

# DIGITAL MULTILINE TELEPHONE USER GUIDE



**WIN<sup>®</sup>**

# WIN® DIGITAL MULTILINE TELEPHONE USER GUIDE



## 32 Line Display

The 32 Line Display Telephone offers maximum use of digital telephone features including 32 tri-colored programmable feature buttons, a full-duplex speaker phone and a high resolution 3 line display.

## 20 Line Non-Display

The 20 Line Non-Display Telephone provides sophisticated digital telephone features such as tri-colored programmable feature buttons and voice announce on an easy-to-use instrument.



- 1. Dedicated Feature Buttons** - Provide easy access to frequently used features some of which include Intercom and Intercom2 access, Hands-Free activation, Transfer, and Speed Dial/Last Number Redial and Flash.
- 2. Programmable Feature Buttons** - Illuminated in 3 colors, these buttons provide a visual indication of active features and line status. Button programming can be performed by system administrator or by station user.
- 3. Fold Out Legs** - Allow station user to change the angle of the telephone by extending or retracting and locking them in place under the telephone.
- 4. Status Indicator** - Provides a visual status indication for message waiting, incoming calls and headset mode operation using two color illumination and a steady/flashing sequence.
- 5. Speaker** - Provides audible ringing and on-hook voice announce operation for telephone calls, paging and station background music.

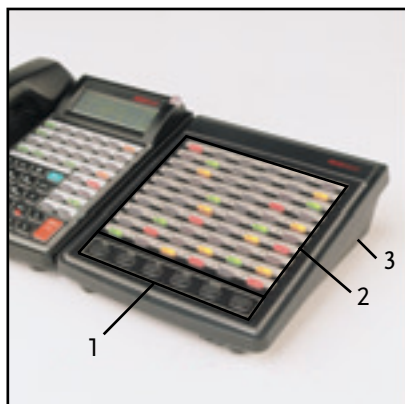


### 32 Line Non-Display

The 32 Line Non-Display Telephone features 32 tri-colored programmable buttons and a full-duplex speaker phone providing users with optimal use of digital telephone features.

### DSS/BLF Console

The DSS/BLF Console mates to any of the digital telephone station sets expanding the button capacity to accommodate more line appearances, direct station appearances and/or auto dial buttons.



- 
6. **Handset** - Users have the option of using the hearing-aid compatible handset for privacy while on a call or using the hands-free option if available on the telephone.
  7. **Multifunction Level Controls** - Allows the user to individually set the volume levels for ringing, hands-free speakerphone and handset operation as well as providing the contrast adjustment for the display telephones.
  8. **Slide Tray** - Swivels out to provide a location to place important telephone information or hard to remember numbers.
  9. **Microphone** - Allows the user to respond to calls completely hands-free.
  10. **High Resolution Display** - The display provides the highest degree of telephone/user interaction by displaying information such as dialed numbers, Caller I.D., call duration, feature activation and text messaging.

# CONTENTS

<b>DIGITAL MULTILINE TELEPHONE</b>	<b>3</b>	Service Observe	13
<b>Answering Calls</b>	<b>4</b>	Barge-In	13
Internal Calls	4	Voice Mail Record	13
External Calls	4	<b>Station Preferences</b>	<b>14</b>
Off-Hook Voice Call (Call Waiting)	5	Background Music	14
Page Answer	5	Headset Mode	14
Automatic Answer	5	Distinctive Ring Mode	14
Caller ID	5	Prime (ICM) Line Preference	14
<b>Placing Calls</b>	<b>6</b>	Dynamic (Outside) Line Preference	14
Internal Calls	6	Ringing Line Preference	15
External Calls	6	Ring Mode for Internal Calls	15
Last Number Redial	6	Off-Hook Ring	15
Automatic Redial	6	Hold Mode Priority	15
Speed Dial	7	Spare Button Programming	16
Dial-by-Name	7	Station Speed Dial	16
One-Touch Dial	7	<b>System Preferences</b>	<b>18</b>
Busy Queue	7	Area Background Music	18
<b>Call in Progress Features</b>	<b>8</b>	Calendar Setting	18
Holding Calls	8	Time Setting	18
Transferring Calls	8	System Speed Dial	18
Conferencing Calls	9	<b>DSS/BLF CONSOLE</b>	<b>19</b>
Privacy Release	9	Answering Calls	20
Parking Calls	9	Placing Calls	20
Call Forwarding	10	Transferring Calls	20
Call Pickup	11	Message Waiting	20
Account Code Registry	12	Call Backup	21
Text Messaging	12	Night Answer	21
Paging	12	Programming Feature Buttons	21
Do Not Disturb	13	<b>REFERENCE NUMBERS</b>	<b>22</b>
Executive Override	13	<b>AGENT FEATURES</b>	<b>23</b>

