



Extension User's Manual

Rev. 090609
for Main Board Software
Version 1.246 (model 64)
Version 4.23Q (model 112e)

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Basic Telephone Use

This section describes how to use an extension telephone to perform various functions in PhoneSuite. The functions in this section can usually be performed from any extension, while other features that are described in this manual are usually only available from administrative extensions, not guest rooms. Note that what features an extension can use depends on the extension's "Class-of-Service" setting, which is configured by the installer. The PhoneSuite 112 and 112e support optional Feature Phone sets that are described in a separate section starting on page 23

Ring-Down Extensions

Your installer may have set up Ring-Down extensions. These are typically used in the entryway, the lobby, and other public areas. A Ring-Down extension can only be used to answer calls that are transferred to it or to call the console. If the Ring-Down extension is answered while it is ringing, it will receive the call. If it is taken off-hook (picked up) when it is not ringing, the Ring-Down extension will automatically dial 0 to reach the console. Ring-Down extensions cannot perform any of the other features described in this manual.

Answering Calls

To answer a call from any extension, simply pick up the ringing phone. Note that external calls (any call that arrives on an outside phone line) ring with a long single-ring pattern, while calls from another extension ring with a shorter double-ring pattern.

Making Calls

When you pick up an extension phone to make a call, the dial-tone you hear is provided by the PhoneSuite phone system, not by your local phone company. At this point, PhoneSuite is waiting for you to dial, so it can determine how to direct the call. Your dialing choices are described next:

Calls within the System (to the console or another extension):

To place a call to another extension phone within the PhoneSuite system, simply pick up the handset and dial the extension number. To reach the console, dial "0" (zero).

If your extension has been programmed to prohibit extension-to-extension dialing, or if extension-to-extension dialing has been temporarily disabled by the console or sub-attendant, you will hear a fast busy tone as soon as you begin to dial the destination extension number (but calls to the console will still go through).

If the extension you dialed is in use or in Do Not Disturb mode, one of the following will happen:

- If that extension has voice mail, you will go immediately to that extension's voice mailbox and can leave a message.

- If that extension does not have voice mail, you will hear a busy tone and will need to try your call again later.

If the extension you dialed is available, it will ring, and you will hear a ring-back tone. The phone will continue to ring until it is answered or you hang up.

Calls Outside the System (to an outside phone number):

To place a call to a phone number outside the PhoneSuite system (a local call, long-distance call, etc.), pick up the handset on your extension telephone and then dial “9” or “8” (or 8 plus another digit, such as “83”), based on the instructions on your extension telephone. This requests access to an outside phone line so that you can make your call.

If all of the phone lines in the “Trunk Group” you dialed (the 9, 8, etc.) are in use, or if your extension is not set up to allow access to this Trunk Group, you will hear a fast busy tone and must hang up. Otherwise, you will hear a new dial-tone, indicating that you may now dial a phone number. Once you dial the phone number, PhoneSuite will check the number you dialed to determine how to route the call. The call will not be allowed if:

- You dial a phone number that is blocked by PhoneSuite (e.g., a 900 number or another restricted number)
- Your extension’s Class-of-Service setting (configured by the installer) prohibits calls of the type you dialed
- Your extension’s current local or long-distance calling permissions have been temporarily disabled by the console or by a sub-attendant extension

In any of these situations, you will hear a fast busy tone a few seconds after dialing and must hang up. Otherwise, PhoneSuite will place the call you requested.

NOTE: As long as a phone line is available, you will always be able to dial 911. Usually, this should be dialed as the desired Trunk Group (e.g., “9”) plus the digits “911.” However, PhoneSuite allows extension users to dial just “911” without first dialing a trunk group. In this case, the call will go through as long as you do not dial any additional digits after the 911; however, this takes slightly longer than if you dial the trunk group number first and then dial 911.

Emergency Calls (calls to 911):

To place a call to Emergency Services (911), the fastest method is to **pick up the phone, dial an appropriate Trunk Group (e.g., “9”), and then dial “911.”** Additional 911 options are described next:

- PhoneSuite allows extension users to dial just “911” without first dialing a trunk group. In this case, the call will go through as long as you do not dial any additional digits after the 911; however, this takes slightly longer than if you dial the trunk group number first and then dial 911. This optional dialing method can also be disabled in programming, so it may not work in all cases.
- If all phone lines (trunks) are in use when an extension user attempts to dial 911, PhoneSuite may disconnect a call that is in progress in order to place the 911 call.

Note: Because of the important nature of 911 calls, CMP strongly advises the PhoneSuite installer to read the “Emergency Service (911) Overview” section of the *PhoneSuite Installation and Programming Manual* carefully. In addition, every individual extension telephone should have instructions printed on it to advise users of the right way to dial 911. Although CMP has made every effort to ensure that 911 calls will be handled appropriately by PhoneSuite and will have the maximum chance of being connected, we are not able to guarantee that every call to 911 will always be connected.

Calling a Speed Dial Number

PhoneSuite includes a system-wide Speed Dial List that allows frequently-called phone numbers to be set up so that extensions can call these numbers easily, without dialing the actual phone number. For example, “Order Pizza” may be set up as Speed Dial Number 1 in a hotel. Any extension that can place outgoing calls can dial a Speed Dial Number; however, if the number is a type of call (e.g., long-distance) that the extension is prohibited from placing, the call will be blocked.

To place a call to a Speed Dial Number, pick up the extension phone and dial:

9 (or another Trunk Group number), then ***** and then the Speed Dial digit 0-9

For example, to call Speed Dial Number 1 (using Trunk Group 9), you would dial **9*1**.

