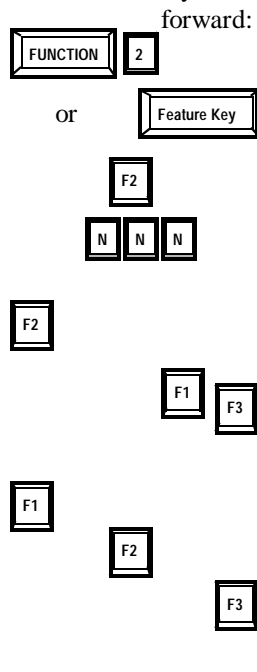
3. Press soft key F2 below the word "del"

4. Receive confirmation tone.

### Busy Call Forward.
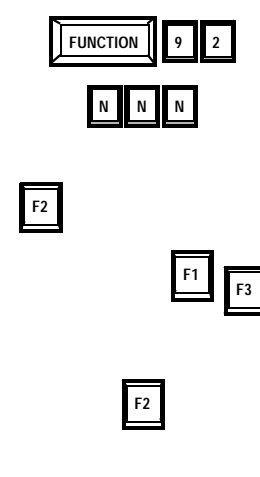
A "busy call forward" forwards the specified type of call (intercom and/or CO) immediately if the forwarding extension is busy or in do-not-disturb mode.

To activate busy call forward:

FUNCTION  2

or     Feature Key

F2

N  N  N

F2

F1  F3

F1

F2

F3

1. Press the function key and then dial 2
   OR
   Press the designated feature key.

2. Press soft key F2 below the word "busy".

3. Enter the destination extension number.

4. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

5. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
   F1 to divert only exchange calls
   F2 to divert all calls
   F3 to divert only internal calls

6. Receive confirmation tone.

Your LCD display remains "normal" ie. it does not change to show that your extension is in busy call forward mode.

---

To cancel a set reminder time for another extension without using a dedicated feature key:

FUNCTION  9  2

N  N  N

F2

F1  F3

F2

1. Press the function key and dial 92.

2. Enter the extension number wanting the reminder call.

3. Press soft key F2 below the word "show" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.
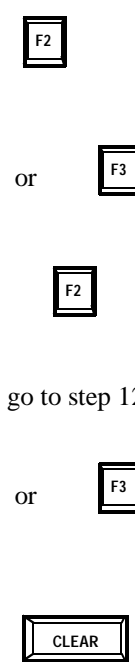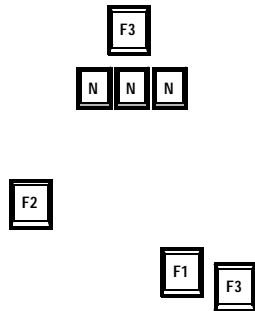
4. Press soft key F2 below the word "del".

5. Receive confirmation tone.

If you have a dedicated feature key, use the above procedure to cancel a set reminder time for any extension (including your own) by simply pressing the feature key in step 1 and then completing steps 2 through 5 as shown above.

To acknowledge a reminder call:

F1

1. The telephone rings and the LCD displays the "Reminder Reached" message.

2. Press soft key F1 below the word "ack".

System attendant programming of reminder calls.

To set a reminder call:

FUNCTION  9  2

or  Feature Key

1. Press the function key and dial 92.
   OR
   Press the designated feature key.

N  N  N

2. Enter the extension number wanting the reminder call.

F2

F1  F3

3. Press soft key F2 below the word "show" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

Then follow steps 2 through 5 on page 84 to complete the procedure.

To set a reminder time for yourself, dial your own extension number (normally 201) in step 2 above.

To cancel a set reminder time for the attendant's extension (no designated feature key):

FUNCTION  *  9  2

1. Press the function key and dial *92.

2. Receive confirmation tone.

---

To change the destination of your busy call forward instructions:

Follow steps 1 and 2 on page 60 for setting up a busy call forward.