**Disclaimer:**

*Certain state and federal laws regulate the monitoring of calls without the knowledge of parties involved. Prior to performing any method of call monitoring, any such regulations should be identified and complied with. WIN Communications Corporation, Inc., disclaims any liability arising out of failure to comply with such regulations.*

## DIGITAL MULTILINE TELEPHONE



# ANSWERING CALLS

## INTERNAL CALLS

### Voice Announce

Receive voice call

- Ensure MUTE button is off
- Reply hands-free
- Lift handset for privacy

### With Ringing Line Preference Feature

Receive ringing indication on station

- Lift handset OR – Press HF button for hands-free
- Converse
- Replace handset to disconnect OR – Press HF button to disconnect

### Without Ringing Line Preference Feature

Receive ringing indication

- Lift handset
- Press ICM button
- Converse
- Press HF button for hands-free
- Replace handset to disconnect OR – Press HF button to disconnect

## EXTERNAL CALLS

### With Ringing Line Preference Feature

Receive ringing indication

- Lift handset OR – Press HF button for hands-free
- Converse
- Replace handset to disconnect OR – Press HF button to disconnect

### Without Ringing Line Preference Feature

Receive ringing indication

- Lift handset
- Press flashing button
- Converse
- Press HF button for hands-free
- Replace handset to disconnect OR – Press HF button to disconnect

## **OFF-HOOK VOICE CALL (CALL WAITING)**

With call in progress

- Receive caller announcement (outside caller will not hear announcement)
- Press ICM button (outside call will be placed on Hold)
- Converse
- Press flashing button to reconnect to original call

## **PAGE ANSWER**

Receive overhead page

- Lift handset
- Press ICM button
- Dial # followed by
  - 68 for Internal Page
  - 69 for External Page
- Converse

## **AUTOMATIC ANSWER (HEADSET MODE)\***

### **From Idle State**

- Press RELEASE button
- Tone will be heard prior to first call
- Call will be automatically connected
- Converse

### **From Busy State**

- Press RELEASE button to disconnect current call
- Tone will be heard prior to next call
- Call will be automatically connected
- Converse

\*Note: This feature must be programmed by installer

## **CALLER ID**

View or Callback Numbers from abandoned calls

- Press CID Button to display stored calling in number
- Press # to display name associated with number
- Press # to display time and date of call
- Press \* to reverse one step
- Press available line key to dial number – OR –
- Press FLA to delete
- Press CID Button to continue to next message

# PLACING CALLS

## INTERNAL CALLS

### With Prime Line Preference Feature

- Lift handset OR – Press HF button for hands-free
- Dial station number
- Voice announce after tone OR – Press additional digit to force ring

### Without Prime Line Preference Feature

- Lift handset OR – Press HF for hands-free
- Press ICM button OR – Press Direct Station Selection key
- Dial station number
- Voice announce after tone OR – Press additional digit to force ring