Access Voice Mail

If optional Voice Mail is installed in PhoneSuite and your extension has a voice mailbox set up, you can access your voice mail by going off-hook (picking up the extension’s handset) and dialing **50***. Follow the voice prompts to listen to messages, save messages, erase messages, record a custom voice mail greeting, or set a password. Once you set a password, you must provide it every time you enter the voice mail system. If you forget your password, the front desk can clear the old password and enable you to enter a new one.

Voice messages may be forwarded. After listening to a message you will be presented with prompts for the standard disposition options: 1 to listen, 2 to skip, 3 to delete. Enter 4 followed by an extension to forward a message. The disposition options will then repeat. Note that forwarding is not prompted to prevent casual use by guests.

Set Wakeup Call

You can set (or clear) a wakeup or reminder call to have PhoneSuite automatically call you at the designated time. Your extension phone will ring the next time the designated wakeup time occurs. This feature is used in hotel/motel environments as a Wakeup Call and in business applications as a Reminder Call. To set a wakeup/reminder call, pick up the extension phone and dial:

5# HHMM Where HHMM is the wakeup time in 24-hour (“military”) format.

* This assumes the System Feature Access Digit is 5. In some cases the installer may have configured a different digit, such as 6 or 7. In that case, dial **6#** or **7#** to set the wakeup call.

Depending on the PhoneSuite model and whether a voice mail card installed, you will either hear a confirmation message or a few short beeps. If you instead hear busy tone, this indicates an error, and you should redo the process.

Examples: To set a wakeup call for 6:00 a.m., enter 5#0600 and listen for the confirmation beeps. To set a wakeup call for 1:00 p.m., enter 5#1300.

To cancel a wakeup call, enter '9999' as the wakeup time.

Set Room Status Code

A Room Status Code can be set for any extension, from the extension phone. This feature is used in hotel/motel environments to allow housekeepers to change a room status code as they enter an unmade room or as they leave a newly cleaned room. To set a status code, pick up the phone and dial:

***2** plus the room status code (1-9) to set for this extension.

See page 11 for more information on room status codes.

Advanced Feature Use

If configured by the installer, some extensions may be allowed to use “Control Features.” These extensions can be used to transfer calls, to answer calls that are ringing at another extension, to put calls on hold, to establish conference calls, to forward their calls to another extension or to the console, and a variety of other features. Throughout this section, it is assumed that the System Feature Access Digit, set up by the installer, is set to the digit **5**.

Transferring Calls

Once a call has been answered, it can be transferred to an extension, to a hunt group, or even to an outside telephone number. This transfer can be performed immediately or at any point later in the call. To transfer a call (with the party on the line), first do a **hook-flash** by pressing the “flash” button on the phone or by depressing the hang-up hook briefly (for approximately ½ second) and then releasing it; you will get a new dial-tone, and the caller will be placed temporarily on hold. Next, dial the extension number or hunt group number the call is being transferred to, or dial 9 (or 8) to get an outside trunk and then dial a phone number. Finally, hang up to transfer the call; this hang-up can be done immediately after you finish dialing, or you can wait until the destination answers, talk with this person if desired, and then hang up – if you do this, the conversation you have will be private and will not be heard by the party you are transferring.

Unsuccessful Call Transfers:

If you transfer an incoming trunk call to an extension that is busy or doesn’t answer, the call will ring back to the console (and co-ring extensions) after an amount of time designated by PhoneSuite’s Busy Recall / Camp-On Timer (if the extension is busy) or by the Transfer Recall Timer (if the extension rings). These timers are configured by the installer. The call can also return to the console if you transfer it to a hunt group, since the call is transferred to the first non-busy, logged-in extension in the hunt group – if this extension is not answered, the call is returned as described.

Calls that return to the console and co-rings after a transfer attempt will ring with a triple-ring pattern. Calls will not return to you if you transferred them to an outside phone line.

If you transfer an internal extension to another extension that does not have voice mail assigned, then the originating caller will hear either busy, if the extension is in use, or continuous ringing, if the extension is free. If voice mail is enabled, an internal transfer will be answered immediately by Voice Mail if the transferred-to extension is busy, or after the Transfer Recall Timer interval if the transferred-to extension doesn’t answer.

Placing Calls on Hold

To place a call on hold, first do a **hook-flash** by pressing the “flash” button on the phone or by depressing the hang-up hook briefly (for approximately ½ second) and releasing it. Dial **58** at the new dial-tone. You can now place another call or simply hang up, and the caller stays on hold. To retrieve the call from on hold, pick up the phone and dial **58**.

Call Waiting

If Call Waiting is enabled for your extension by the installer, you can use call-waiting functions to answer and, if desired, transfer an incoming trunk call while you are on another call. This works as follows: while you are on a call, any trunk call that would normally ring to your extension will generate a single (non-repeating) call-waiting tone. To answer the new call, perform two hook flashes. The first will put your current call automatically on hold, the second will answer the second call.

At this point, you have three options:

1. Speak to this party and hang up when done. Your other call will ring back to you after you hang up.
2. Transfer this party. This transfer is performed like any other call transfer: perform a hook-flash while you are connected to this party (you should hear stutter dial-tone at this point), dial an extension number, and either hang up immediately or wait for the extension user to answer, talk to them if desired (this conversation is private and will not be heard by either of the calls on hold), and then hang up. If you need to cancel the transfer and retrieve the call from on hold, you can do this by performing a hook-flash instead of hanging up. Hanging up is what connects the call to the extension user and indicates you are done with this call and are ready to return to your other call; as soon as you hang up, the other call will ring back to you.
3. Toggle between the calls by performing two hook-flashes in a row (you must wait for dial-tone after the first hook-flash, before performing the second). The first hook-flash will place the current party on hold and will give you stutter dial-tone, so you can transfer this party if desired; the second hook-flash will connect you to the other party. You can toggle between the two calls as many times as you want. This allows you to talk to each party in turn, as many times as needed, and handle each call in whatever manner is appropriate: finish it and hang up or transfer it as described under #2 above. Your conversation with each party will always be private; the other party will remain on hold and will not hear this other conversation.