F3

3. Press soft key F3 below the word "chg".

N  N  N

4. Enter the destination extension number.

F2

F1  F3

5. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

F1

F2

F3

6. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
   F1 to divert only exchange calls
   F2 to divert all calls
   F3 to divert only internal calls

7. Receive confirmation tone.

To delete busy call forward instructions:

Follow steps 1 and 2 on page 60 for setting up a busy call forward.

F3

3. Press soft key F2 below the word "del"

4. Receive confirmation tone.

<u>No Answer Call Forward.</u>

A "no-answer call forward" forwards the specified type of call (intercom and/or CO) following the expiration of either the "no answer 1 time" or the "no answer 2 time". The first timer is used for the first call directed to the extension after no answer call forward has been programmed. The second timer is used for all calls subsequently directed to the extension. Call processing can be expedited by setting the second timer to a lower value than the first timer. The default value of the timers is eight seconds (two ring cycles) with an allowable range from 6 seconds to 30 seconds in 2-second increments.

To activate no answer call forward:

| FUNCTION | 2 |

or | Feature Key |

1. Press the function key and then dial 2
   OR
   Press the designated feature key.

| F3 |

2. Press soft key F3 below the word "next".

| F1 |

3. Press soft key F1 below the word "n_ans".

| N | N | N |

4. Enter the destination extension number.

| F2 |

5. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

| F1 | F3 |

| F1 |

| F2 |

| F3 |

6. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
   F1 to divert only exchange calls
   F2 to divert all calls
   F3 to divert only internal calls

To cancel a set reminder time (no designated feature key):

| FUNCTION | * | 9 | 2 |

1. Press the function key and dial *92.

2. Receive confirmation tone.

To cancel a set reminder time (using a designated feature key):
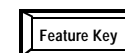
| Feature Key |

1. Press the designated feature key.

| F2 |

2. Press soft key F2 below the word "del".

3. Receive confirmation tone.

To acknowledge a reminder call:

1. The telephone rings and the LCD displays the "Reminder Reached" message.

| F1 |

2. Press soft key F1 below the word "ack".

Call forwarding

Reminder service

**Reminder Calls.**

Extension users can programme a reminder call at a specified time and when that time is reached their telephone will ring even if they are active on a call at that time. The time is always programmed in 24 hour format (e.g. 3:20 p.m. would be programmed as 1520). The programming is for a single-event only (i.e. the reminder call will not repeat on consecutive days unless it is reprogrammed each day).

Programming is different for "normal" extension users and for the "system attendant" because the system attendant can also programme reminder calls for other extensions.

<u>Non-attendant programming of reminder calls.</u>
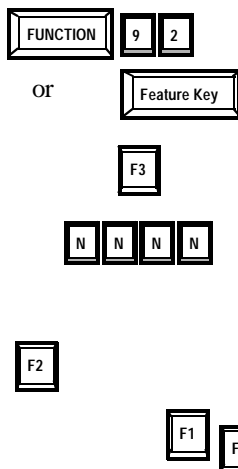
To set a reminder call:

| FUNCTION | 9 | 2 |

or | Feature Key |

1. Press the function key and dial 92.
   OR
   Press the designated feature key.

| F3 |

2. Press soft key F3 below the word change.

| N | N | N | N |

3. Enter the time you want the reminder using 24-hour format.

| F2 |

| F1 | F3 |

4. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

5. Receive confirmation tone.

7. Receive confirmation tone.

| F2 |

or | F3 |

8. If you want to accept the no answer time 1 value shown on the LCD, press soft key F2 below the word next and go to step 10.
   OR
   If you want to enter a time other than the time shown on the LCD, repeatedly press soft key F3 below the word "change" until the desired time is displayed on the LCD.

| F2 |

10. Press soft key F2 below the word "next".

go to step 12

or | F3 |

11. If you want to accept the no answer time 2 value shown on the LCD, go to step 12
    OR
    If you want to enter a time other than the time shown on the LCD, repeatedly press soft key F3 below the word "change" until the desired time is displayed on the LCD.

| CLEAR |

12. Press the clear key to save the settings and exit programming.

To change the destination of your no answer call forward instructions:

> Follow steps 1, 2 and 3 on page 62 for setting up a no answer call forward.
>
> 4. Press soft key F3 below the word "chg".
>
> 5. Enter the destination extension number.
>
> 6. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.
>
> Now follow steps 6 through 12 on pages 62-63 to choose the type of call to be diverted, set the timers, save your changes and exit programming

To delete no answer call forward instructions:

> Follow steps 1, 2 and 3 on page 62 for setting up a no answer call forward.
>
> 4. Press soft key F2 below the word "del"
>
> 5. Receive confirmation tone.