## EXTERNAL CALLS

### With Dynamic Line Preference Feature

- Lift handset OR – Press HF for hands-free
- Dial telephone number
- Converse

### Without Dynamic Line Preference Feature

- Lift handset OR – Press HF for hands-free
- Press an outgoing Line button OR – Press ICM + 9
- Dial telephone number
- Converse
- Replace handset to disconnect OR – Press HF to disconnect

### Forced Account Code Dialing

- Lift handset OR – Press HF for hands-free
- Press ACCOUNT button OR – Press FEAT and 1
- Dial account code
- Press #
- Hear confirmation tone
- Press an outgoing Line button OR – Press ICM + 9
- Dial telephone number
- Converse
- Replace handset to disconnect OR – Press HF to disconnect

## LAST NUMBER REDIAL

- Press pre-programmed LNR key
- Press # or \* to scroll through last 5 numbers dialed
- Lift handset OR – Press HF key
- Press an outgoing Line button OR – Press ICM + 9
- Wait for system to complete dialing
- Converse
- Lift handset for privacy
- Replace handset to disconnect OR – Press HF to disconnect

## AUTOMATIC REDIAL

*Set*

With telephone call in progress . . .

- Receive busy or no answer
- Press AUTOMATIC REDIAL button (LED will light)



# CALL IN PROGRESS FEATURES

## HOLDING CALLS

### System Hold

- With call in progress
- Press HOLD button

### Exclusive Hold

- With call in progress
- Press HOLD button twice
- Listen for confirmation tone

### Retrieve Held Call

- Press flashing button
- Converse

## TRANSFERRING CALLS

### Screened Transfer

- With call in progress
- Press TRF button OR – Press DSS/BLF key for station
- Dial station number
- Announce call
- Replace handset to release OR – Press TRF button to retrieve caller

### Unscreened Transfer

- With call in progress
- Press TRF button OR – Press DSS/BLF key for station
- Dial station number
- Replace handset to release OR – Press TRF button to retrieve caller

### Transfer Via Page

- With call in progress
- Press TRF button
- Dial # + 6 OR – Press Page button
- Dial page zone (00-32)
- Announce call over page
- Wait for page answer
- Replace handset to release OR – Press TRF button to retrieve caller

### Trunk-to-Trunk Transfer (Transfer to Outside Line)

- With call in progress
- Press TRF button
- Press available Line button OR – Press ICM + 9
- Dial telephone number
- Announce call
- Replace handset to release OR – Press TRF button to retrieve caller

## CONFERENCING CALLS

### Initiating a new conference call

With call in progress

- Press TRF button
  - Dial station number
- OR
- Press an outgoing line
  - Dial telephone number
- 
- Wait for other party to answer
  - Announce the conference
  - Press CONFERENCE button
  - Converse

### Adding more parties

- Press CONFERENCE button
  - Dial station number
- OR
- Press an outgoing line
  - Dial telephone number
- 
- Wait for other party to answer
  - Announce the conference
  - Press CONFERENCE button
  - Converse
  - Perform for each new party

### Releasing an individual party from conference

- Press FEAT + FEAT
  - Dial desired station to release
  - Talk to party if desired
  - Replace handset in cradle
  - Answer conference recall
  - Converse
- OR
- Press desired line to release
- OR
- Press HF button if hands free

## PRIVACY RELEASE

With call in progress

- Press PRIVACY RELEASE button to allow others to join call
- Other users may join conversation by pressing their Privacy Release button

## PARKING CALLS

### Call Park

*Set*

With call in progress

- Press PARK button
- Replace handset

*Retrieve*

From any station

- Lift handset
- Press PARK button + station number if retrieving call from another station
- Converse