Remember: when you have finished either call, hang up your phone. The other call will ring back to your phone automatically and can be answered normally.

Notes:

1. PhoneSuite views sending a call-waiting signal to a busy extension as the same thing as sending ringing to a non-busy extension. If other extensions and/or the console are set to ring with incoming calls, they will ring while you receive the call-waiting tone.
2. If an incoming call is not answered by any party, it will go to voice mail, if available, as follows. During Day Mode, incoming trunk calls ring to the extensions configured by the installer. During Night Mode, incoming trunk calls may ring to a different set of extensions. In both cases, if the installer can designate a particular extension to receive the voice mail.
3. If a party hangs up while on hold, PhoneSuite will normally detect this and will return to normal mode. At that point, you will be connected to just one party, without another call on hold.
4. Some versions of the PhoneSuite 112e operating software do not support call waiting.

Conference Calls

To make a conference call, start by placing your first call (or answer an incoming call), and then put this call on hold (described earlier). Place your second call, perform a hook-flash, and when you hear dial-tone, dial:

5 9 to put both calls together with your extension as a 3-party conference call

Note: If you hear busy tone after dialing the **59**, PhoneSuite's conference bridge is already in use, and you cannot place a conference call at this time. Also, conference calls must contain at least one trunk party or the console (not just three extensions).

Forwarding Calls

Calls that ring to your extension can be forwarded to another extension. This forwarding can be done for every call to your extension, or just for calls that arrive when your extension is busy or is not answered (not answered means it continues to ring for the length of the System Forward-on-No-Answer Timer, which is five rings unless configured differently by the installer). Calls that are forwarded on busy or no answer may be forwarded either to an extension or an outside number. An extension that forwards all calls can only forward to an extension, not an outside number.

To always forward your extension to another extension, pick up the phone and dial:

5 1 plus the extension to which **all calls** to your extension should be forwarded, or

To forward your extension only if your extension is busy or isn't answered within a few rings, pick up the phone and dial

5 3 plus the extension or **outside phone number** to which calls should be forwarded if your extension **is busy or doesn't answer**. The outside phone number should include the leading "9" (or "8").

To cancel call forwarding (either type), pick up the phone and dial:

5 2 to cancel any previously set forwarding and select **no forwarding**.

NOTES: Forwarding overrides voice mail, so if your extension has a voice mailbox set up, and you set your extension to forward calls when it is busy or doesn't answer, the calls will be forwarded rather than going to your voice mail. However, if the forwarded-to *extension* is busy or does not answer the forwarded call, the call will be sent to your voice mailbox.

If an extension is set up to forward on busy or no answer to an *outside number*, and the call to the extension goes *unanswered*, the call will be forwarded outside and will never go to PhoneSuite voice mail. In this same scenario, if the extension is *busy*, then the call will go to voice mail and will not be forwarded outside.

Forwarding to an outside number will expire thirty days after being set up, and the extension will then revert to its normal, non-forwarded state.

PhoneSuite has a limit on the number of trunk-to-trunk connections, so in some circumstances the transfer to the outside number will not be possible. In this situation the caller will be transferred to the console operator.

Answer a Call Ringing at Another Extension in Your Call Pick-Up Group

The extensions in your department or work group may have been programmed into PhoneSuite as a Call Pick-Up Group. If so, you can answer a call that is ringing at another extension in your pick-up group by dialing:

5 4 to answer an incoming call that is ringing to another extension in your pick-up group

Answer a Call Using TAFAS

TAFAS (Trunk Answer From Any Station) is a setting that allows you to use your extension to answer a call that arrives on an outside trunk and rings to the console and/or another extension. Unlike pick-up groups, this feature is for incoming trunk calls only (not extension calls). Pick up and dial:

5 7 to answer an incoming trunk call when the phone system is in TAFAS mode

Pick up a Parked Call

If enabled by your installer, the console operator may “park” a call in a hold slot (1-4) for retrieval by any extension. A call parked by the console operator can be retrieved at your extension by picking up your phone and dialing:

5 6 plus the call park slot number (1-4) – note that the attendant must tell you the slot number

Directed Call Pick-Up

If enabled by your installer, you may pick up a call held by another extension or by the console by picking up your phone and dialing:

5 * plus the number of the extension with the held call or 0 to pick up a call held by the console

Place a Page

If paging equipment has been connected to PhoneSuite, you can place a page by picking up your phone and dialing:

5 5 to place a page; speak into the phone to place the page, and hang up when done

Sub-Attendant Extensions

In some systems, one or more administrative extensions may have been programmed (in their Class-of-Service settings) to act as sub-attendant extensions. Sub-attendant extensions can use most of the commands that can be used from the console (the “A-level” commands).