**Group Listen.**

This feature allows a the voice of the distant party on a handset call to be broadcast on the telephone speaker so that others can listen. The speakerphone microphone is disabled to prevent the additional listeners from participating in the call.

To activate group listen:

> 1. While on a handset call, press the speaker key.

To return to handset-only use.

> 1. Press the speaker key.

To change to full hands-free speakerphone operation:

> 1. Mute the telephone by pressing the function key and dialling 76
> OR
> Press the designated feature key
>
> 2. Replace the handset.
>
> 3. Cancel muting by repeating step 1.
>
> To prevent feedback squeal, place the telephone in mute mode before placing the handset back on-hook, then un-muting it to allow subsequent hands-free conversation to occur.

To end the call:

> 1. Press the clear key.

**Intrusion.**

This feature allows you to intrude (i.e. join across an existing conversation in conference mode) on an in-progress call on a busy extension or exchange line. If you are not permitted to use this feature, it will not appear as an option on your LCD.

Your ability to use the feature also depends on whether the called extension has been programmed to allow intrusion to occur on their extension. The injection of intrusion tone prior to the intrusion taking place is allowed or denied on an extension by extension basis.

To intrude on a busy extension:

1. Dial an extension and receive busy tone
   OR
   Press a DSS key and receive busy tone.

2. Press soft key F3 below the word "next"

3. Press soft key F3 below the word "intru" and you are connected across the call.

To intrude on a busy exchange line:

1. Dial a trunk directory number and receive busy tone
   OR
   Press a busy line key and receive busy tone.

2. Press soft key F3 below the word "intru" and you are connected across the call.

An easy alternative method uses a suffix digit of "8" to activate the intrusion feature.

---

External Call Forward.

Programming an external call forward enables calls to be directed to a specified telephone number outside the system provided that the following conditions are met:

  the extension has been programmed to allow external call forwarding

  there is a free exchange line available on the system

  the call originated externally (i.e it is not an extension to extension call).

If the extension setting up the call forward is required to always send Forced Account Code (FAC) information a valid FAC must be programmed as part of the external call forward instructions.

System programming will allow either a talk-time of between 1-10 minutes or alternatively, an indefinite talk-time. If the parameter has been set between 1 and 10 minutes, the parties will hear some warning beeps 10 seconds before a forced call cut-off occurs. The call-timer can be reset (allowing a longer conversation) by dialling "0*" within this 10 second period.

It is ESSENTIAL that the person who set up the external call forward terminates the call correctly (by dialling "0#" at the end of their conversation but before terminating the connection) to release the exchange lines on the Hytel system. Failure to do this will result in the exchange lines used for the call being held (which can be between 1 – 10 minutes or INDEFINITELY!).

To activate external call forward:

**FUNCTION** **2**

or **Feature Key**

1. Press the function key and then dial 2
   OR
   Press the designated feature key.

**F3**

2. Press soft key F3 below the word "next".

**F2**

3. Press soft key F2 below the word "ext".

If you are required to enter a FAC, proceed with steps 4, 5 and 6, otherwise go to step 7.