## **Group Park**

### *Set*

With call in progress

- Press GROUP PARK button
- Dial park orbit
- Replace handset

### *Retrieve*

From any station in group

- Lift handset
- Press GROUP PARK button
- Dial park orbit
- Converse

## **Direct Group Park**

### *Set*

With call in progress

- Press desired DIRECT GROUP PARK button
- Replace handset

### *Retrieve*

From any station in group

- Lift handset
- Press DIRECT GROUP PARK button
- Converse

## **CALL FORWARDING**

### **Direct Forwarding**

#### *Set*

- Press FORWARD button                      OR            -Press ICM + # + 9
- Dial 1 for Direct Forwarding
- Dial 0 for Day forward or 1 for Night forward
- Dial station number
- Listen for confirmation tone
- FORWARD button will illuminate

#### *Cancel*

- Press FORWARD button                      OR            -Press ICM + # + 9
- Dial 0
- Dial 0 to cancel Day or 1 to cancel Night
- Listen for confirmation tone

## **Follow-me Forwarding**

### *Set*

From station set where calls are to be forwarded to

- Press FORWARD button                    OR    – Press ICM + #9
- Dial 2
- Dial 0 for Day forward or 1 for Night forward
- Dial station number
- Listen for confirmation tone

### *Cancel*

- Press FORWARD button                    OR    – Press ICM + #9
- Dial 0
- Dial 0 to cancel Day or 1 to cancel Night
- Listen for confirmation tone

## **External Forwarding**

### *Set*

- Press ICM + # + 9
- Dial 3
- Dial telephone number
- Dial #9
- Listen for confirmation tone

### *Cancel*

- Press ICM + # + 9
- Dial 3
- Dial 0 to cancel
- Dial #9
- Listen for confirmation tone

## **CALL PICKUP**

### **Direct**

Upon hearing ringing indication

- Lift handset
- Press DIRECT PICKUP button    OR    – Press ICM + \*3
- Dial extension number of ringing station
- Converse

### **Group**

Upon hearing ringing indication

- Lift handset
- Press GROUP PICKUP button    OR    – Press ICM + \*9
- Converse

### **Exclusive Hold**

- Lift handset
- Press DIRECT PICKUP button    OR    – Press ICM + \*3
- Dial extension number of ringing station
- Converse

## **Hold Recall**

- Lift handset
- Press DIRECT PICKUP button      OR      – Press ICM + \*3
- Dial extension number of ringing station
- Converse

## **ACCOUNT CODE REGISTRY**

With call in progress

- Press ACCOUNT button              OR      – Press FEAT + FLA
- Dial account code (max. 10 digits)
- Press ACCOUNT button              OR      – Press FEAT
- Listen for confirmation tone
- Continue conversation
- \* Outside caller does not hear dialed digits

## **TEXT MESSAGING**

### **Station-to-Station Message**

*Edit*

- Press FEAT button
- Press MESSAGE WAITING button
- Find desired message (Press # or \* to scroll through messages)
- Use number pad to fill in time/date information
- Press FEAT button to register

*Send*

- Press FEAT button
- Press ICM button
- Dial station number
- Listen for confirmation tone

*Review*

Message Waiting button will be illuminated

- Press MESSAGE WAITING button
- Message will appear in the display
- Press \* or # to scroll through messages
- Press ICM button to call back or FLA button to delete

## **PAGING**

### **Page**

- Lift handset
- Press PAGE button                      OR      – Press ICM + # + 6
- Dial page zone (00-32)
- Make page announcement
- Replace handset to disconnect

## **Answer**

Receive page

- Lift handset
- Press ICM button
- Dial # followed by
  - 68 for Internal Page
  - 69 for External Page
- Converse

## **DO NOT DISTURB**

*Message (Users dialing your station while in DO NOT DISTURB will see this message in their display)*

- Press FEAT button
- Press DO NOT DISTURB button
- Find desired message (Press # or \* to scroll through messages)
- Use number pad to fill in time/date information
- Press FEAT button to register

*Set*

- Press DO NOT DISTURB button
- Listen for confirmation tone
- Button will illuminate