The following table summarizes these commands and lists the page number in this manual where more detailed information can be found:

	Command	Description	Page
Hospitality Com- mands	*10, *60	Check In or Out	10
	*11	Message-Waiting On/Off	10
	*12	Set / Change Wakeup Call	11
	*13	Set Room Status	11
	*14	Clear All Room Status Codes	12
	*15	Allow/Block Long-Distance Calls	13
	*16	Allow/Block Local Calls	13
Reports/ Message	*17	Allow/Block Extension-to-Extension Calls	13
	*20	Print Individual Extension Wakeup Report	14
	*21	Print System Wakeup Report	14
	*22	Print Room Status Report	15
Ext. Fea- tures	*25	Request Property Management System Database	15
	*30	Forward Extension's Calls	15
	*31	Clear Voice Mail	16
	*32	Do Not Disturb	16
System Commands	*40	Clear Extension Features	17
	*41	Manual Night Mode On/Off	17
	*42	Clear 9-1-1 Alarm	18
	*43	Trunk Alarm	18
	*61	Set System Time	21
Call Accounting & Auto Attendant	*62	Set System Date	21
	*50	Check-Out Report (Extension Phone Bill)	18
	*51	Clear Extension's Phone Bill	19
	*52	Revive Extension Calls	19
	*53	Set Credit Limit	19
	*54	Print Credit Violations	20
	*55	Print Audit Report	20
	*56	Clear Audit Report	21
*63	Record Auto Attendant Messages	21	

To use these commands, pick up the sub-attendant phone and dial the **star (*)** key plus the two-digit **command number**, and you will hear a brief tone. Then dial the **optional settings** (such as extension number, on/off value, etc.) as described in the following pages. You will hear a double-beep confirmation tone to indicate that your setting was completed successfully. If anything you dial is invalid or not in the proper sequence, you will hear busy tone instead of the double-beep confirmation tone.

***10 or *60 – Check In or Out**

PhoneSuite includes an easy-to-use Check-In / Check-Out function that will quickly change several settings for an extension. The settings that are affected by this command are configurable and are normally set up by the installer when PhoneSuite is installed.

In general, performing a “Check-In” for an extension number will do the following automatically: enable that extension phone to place some types of calls (e.g., local) while prohibiting it from making other types of calls (e.g., long-distance or room-to-room calls); check for leftover settings from the previous guest, such as a Wakeup Call, Message-Waiting Lamp, or Voice Mail messages (and any customized voice mail greeting), and clear these if found; clear the room’s phone bill to zero, if the optional Call Accounting Card is installed, and also apply a credit limit to the guest’s calls.

In general, a “Check-Out” will automatically prohibit the extension phone from making undesirable calls (usually all calls except 911 calls or calls to the console); check for any leftover Wakeup Call, Message-Waiting Lamp, or Voice Mail messages (and any customized voice mail greeting) and clear these if found; and print the room’s phone bill, if the optional Call Accounting Card is installed.

Notes:

1. Whether an extension is checked in or out, it will still be able to call 911 or the console, regardless of how its calling permissions are set.
2. If the optional Call Accounting Card is installed, the room’s phone bill will be cleared to zero when the extension is next checked-in. This is not done when the extension is checked out, so you can print additional copies of the room’s phone bill if desired (with command *50). If you are done printing copies of the bill and would like to manually clear the bill (in order to free up memory on the Call Accounting Card), you can use the *51 command.
3. If a customized voice mailbox greeting has been recorded, it will be cleared along with the voice mail messages at check-in/out. If there are no voice mail messages, the custom greeting will still be cleared. However, if there are voice mail messages, and you choose to leave them uncleared, the custom greeting will remain as well.

To perform a check-in or check-out from a sub-attendant phone, pick up the phone and dial:

***10** plus the **extension number** plus a **6** to do a check-in, or **3** to do a check-out.

Or:

***60** plus the **extension number** plus a **6** to do a check-in, or **3** to do a check-out.

***11 – Message-Waiting On/Off**

On telephones that are equipped with a “Message-Waiting” lamp, PhoneSuite can turn this light on or off, to indicate that this extension has a message waiting in voice mail or at the front desk.

The sub-attendant can turn an extension’s message-waiting lamp on or off by picking up the phone and dialing:

***11** plus the **extension number** plus a **6** to turn the lamp on, or **3** to turn the lamp off.

Note that the message-waiting lamp can be set or cleared independently of the voice mail messages, but if the optional Voice Mail Card(s) is(are) installed, the message-waiting lamp will be turned on automatically when a message is left for the extension, and will be turned off when voice mail is cleared or the mailbox user erases their messages.

***12 – Set / Change Wakeup Call**

A wakeup call can be set for each extension, to have PhoneSuite automatically call that extension at a specified time. If the extension answers, they will hear the built-in PhoneSuite wakeup voice message. If the extension does not answer within the programmed number of rings, PhoneSuite will stop ringing and will then call the extension again one minute later. This pattern will continue for the programmed number of calls.

The sub-attendant can set and clear wakeup calls for extensions. The sub-attendant can also print a report showing the wakeup call settings for a particular extension or for all extensions in PhoneSuite. See *20 and *21 later in this manual.

To set or clear a wakeup call, pick up the phone and dial:

***12** plus the **extension number** plus **HHMM** (four digits) plus **#**

Where HHMM is the wakeup call time in 24-hour “military” format. Be sure to enter all four digits, HH:MM. For example, 6:30 AM is entered as 0630, and 6:30 PM is entered as 18:30. You must dial the # key at the end for the setting to be complete.

Depending on the PhoneSuite model and the type of voice mail card installed, you will either hear a confirmation message or a few short beeps. If you instead hear busy tone, this indicates an error, and you should redo the process.

Note: To cancel an existing wakeup call for an extension, use the above command, but enter “9” as the wakeup call time.

***13 – Set Room Status**

PhoneSuite allows the sub-attendant and maids in a room to enter codes that indicate the status of a room (e.g., clean, needs supplies, reserved, etc.). The code(s) currently applied to a room can be viewed from the console. In addition, a report can be printed to show the status of all the rooms.

Each room can have two status codes applied to it a time. This allows the sub-attendant to indicate the room’s current front-desk status and then have a maid update the room’s cleaning status every day. Up to 9 individual status codes, 1-9 (e.g., clean, needs towels, needs soap, had do-not-disturb sign on door, etc.) can be set up for maids to enter from extension telephones; an additional 9 status codes, 1-9 can be set up for the sub-attendant to enter (e.g., reserved but no deposit paid, reserved with deposit, paid in full, etc.) – the maid’s codes can be different in meaning from the sub-attendant codes, allowing for a total of 18 different codes. However, on reports, the two status codes are shown together as a two-digit number 11-99, where the first digit was set by the sub-attendant and the second digit was set by the maid in the room.