**F3**

4. Press soft key F3 below the word "FAC".

**N N N**

**F2**

**F1** **F3**

5. Enter a valid code and press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number

6. Receive confirmation tone.

**F1**

7. Press soft key F1 below the word "tel".

**N N N**

8. Enter the external telephone number.

**F2**

**F1** **F3**

9. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

10. Receive confirmation tone.

**CLEAR**

11. Press the clear key to save the settings.

To activate authority code at a non-display telephone:

**FUNCTION** **5 5**

1. Press the function key and dial 55.

**N N N**

2. Dial your own extension number.

**N N N**

3. Dial your own password.

4. Receive confirmation tone.

**N N N**

5. Access an exchange line and dial the telephone number you want to call.

To activate authority code at an analog telephone:

**# 5 5**

1. Dial #55.

**N N N**

2. Dial your own extension number.

**N N N**

3. Dial your own password.

**N N N**

4. Access an exchange line and dial the telephone number you want to call.
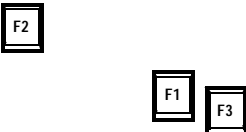
**Authority Code.**

This feature allows you to temporarily transfer your extension's class of service to another extension for a period of 60 seconds, allowing you to make an exchange call from that extension that would otherwise normally be restricted from that extension.

Authority code will not over-ride a locked telephone (see page 78 for details of the lock feature).
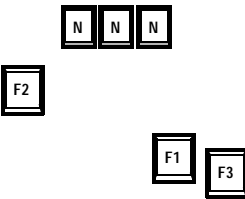
To activate authority code at another display telephone:

FUNCTION 5 5
1. Press the function key and dial 55.

N N N
2. Enter your own extension number.

F2
3. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

F1 F3

N N N
4. Enter your own password.

F2
5. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

F1 F3

6. Receive confirmation tone.

N N N
7. Access an exchange line and dial the telephone number you want to call.

---

To change either the FAC number or the telephone number of your external call forward:

Follow steps 1, 2 and 3 on page 66 for setting up your external call forward

If you want to change the FAC details, proceed with steps 4 through 8, otherwise go to step 9.

F3
4. Press soft key F3 below the word "FAC"

F3
5. Press soft key F3 below the word "chg".

N N N
6. Enter a valid code and Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

F2

F1 F3

7. Receive confirmation tone.

8. If you want the telephone number to remain as- is, go to step 13, otherwise go to step 9.

F1
9. Press soft key F1 below the word "tel".

N N N
10. Enter the external telephone number.

F2
11. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

F1 F3

12. Receive confirmation tone.

CLEAR
13. Press the clear key to save the settings.

To delete external call forward instructions:
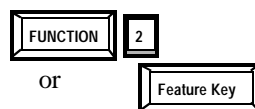
**FUNCTION** | **2**

or

**Feature Key**

1. Press the function key and then dial 2
   OR
   Press the designated feature key.

**F3**

2. Press soft key F3 below the word "next".

**F2**

3. Press soft key F2 below the word "ext".

**F1**

4. Press soft key F1 below the word "tel".

**F2**

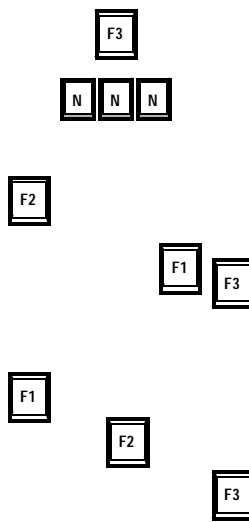5. Press soft key F2 below the word "del".

6. Receive confirmation tone.

You can press the hold key at any time during programming to go back one level in the menu.

**Premises Messages.**

This is a message that is displayed on your telephone LCD panel and is then transmitted to the LCD display of display-telephone-equipped internal callers.

If you use the premises message feature in conjunction with do not disturb, an internal caller hears the DND tone but sees the premises message that you have set.

You may choose from seven messages. The first six are system wide and can only be changed by system programming. The seventh message is specific to you extension and it can be changed as often as you wish.  Refer to page 115 for details on how to programme your personal message.