*Cancel*

- Press DO NOT DISTURB button
- Listen for confirmation tone
- Button extinguish

## **EXECUTIVE OVERRIDE**

Receive station busy indication

- Press OVERRIDE button
- Announce (Whisper quiet off-hook voice announce)

## **SERVICE OBSERVE**

- Lift handset
- Press (SERVICE OBSERVE) button
- Dial desired station number
- Replace handset to disconnect

## **BARGE-IN**

- Lift handset
- Press desired line button
- Replace handset to disconnect

## **VOICE MAIL RECORD**

With call in progress

- Press VOICE MAIL RECORD button
- Listen for confirmation tone
- Continue with conversation

# STATION PREFERENCES

## BACKGROUND MUSIC

### *Set*

- Press FEAT button
- Dial 21 to set
- Listen for confirmation tone
- Use the Multifunction Level Control buttons to adjust the volume

### *Cancel*

- Press FEAT button
- Dial 20 to set
- Listen for confirmation tone

## HEADSET MODE

### *Set*

- Program a RELEASE button on the telephone (see quick reference card)
- Press ICM button
- Dial \*01
- Listen for confirmation tone

### *Cancel*

- Press ICM button
- Dial \*\*01
- Listen for confirmation tone
- Remove RELEASE button if desired

## DISTINCTIVE RING MODE

- Press ICM button
- Dial \*5
- Dial tone number (1-4)
- Listen for confirmation tone

## PRIME (ICM) LINE PREFERENCE

### *Set*

- Press ICM button
- Dial \*07
- Listen for confirmation tone

### *Cancel*

- Press ICM button
- Dial \*\*07
- Listen for confirmation tone

## DYNAMIC (OUTSIDE) LINE PREFERENCE

### *Set*

- Press FEAT button
- Press Line button
- Listen for confirmation tone
- Repeat for each Line as required

### *Cancel*

- Press FEAT button
- Press Line button
- Listen for confirmation tone
- Repeat for each Line as required

## **RINGING LINE PREFERENCE**

### *Set*

- Press ICM button
- Dial \*06
- Listen for confirmation tone

### *Cancel*

- Press ICM button
- Dial \*\*06
- Listen for confirmation tone

## **RING MODE FOR INTERNAL CALLS**

### **Ring**

- Press ICM button
- Dial \*03
- Listen for confirmation tone

### **Voice Announce**

- Press ICM button
- Dial \*\*03
- Listen for confirmation tone

## **OFF-HOOK RING**

### *Set*

- Press ICM button
- Dial \*\*02
- Listen for confirmation tone

### *Cancel*

- Press ICM button
- Dial \*02
- Listen for confirmation tone

## **HOLD MODE PRIORITY**

### **System**

- Press ICM button
- Dial \*08
- Listen for confirmation tone

### **Exclusive**

- Press ICM button
- Dial \*\*08
- Listen for confirmation tone

## **SPARE BUTTON PROGRAMMING**

### **One-Touch Dial**

- Press SPD/LNR
- Press available Programmable Feature Button
- Dial 9 OR – Press an outgoing line
- Dial telephone number
- Press SPD/LNR
- To enter 10 character name use # pad to input dial codes for each character OR
- Press SPD/LNR
- Listen for confirmation tone

### **Auto Dial Buttons**

- Press SPD/LNR
- Press available Programmable Feature Button
- Dial station number
- Press SPD/LNR
- To enter 10 character name use # pad to input dial codes for each character OR
- Press SPD/LNR
- Listen for confirmation tone

### **DSS/BLF Buttons**

- Press SPD/LNR
- Press available Programmable Feature Button
- Press ICM + station number
- Press SPD/LNR
- To enter 10 character name use # pad to input dial codes for each character OR
- Press SPD/LNR
- Listen for confirmation tone

### **Feature Buttons**

- Press SPD/LNR
- Press available Programmable Feature Button
- Dial feature code (See chart on page 17 for a detailed list of codes)
- Press SPD/LNR + SPD/LNR
- Listen for confirmation tone