Notes: 1) The status codes have no particular meaning to PhoneSuite, so users can set these codes to mean whatever they wish to track. 2) The sub-attendant must set both digits in a status code at the same time, so before making a change, it is useful to print the Room Status Report (*22) to determine what the current codes are.

Example: The ABC Motel uses the following room status codes for the first digit:

- 1 - Room is vacant
- 2 - Room is reserved without payment
- 3 - Room is reserved with deposit
- 4 - Room is paid in full

In addition, the following are used for the second digit of the room status code:

- 1 - Room needs cleaning and/or supplies
- 2 - Room has been cleaned & re-supplied and is ready for use
- 3 - Room needs maintenance or repair

When a room is checked-out or is reserved, the sub-attendant sets the status code to 11, 21, 22, 31, 32, etc. as appropriate. When the maids and/or maintenance staff are finished in each room, they use the extension phone in that room to change the second digit of the room status code. This allows the sub-attendant to print a report (*22) whenever desired to view the full status of each room. In this example, a room that is vacant and clean would show on reports as having a room status of "12."

To change an extension's room status code from a sub-attendant extension, pick up the phone and dial:

***13** plus the **extension number** plus **SS** plus **#**

Where SS is the new room status value. You must dial the # key at the end for the setting to be complete. Note: If a Property Management System (PMS) is connected to PhoneSuite, and PhoneSuite is set up to send room status codes to the PMS, only the second digit of the room status code (the one set by maids in the room) will be sent to the PMS.

NOTE: To change the second digit of a room's status from the extension telephone in that room, dial:

***2** plus a single-digit status code 1-9; PhoneSuite will provide a double-beep confirmation tone and will change only the second digit of the room status.

***14 – Clear All Room Status**

This command is used to clear the current room status settings for **all** extensions. Pick up the sub-attendant extension phone and dial:

***14** plus **#**

and all extensions will have their room status codes changed to 00. You must dial the # key at the end for the setting to be complete.

***15 – Allow/Block Long-Distance Calls**

PhoneSuite can allow or block long-distance calls from any extension, on an extension-by-extension basis. To change the long-distance calling permission for a particular extension, pick up the sub-attendant extension phone and dial:

***15** plus the **extension number** plus **6** to turn long-distance calling on, or **3** to turn it off

Note: What qualifies as a “long-distance” call is programmable, and usually the installer has set this up to match any calls for which you are charged by your telephone company. In general, calls that begin with a “0” or “1” are considered to be “long-distance,” while calls that begin with a digit 2-9 are considered to be local, but this can be modified as needed to match your dialing patterns. Note that 911 can always be dialed as long as a phone line (trunk) is available; in addition, depending on how PhoneSuite is programmed, a call to 911 may be able to seize a trunk when all trunks are busy.

IMPORTANT: You cannot turn long-distance calls on for an extension that has long-distance calls disabled in its Class-of-Service setting as configured by the installer.

***16 – Allow/Block Local Calls**

PhoneSuite can allow or block local calls from any extension, on an extension-by-extension basis. To change the local calling permission for a particular extension, pick up the sub-attendant extension phone and dial:

***16** plus the **extension number** plus **6** to turn local calling on, or **3** to turn it off

Note: What qualifies as a “local” call is programmable, and usually the installer has set this up to match any calls for which you are not charged by your telephone company. In general, calls that begin with a “0” or “1” are considered to be long-distance, while calls that begin with a digit 2-9 are considered to be “local,” but this can be modified as needed to match your dialing patterns. For example, toll-free 800, 888, 877, 866, etc. numbers are usually set up as local calls.

IMPORTANT: 9-1-1 can always be dialed, regardless of how the extension’s calling permissions are set. Other calls (such as toll-free 800, 888, 877, and 866 numbers) can also be set to “Always Allow” status if desired.

***17 – Allow/Block Extension-to-Extension Calls**

PhoneSuite can allow or block calls from any extension to other extensions, on an extension-by-extension basis. To change the extension-to-extension calling permission for a particular extension, pick up the sub-attendant extension phone and dial:

***17** plus the **extension number** plus **6** to turn extension-to-extension calling on, or **3** to turn it off

IMPORTANT: The console (dial 0) can always be dialed no matter what this setting is. You cannot turn extension-to-extension calls on for an extension that has these calls disabled in its Class-of-Service setting as configured by the installer.

*20 – Print Individual Extension Wakeup Report

This command prints the Wakeup Call status for a single extension. To print this report, pick up the sub-attendant extension phone and dial:

***20** plus the **extension number** plus #

The extension's Wakeup Report will print as a 2-line message. The report contains the following information:

```
Date/time MM/DD/YY HH:MM
Ext EEE For HH:MM on DD <STATUS>
```

Where MM/DD/YY HH:MM is the current date and time and EEE is the extension number. The HH:MM after the word "For" is the time the Wakeup Call is set to occur (if there is one), and DD is the calendar day for this Wakeup Call (or "??" if the wakeup is for the next possible wakeup time). The <STATUS> portion of the message will read:

NONE	No Wakeup Call Setting / Activity
PEND n Calls	Wakeup Call is set and waiting to occur or in progress
ANSWD n Calls	Wakeup Call at indicated setting was answered
OFFHK n Calls	Phone was off-hook when Wakeup Call was attempted
ALARM n Calls	Wakeup Call at indicated setting was not answered

Note: This message will print to any PhoneSuite parallel and/or serial port that is set up by the installer to output A-Level Reports.