To set a premises message:
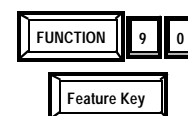
**FUNCTION** | **9** | **0**

**Feature Key**

1. Press the function key and dial 90.
   OR
   Press a designated feature key.

**F2**

2. Press soft key F2 below the word  "next" to scroll through the selections.

**F1**

3. Press soft key F1 below the word "store" when your choice is displayed.

4. Receive confirmation tone.

To delete a premises message:
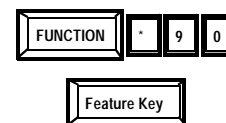
**FUNCTION** | **\*** | **9** | **0**

**Feature Key**

1. Press the function key and dial *90.
   OR
   Press a designated feature key.

2. Receive confirmation tone.

Call forwarding

Premises messages

**Locking your telephone.**

The lock/unlock feature is designed to prevent unauthorised calls being made from your extension while you are away from your desk. A locked extension will still receive incoming calls and internal calls can still be made.

**Use of the lock function prevents ANY exchange line calls from being made INCLUDING 000. Please exercise caution when using this feature.**

To use the lock/unlock feature:

FUNCTION 9 7
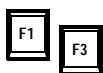
or Feature Key

1. Press the function key and dial 97.
   OR
   Press a designated feature key.

N N N

F2

F1 F3

2. Enter your password and press soft key F2 below the word "show" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number

F2

or F3

3. Press soft key F2 below the word "yes" to lock your telephone.
   OR
   Press soft key F3 below the word "no" to unlock your telephone.

4. Receive confirmation tone.

Follow-me call forward – preset.

Preset follow-me call forwarding is a direct call forward which the user programmes while physically at their own extension. The user then has the ability to go to any other telephone connected to the system and use remote follow-me call forward to cancel or change the destination of the call forward.

To programme a preset follow-me call forward:

FUNCTION 2

or Feature Key

1. Press the function key and then dial 2
   OR
   Press the designated feature key.

F3

2. Press soft key F3 below the word "next".

F3

3. Press soft key F3 below the word "follow".

F1

4. Press soft key F1 below the word "preset".

N N N

F2

F1 F3

5. Enter the destination extension number and press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number

6. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
   F1 to divert only exchange calls
   F2 to divert all calls
   F3 to divert only internal calls

7. Receive confirmation tone.

To change the destination of a preset follow-me call forward to a new location from your original extension:

> Follow steps 1, through 4 on page 69 for setting up a follow-me call forward.

**F3**

5. Press soft key F3 below the word "chg".

**N N N**

6. Enter the destination extension number.

**F2**

**F1** **F3**

7. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

**F1**

**F2**

**F3**

8. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
> F1 to divert only exchange calls
> F2 to divert all calls
> F3 to divert only internal calls

8. Receive confirmation tone.

To delete a preset follow-me call forward from your original extension:

> Follow steps 1, through 4 on page 69 for setting up a follow-me call forward.

**F2**

5. Press soft key F2 below the word "del".

6. Receive confirmation tone.

**Do not disturb.**
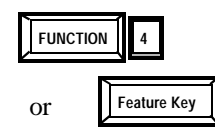
The Do Not Disturb (DND) feature blocks calls directed to your extension number, making it appear busy to external callers and internal callers without a display telephone. Internal callers with a display telephone can see that you are in DND mode.

Some users (such as the system attendant) may have the authority to over-ride DND and force calls through. If you are a member of a UCD group, you will still receive calls that have been directed to the UCD group number rather than your individual extension number.

If you set both DND and call forward together, calls will be forwarded as if your extension is busy.

While DND is invoked at your extension, you receive "stutter" dial-tone as a reminder.

To activate or cancel DND:

| FUNCTION | 4 |

or | Feature Key |

1. Press the function key and dial 4
   OR
   Press the designated feature key.

2. Receive confirmation tone.

If you have authority to over-ride DND and you call an extension that is in DND mode, you can press soft key F2 below the word "override" on the DND message that is displayed on your LCD to force your call through. Extensions without this authority will not see the word "override" displayed on their LCD panel.

Call forwarding                    Do not disturb

To change the destination of a remote follow-me call forward from a new location that has a LCD display telephone, follow the procedure on page 71.

To delete your remote follow-me call forward from a location that has an LCD display telephone, follow the procedure on page 72.

To change the destination of a remote follow-me call forward from a location that does not have a LCD display telephone, follow the procedure on page 73.