### **Clear Button Programming**

- Press SPD/LNR
- Press desired Programmable Feature Button
- Dial 0000 to clear
- Press SPD/LNR + SPD/LNR
- Listen for confirmation tone

## **STATION SPEED DIAL**

- Press SPD/LNR button
- Dial speed dial code (9000-9499 440CT/128CT) OR (2000-2099 48CT/96CT)
- Dial telephone number OR – Dial 0000 to clear
- Press SPD/LNR
- Use number pad to input dial codes for each character (see note for characters)
- Press HOLD to advance to next character
- Press SPD/LNR when finished

## FEATURE CODE CHART

Feature	Button	Code
Account Code	ACCT	#504
Auto Redial	ARD	#520
Busy Queue	CBK	#505
Buzzer Tone	BUZZER	#518 + station number
Call Forward	FWD	#510
Caller ID	CID	#530
Call Park	PRK	#517
Group Park	GRP	#522
Direct Group Park	DRP	#521
Conference	CNF	#509
Do Not Disturb	DND	#506
Do Not Disturb + PIN	DND+	#529
Do Not Disturb All	DNDA	#532
Do Not Disturb All + PIN	DNDA+	#533
Direct Call Pickup	DPK	#511
Group Call Pickup	GPK	#512
Executive Override	OVRD	#508
External Paging	EPAGE	#620
Internal Paging	IPAGE	#6 + zone number (00-32)
Hunt Group Do Not Disturb	HDND	#525
Hunt Do Not Disturb +	HDND+	#525 + 8 for Unavailable Status 9 for Wrap up Status
Hunt Do Not Disturb All	HDNDA	#534
Hunt Do Not Disturb All +	HDND+	#534 + 8 for Unavailable Status 9 for Wrap up Status
Hook	HOK	#528
Handset Mute	HSM	#524
Last Number Redial	LNR	#514
Message Waiting	MSG	#515
Privacy Release	PRV	#507
Service Observation	SVO	#523
Release Key	RLS	#519
Voice Mail Record	RSVO	#526

# SYSTEM PREFERENCES

## AREA BACKGROUND MUSIC

### *Set*

- Press ICM button
- Dial #2
- Dial MOH channel (00-03)
- Listen for confirmation tone

### *Cancel*

- Press ICM button
- Dial ##2
- Dial MOH channel (00-03)
- Listen for confirmation tone

## CALENDAR SETTING

- Press FEAT button
- Dial 31
- Press 1 for Sunday  
2 for Monday  
3 for Tuesday, etc.
- Dial 2-digit month
- Dial 2-digit day
- Dial 4-digit year
- Press FEAT button
- Listen for confirmation tone

## TIME SETTING

- Press FEAT button
- Dial 32
- Dial 4-digit time (0830 or 1045 for example)
- Dial \* for AM or # for PM
- Press FEAT button
- Listen for confirmation tone

## SYSTEM SPEED DIAL

- Press SPD/LNR button
- Dial speed dial code (0000-4999 440CT/128CT) OR (0000-0999 48CT/96CT)
- Dial telephone number OR – Dial 0000 to clear
- Press SPD/LNR
- Use number pad to input dial codes for each character (see note for characters)
- Press HOLD to advance to next character
- Press SPD/LNR when finished

## DSS/BLF CONSOLE



## TRANSFERRING CALLS

With call in progress

- Press TRF button
  - Dial station number
  - Announce call
  - Replace handset to release
- OR
- Press DSS/BLF key for station
- OR
- Press TRF button to retrieve caller

## MESSAGE WAITING

*Set*

- Press MSG button
  - Call station number
  - Listen for confirmation tone
- OR
- Press DSS/BLF button

*Cancel*

- Press MSG button
  - Call station number
  - Listen for confirmation tone
- OR
- Press DSS/BLF button