*21 – Print System Wakeup Report

This command prints a report that shows the Wakeup Call setting or last status change for every extension in PhoneSuite. To print this report, pick up the sub-attendant extension phone and dial:

***21** plus #

This report will print the current date and time, followed by a line for each extension in PhoneSuite, showing the same information as the Individual Extension Wakeup Report. The following is a sample of this report:

	<i>Description - shown for reference; doesn't print</i>
Date/time 01/22/02 08:02	
Ext 101 For 12:30 on ?? PEND 0 Calls	<i>Wakeup Call set, but not time for it yet</i>
Ext 102 NONE	<i>None currently set & none yesterday</i>
Ext 103 For 09:00 on 23 PEND 0 Calls	<i>Set for the 23rd (tomorrow)</i>
Ext 104 For 08:00 on ?? ANSWD 1 Calls	<i>Wakeup Call was answered on first try</i>
...	
Ext 217 For 08:00 on ?? OFFHK 0 Calls	<i>Was off-hook at 8:00, so no call made</i>
Ext 218 For 08:00 on ?? PEND 2 Calls	<i>Extension has been called twice with no answer</i>
Ext 219 For 07:30 on ?? ALARM 4 Calls	<i>Ext was called max (4) times, with no answer</i>

***22 – Print Room Status Report**

This command prints a report showing the current settings for each extension in PhoneSuite. To print this report, pick up the sub-attendant extension phone and dial:

***22** plus #

The first line of the report will show “Date/time” and the current system date and time. Next, all A-level settings except wakeup calls will be printed for each extension, as follows:

```
Date/time 01/15/02 07:35
Ext  RMST MESS FWDA FWDB SHLD THLD  DND LOGO CHKO LDIS EXTS LOCL
101  00   Off  Off  Off  Off  Off  Off   In  In   On   On   On
102  01   On   On  101  Off  Off  Off   In  Out  Off  Off  Off
etc...
```

These columns contain the following information:

Ext: Contains the extension number
RMST: Shows the two-digit room status code
MESS: Shows whether the message-waiting lamp is on or off for the extension.
FWDA: If this extension is set to forward all calls, shows the forward extension; otherwise, “Off”
FWDB: If this ext is set to forward calls on busy / no answer, shows the forward ext; otherwise, “Off”
SHLD: “On” if the extension currently has a call with another extension on hold.
THLD: “On” if the extension currently has a call with a trunk on hold.
DND: “On” if the extension is set to Do Not Disturb
LOGO: “In” if the extension is logged in to hunt groups (if any).
CHKO: “In” if the extension is checked in or “Out” if checked out
LDIS: “On” if the extension is allowed to make long-distance calls
EXTS: “On” if the extension is allowed to make extension-to-extension calls
LOCL: “On” if the extension is allowed to make local calls

***25 – Request Property Management System Database Dump**

This rarely-used command requests information from a Property Management System (PMS) that is connected to a PhoneSuite Model 112 or 112e. This command is not available in PhoneSuite Model 64. Normally, PhoneSuite and the PMS synchronize their data automatically. However, if PhoneSuite is powered on after having been off for a considerable amount of time, it may be desirable to request a PMS Database Dump to speed up this process. To do this, pick up the sub-attendant extension phone and dial:

***25**

***30 – Forward Extension’s Calls**

The sub-attendant can set an extension’s forwarding options so calls to the extension are forwarded to another extension, to the console, or to a hunt group. All calls to the extension can be forwarded this way, or calls can be forwarded only when the initial extension is busy or doesn’t answer. In addition to setting an extension’s forwarding status, the sub-attendant can also clear an extension’s forwarding options.

With call forwarding set, a call that is transferred to the extension and meets the forwarding criteria (e.g., the extension is busy or doesn't answer) will ring at the forward-to extension if it's available. If this forward-to extension is also forwarded, the call will follow that forwarding path, and this process will continue until the final forward-to extension is busy or rings without answer. At that point, the call will go to the original destination extension's voice mailbox (if it has one) or will be returned to the extension / console that transferred the call.

To change an extension's call forwarding status, pick up the sub-attendant phone and dial:

- *30** plus the **extension number** plus the **destination extension** plus **1** to forward all calls
- *30** plus the **extension number** plus the **destination extension** plus **2** to forward busy/no answer
- *30** plus the **extension number** plus **9** to cancel all forwarding

Note: If call forwarding is turned on for an extension that is part of a hunt group, operation will be as follows: if a call is **transferred directly to that extension**, or if another extension calls that extension directly, the call will be forwarded. **If a call is transferred to the hunt group**, or if an extension calls the hunt group, the forwarded extension is considered to be unavailable, and will be skipped. The next extension in the list will then be tried. **On the PhoneSuite 112 and 112e only**, a second pass through the hunt group extension list will be attempted, and this time the forwarded-to extension(s) will be rung. In all cases, an unanswered call will go to the voice mail box of the first extension in the hunt group if voice mail is enabled on that extension. Otherwise, the call will ring to the console.

****31 – Clear Voice Mail***

If optional Voice Mail is installed, the sub-attendant can clear the messages in an extension's voice mailbox. Clearing voice mail messages is often done in hotel/motel applications, where the guest doesn't know how to clear their own messages or simply doesn't bother to do so. Voice mail messages are usually cleared automatically when a guest is checked in or out, as described on page 10. To clear an extension's voice mail messages (and password and any customized voice mail greeting) manually, pick up the sub-attendant phone and dial:

- *31** plus the **extension number** plus **9**

Note: The PhoneSuite voice mail system has two ports (up to four are available in Models 112 & 112e), so two (or four) extensions can access voice mail simultaneously. If another extension attempts to access voice mail while two (or four) users are already in the system, this extension will hear busy tone. However, even if all ports are in use, voice mail messages can still be cleared.