To delete a remote follow-me call forward from a location that does not have a LCD display telephone, follow the procedure on page 73.

To change the destination of a remote follow-me call forward from a location that is an analog telephone connected to your Hytel digital telephone system, follow the procedure shown on page 74.

To delete a remote follow-me call forward from a location that is an analog telephone connected to your Hytel digital telephone system, follow the procedure on page 74.

You cannot delete a remote follow-me call forward from your own extension unless you choose the "delete all" command.

Deleting all call forwarding.

To delete all call forwarding set at your extension:

FUNCTION 2 0

or Feature Key

F1

1. Press the function key and dial 20.
OR
Press a designated feature key and then press F1 below the word "del".

2. Receive confirmation tone.

---

To change the destination of a preset follow-me call forward to a new location that has a LCD display telephone:

Follow steps 1, 2 and 3 on page 69 for setting up a follow-me call forward.

F3

4. Press soft key F3 below the word "remote".

F3

5. Press soft key F3 below the word "set".

N N N

6. Enter your own extension number.

F2

F1 F3

7. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

N N N

8. Enter your own password.

F2

F1 F3

9. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

F1

F2

F3

10. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
F1 to divert only exchange calls
F2 to divert all calls
F3 to divert only internal calls

11. Receive confirmation tone.

Call forwarding

Call forwarding

To delete your preset follow-me call forward from a location that has an LCD display telephone:

Follow steps 1, 2 and 3 on page 69 for setting up a follow-me call forward.

4. Press soft key F3 below the word "remote".

5. Press soft key F2 below the word "del".

6. Enter your own extension number.

7. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

8. Enter your own password.

9. Press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number.

10. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
    F1 to divert only exchange calls
    F2 to divert all calls
    F3 to divert only internal calls

11. Receive confirmation tone.
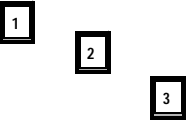
## Follow-me call forward – remote.

Remote follow-me call forwarding is a direct call forward from their normal extension which the user programmes remotely from any telephone connected to the Hytel system. The destination of the call forward will be the extension at which they are currently programming.

To programme a remote follow-me call forward:

1. Press the function key and then dial 2
   OR
   Press the designated feature key.

2. Press soft key F3 below the word "next".

3. Press soft key F3 below the word "follow".

4. Press soft key F3 below the word "remote".

5. Press soft key F3 below the word "set".

6. Enter the destination extension number and press soft key F2 below the word "save" to save the number entered. Use soft key F1 below the word "bksp" to correct the last digit entered or use soft key F3 below the word "chg" to change the complete number

7. Repeat step 6, this time entering your password number instead of your extension number.

8. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
    F1 to divert only exchange calls
    F2 to divert all calls
    F3 to divert only internal calls

9. Receive confirmation tone.

Call forwarding        Call forwarding

To change the destination of a preset follow-me call forward to a new location that is an analog telephone connected to your Hytel digital telephone system:

1. Lift the handset.

2. Dial #23.

3. Dial your own extension number followed by your password.

4. Choose the type of call to be diverted by dialling the appropriate digit;
   1 to divert only exchange calls
   2 to divert all calls
   3 to divert only internal calls

5. Receive confirmation tone.

To delete a preset follow-me call forward from a location that is an analog telephone connected to your Hytel digital telephone system:

1. Lift the handset.

2. Dial #*23.

3. Dial your own extension number followed by your password.

4. Receive confirmation tone.

To change the destination of a preset follow-me call forward to a location that does not have a LCD display telephone:
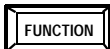
1. Press the function key and then dial 23.

2. Dial your own extension number followed by your password.

3. Choose the type of call to be diverted by dialling the appropriate digit;
   1 to divert only exchange calls
   2 to divert all calls
   3 to divert only internal calls

4. Receive confirmation tone.

To delete a preset follow-me call forward from a location that does not have a LCD display telephone:

1. Press the function key and then dial *23.

2. Dial your own extension number followed by your password.

3. Receive confirmation tone.

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Call forwarding

Call forwarding