## **CALL BACKUP**

### **Flexible Station Assignments**

- Press MODE button
- Press CBU button
- Dial first station number                      OR                      – Dial 0000 to clear
- Dial #
- Repeat previous 2 steps for additional assignments
- Press HF to exit programming

#### *Set*

- Press CBU button
- Button will illuminate

#### *Cancel*

- Press CBU button
- Button will extinguish

## **NIGHT ANSWER**

#### *Set*

- Press NA button
- Button will illuminate

#### *Cancel*

- Press NA button
- Button will extinguish

## **PROGRAMMING FEATURE BUTTONS**

- Press MODE button
- Press the desired Programmable Feature Button
- Press ICM button
- Dial the station number
- Press the MODE button

# REFERENCE NUMBERS

## Programmable Feature Button Assignments

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
				25	26
				27	28
				29	30
				31	32

### Voice Mail Access

*Call Voice Mail from . . .*

Inside \_\_\_\_\_

Outside \_\_\_\_\_

Enter System Access Code \_\_\_\_\_

Enter User ID \_\_\_\_\_

Enter Password \_\_\_\_\_

### Important Numbers

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

9. \_\_\_\_\_

10. \_\_\_\_\_

## AGENT FEATURES

### **Log On/Log Off**

- Press designated LOGON/LOGOFF button to Logon
- Dial 4-digit PIN if required
- Listen for confirmation tone (Button will extinguish)
- Press button again to Logoff
- Listen for confirmation tone (Button will illuminate)

### **Unavailable/Available**

- Press designated UNAVAILABLE button to restrict calls
- Listen for confirmation tone (Button will illuminate)
- Press button again when ready to receive calls
- Listen for confirmation tone (Button will extinguish)

### **Wrap Up/Available**

- Press designated WRAPUP button to restrict calls
- Listen for confirmation tone (Button will illuminate)
- Press button again when ready to receive calls
- Listen for confirmation tone (Button will extinguish)

### **Help Request**

#### *Request for help*

With call in progress

- Press HELP button
- Listen for confirmation tone (Button will illuminate)

#### *Respond to help*

Receive message indication

- Press MESSAGE WAITING button
- Use \* or # to scroll through messages
- Press ICM button to call back or FLA button to delete



# ALPHANUMERIC CHARACTER TABLE

Char	Dial Code
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
Space	00
A	01
B	02
C	03
D	04
E	05
F	06
G	07
H	08
I	09
J	10
K	11
L	12
M	13
N	14
O	15
P	16
Q	17
R	18
S	19
T	20

Char	Dial Code
U	21
V	22
W	23
X	24
Y	25
Z	26
Space	27
-	28
.	29
+	30
%	31
&	32
=	33
\$	34
?	35
!	36
'	37
,	38
"	39
/	40
(	41
)	42
<	43
*	44
;	45
:	46
Space	47
Space	48
Space	49

## PROGRAMMABLE FEATURE BUTTONS AT A GLANCE

### One Touch Auto-Dial

Press SPD/LNR button / Press available Programmable Feature Button / Press outgoing line button OR Dial 9 / Dial desired telephone number / Press SPD/LNR / To enter 10 character name use number pad to input dial codes for EACH CHARACTER – OR – skip / Press SPD/LNR / Listen for confirmation tone

### Direct Station Selection / Busy Lamp Field (DSS/BLF)

Press SPD/LNR button / Press available Programmable Feature Button / Press ICM button / Dial desired station number / Press SPD/LNR + SPD/LNR

### Feature Activation

Press SPD/LNR button / Press available Programmable Feature Button / Dial desired feature code from chart below / Press SPD/LNR + SPD/LNR