****32 – Do Not Disturb***

This command is used to temporarily prevent calls from ringing to an extension (except for wakeup calls). Instead, callers will go to the extension's voice mailbox (if the extension has one) or will hear a busy signal. This Do Not Disturb feature can be turned on and off by the sub-attendant extension by picking up the sub-attendant phone and dialing:

- *32** plus the **extension number** plus **6** to turn Do Not Disturb on, or **3** to turn it off

***40 – Clear Extension Features**

If an extension has particular features on, this command will remove any and all of these settings. The features that are affected by this command are: Do Not Disturb mode (if on, it's turned off), call forwarding (the extension is set to **not** forward calls), message-waiting lamp (if on, it's turned off), call-on-hold status (if a call is on hold, it is removed from its connection to the extension, so the extension is not able to retrieve it from on hold, and the caller must hang up and call in again), and hunt group logout status (i.e., if the extension belongs to any hunt groups, it is logged IN to these when its features are cleared). Because of its effects on call hold and hunt groups, this command is normally only used for room extensions that have accidentally set some of their features, not for administrative extensions.

Note: This command does NOT clear any voice mail messages the extension has, but it does clear the extension's message-waiting lamp status.

To clear all current extension feature settings for an extension, pick up the sub-attendant phone and dial:

***40** plus the **extension number** plus #

***41 – Manual Night Mode On/Off**

PhoneSuite contains a fully-functional Night Mode that can be invoked manually or automatically. This mode is designed to direct calls to alternate locations after hours, when there may not be someone available at the front desk to answer calls.

There are two ways to invoke Night Mode: manually or automatically. Night Mode can be turned on manually when the sub-attendant leaves his/her desk at the end of the day or for any other prolonged time. This is usually accomplished by pressing the Night Mode key on the console. Pressing the key again will take the system out of night mode and return it to Day Mode. Whether or not the system is in Night Mode is indicated by an illuminated lamp on the Night Mode key. If the lamp is on, then the system is in Night Mode. Night Mode can also be configured by the installer to turn on and off automatically at the times of day you specify.

When PhoneSuite is in Night Mode, incoming trunk calls and extension users who dial 0 will ring night mode extension lists that may be different from the Day Mode lists. In addition, the console(s) may not ring in Night Mode. The extensions rung and nighttime console ringing can be configured by your installer. The installer may also configure the Auto Attendant option to immediately pick up incoming calls and to play a different Night Mode greeting message.

To turn Night Mode on or off manually, pick up the sub-attendant phone and dial:

***41** plus the **6** to turn night mode on, or **3** to turn it off

For more information on automatic Night Mode, see the Console User's Manual.

Notes:

1. Depending on how the Console Class-of-Service is set (command B49, described in the Installation & Programming Manual), the console(s) may not ring while PhoneSuite is in Night Mode, but incoming

trunk calls will still display on the console(s)'s display and can be answered from the console(s) if desired.

2. It is possible to have particular trunks ring in the same way during both Day Mode and Night Mode. This is useful for restaurant or other specialty lines that should always ring to the same extensions. Consult your installer for details.
3. If the optional Auto Attendant Card is installed, it can be configured by the installer so that incoming trunk calls will be answered differently in Night Mode and Day Mode.

***42 – Clear 9-1-1 Alarm**

If PhoneSuite is set up in programming to perform high-level 9-1-1 Alarms, the console(s) and an optional 9-1-1 Alarm Co-Ring Extension will ring continuously if an extension dials 9-1-1 on a trunk. The console(s) and alarm extension will continue to ring until the alarm is “cleared.”

To clear the 9-1-1 alarm, pick up the sub-attendant phone and dial:

***42** plus **9** to clear the alarm

Note: This command clears the 9-1-1 Alarm but has no effect on the actual call being placed to 911.

***43 – Trunk Alarm**

This command is used to temporarily remove a trunk from use when there is a problem with it, or to restore the trunk to use once the problem has been corrected. If PhoneSuite tries to access a trunk that has no connection, it will automatically remove the trunk from service and place the trunk in an Alarm state. In this state, the trunk light on the console's BLF display will flash repeatedly, and calls cannot be placed out or ring in on this trunk. To restore the trunk to use (after the problem has been corrected), use this command. This command can also be used to manually place a trunk into Alarm state if it is experiencing problems or will be under service.

To use this command, pick up the sub-attendant phone and dial:

***43** plus **TT** plus **6** to remove the trunk from service (set unavailable), or **3** to return it to service

Where TT is the two digit trunk number, 01-32.

***50 – Print Check-Out Report (Extension Phone Bill)**

This command is used to print a “phone bill” for a particular guest. This bill will include a detailed record of each call made from the guest's extension since it was last checked in (or since these calls were cleared with command *51), along with a total cost for these calls. This report is printed automatically whenever an extension is checked out (with command *60), but it can be printed at any time with this command.

Note: An extension's phone bill is not cleared to zero when the extension is checked out. Instead, this information is retained until the next guest is checked in to use this extension. This is done so that you can print additional copies of the report if needed. If you want to manually clear an extension's phone bill to zero, you can do this with command *51.

To print an extension's phone bill (the Check-Out Report) manually, pick up the sub-attendant phone and dial:

***50** plus the **extension number** plus #

This report contains a detailed list of all calls that have been priced and stored for the indicated extension. The information about each call includes the trunk used to place the call, the time and date the call started, the phone number that was dialed, the type of call placed (local, long-distance, etc.), the duration of the call (in minutes and tenths-of-a-minute), and the cost of the call. At the bottom of the report, the total number of calls, the total sum of minutes, and the total cost are shown.