FEATURE	BUTTON	CODE
Account Code	ACCT	#504
Auto Redial	ARD	#520
Busy Queue	CBK	#505
Buzzer Tone	BUZZER	#518 + station number
Call Forward	FWD	#510
Caller ID	CID	#530
Call Park	PRK	#517
Group Park	GRP	#522
Direct Group Park	DRP	#521
Conference	CNF	#509
Do Not Disturb	DND	#506
Do Not Disturb + PIN	DND+	#529
Do Not Disturb All	DNDA	#532
Do Not Disturb All + PIN	DNDA+	#533
Direct Call Pickup	DPK	#511
Group Call Pickup	GPK	#512
Executive Override	OVRD	#508
External Paging	EPAGE	#620
Internal Paging	IPAGE	#6 + zone number (00-32)
Hunt Group Do Not Disturb	HDND	#525
Hunt Do Not Disturb +	HDND+	#525 + 8 for Unavailable Status 9 for Wrap up Status
Hunt Do Not Disturb All	HDNDA	#534
Hunt Do Not Disturb All +	HDND+	#534 + 8 for Unavailable Status 9 for Wrap up Status
Hook	HOK	#528
Handset Mute	HSM	#524
Last Number Redial	LNR	#514
Message Waiting	MSG	#515
Privacy Release	PRV	#507
Service Observation	SVO	#523
Release Key	RLS	#519
Voice Mail Record	RSVO	#526

## DIGITAL MULTILINE TELEPHONE QUICK REFERENCE GUIDE

---

### Answering Calls

---

<i>Internal (ICM)</i>	Press ICM / Lift handset for privacy
<i>External (Line)</i>	Press flashing button / Lift handset for privacy
<i>Off-hook Voice Call</i>	Press ICM to respond

### Placing Calls

---

<i>Internal (ICM)</i>	Press ICM / Dial station / Lift handset for privacy
<i>Page</i>	Press ICM / Dial #6 / Dial two digit area code
<i>External (Line)</i>	Press line button / Dial telephone number / Lift handset for privacy
<i>External (ICM)</i>	Press ICM / Dial 9 / Dial telephone number / Lift handset for privacy
<i>Last Number Redial</i>	Press SPD/LNR / # or * to scroll / Press line button to dial
<i>Speed Dial</i>	Press SPD/LNR / Dial speed dial number / Press line button

### Call-in-Progress

---

<i>Transfer</i>	Press TRF / Dial station number / Hang up
<i>Holding Calls</i>	Press Hold
<i>Exclusive Hold</i>	Press Hold twice
<i>Conference</i>	Press TRF / Make new call / Repeat for each new call / Press CNF when all calls are connected

### Station Preferences

---

<i>Background Music</i>	(Set) Press FEAT / Dial 21 (Cancel) Press FEAT / Dial 20
<i>Station One-Touch Dial</i>	Press SPD/LNR / Press available button / Press ICM / Dial station number / Press SPD/LNR
<i>Prime Line Preference</i>	Press ICM / Dial *07
<i>Dynamic Line Preference</i>	Press FEAT / Press Line button / Repeat for each line as necessary
<i>Ring Line Preference</i>	Press ICM / Dial *06
<i>Ring Mode (Internal)</i>	(Ring) Press ICM / Dial *03 (Voice) Press ICM / Dial **03
<i>Ring Tone</i>	Press ICM / Dial *5 / Select tone 1-4
<i>Ring Volume</i>	While call is ringing press adjustment key
<i>Speaker Volume</i>	While on call press adjustment key
<i>Display Brightness</i>	While telephone is idle press adjustment key



6755 Jimmy Carter Blvd. Norcross, Georgia 30071

770 447 9555 Fax 770 449 3799

[www.win-phone.com](http://www.win-phone.com)

**WIN<sup>®</sup>**

6755 Jimmy Carter Blvd. Norcross, Georgia 30071  
770 447 9555 Fax 770 449 3799

---

© 1999 WIN<sup>®</sup> Communications Corp. The material contained herein is subject to change without prior notice at the sole discretion of WIN<sup>®</sup> Communications Corp.