Note: This report will print to any PhoneSuite parallel and/or serial port that is set up to output A-Level Reports as configured by the installer.

****51 – Clear Extension's Phone Bill***

This command erases or clears an extension's "phone bill," setting it to a zero dollar amount. This command is performed automatically whenever an extension is checked in (using command *60), to ensure the previous guest's calls are not charged to the new guest. This command can be run manually if the phone bill needs to be cleared at another time, such as when a guest exceeds their credit limit and pays for their calls in order to obtain a new credit limit, or in order to clear memory on the Call Accounting Card by clearing calls for guests who have already checked out.

To run this command manually, pick up the sub-attendant phone and dial:

***51** plus the **extension number** plus #

****52 – Revive Extension Calls (un-erase after clearing phone bill)***

This command revives (un-erases) calls for a given extension after these calls were erased by clearing the extension's phone bill (see command *51). **IMPORTANT NOTE:** This command revives all calls that can be found for the extension, so it may revive more than just the calls made by the most recent guest, or it may not be able to revive all calls from the most recent guest.

To revive calls for an extension, pick up the sub-attendant phone and dial:

***52** plus the **extension number** plus #

****53 – Set Credit Limit***

If the optional Call Accounting Card is installed, a credit limit can be set for each extension to restrict the total cost of that extension's phone calls. When the extension is checked in, PhoneSuite automatically sets a credit limit for calls from that extension; initially, a default credit limit is configured by the installer, but this limit can be changed manually to a different value with the *53 command.

Once a credit limit has been set, it is used as follows: After the extension finishes each call, the total cost of that extension's calls is calculated. If this total exceeds the extension's credit limit, then the extension's calling permissions (Long-Distance, Local, and Extension-to-Extension) are automatically turned off. In

addition, a Credit Limit Violation Alarm Message is printed to any printer that is set by the installer to print call accounting event messages.

To set a new credit limit for an extension, pick up the sub-attendant phone and dial:

***53** plus the **extension number** plus the **credit limit as two digits** plus #

Remember to enter the new credit limit value as two dollar digits (i.e., 05 for \$5.00) and then press # to save the new setting.

Notes:

1. A credit limit cannot be set for an extension that is checked out.
2. Setting a credit limit of 00 tells PhoneSuite to ignore all calls made from that extension; this will allow the extension to make unlimited calls, without tracking these calls for billing purposes; this setting is normally only used for administrative extensions. Setting a credit limit of 99 tells PhoneSuite to track and cost calls for that extension, but to not apply any credit limit to these calls.
3. If an extension exceeds its credit limit and has its calling permissions turned off, these permissions can be turned back on manually by using the commands *15, *16, and *17 as described earlier. However, the credit limit must first be increased, or the extension's phone bill must be cleared to zero with the *51 command (print it first with the *50 command).

***54 – Print Credit Violations**

This command prints a report for all extensions that have a credit limit set. The report shows the extension number, its credit limit, its current total phone bill amount, and the message “VIOLATION” if the extension's phone bill exceeds its credit limit. To print, pick up the sub-attendant phone and dial:

***54** plus #

Note: This report will print to any PhoneSuite parallel and/or serial port that is set up by the installer to output A-Level Reports.

***55 – Print Audit Report**

This command prints the Audit Report, which shows all calls that have been priced by the call accounting system since the Audit Report was last cleared (with command *56 or after the Audit Report is printed automatically at a preset time of day). These calls will be sorted by extension number.

Note: The Audit Report can be set to print and clear automatically on a daily basis, at a preset hour of the day. Your installer can configure the call accounting option to enable or disable audit reporting and to set the time of day when the audit report prints.

To manually print the Audit Report, pick up the sub-attendant phone and dial:

***55** plus #

Note: This report will print to any PhoneSuite parallel and/or serial port that is set up by the installer to output A-Level Reports.

After printing the Audit Report, you may want to clear it, so the next Audit Report you print will not show these same calls. To do this, use command *56, described next.

***56 – Clear Audit Report**

This command is used to manually clear (reset) the Audit Report, which was described in the previous *55 command. Note that if the Audit Report is set to print and clear automatically at a particular time of day, it is usually not necessary to clear the report manually, but this should be done regularly if Audit Reports are used but are printed manually rather than automatically.

To manually clear the Audit Report from the console, pick up the sub-attendant phone and dial:

***56** plus #

***61 / *62 – Set System Time and Date**

The sub-attendant can change the date and time that is displayed on the console (if installed) and is used for system-wide features such as wakeup calls. To set the time, pick up the sub-attendant phone and dial:

***61** plus HHMM plus #

Where HHMM is the current time in 24-hour (“military”) format. **Example:** 6:00 a.m. is entered as 0600, and 6:00 p.m. is entered as 1800; Midnight is 0000.

To set the date, pick up the sub-attendant phone and dial:

***62** plus MMDDYY plus #

Where MMDDYY is the current date as month (2 digits), day (2 digits), and year (2 digits). **Example:** July 1 of 2002 is entered as 070102.

***63 – Erase / Record / Play back Auto Attendant Messages**

This command is used to record or change any of the messages used by the optional Auto Attendant Card in PhoneSuite. It is not used if you have an external auto attendant or do not have an auto attendant at all.

If you have the optional Auto Attendant Card installed, it can answer calls while PhoneSuite is in Day Mode, Night Mode, or both. Whether or not it answers calls, and on what ring, is generally set up by the installer.

This command is intended only to replace the messages the Auto Attendant uses when answering calls, not to change how calls are handled. For example, if you want to add an option like “dial 1 for Reservations” to the Auto Attendant, you cannot do this by simply recording a new message – you must also use command B56 to change the Auto Attendant’s settings. However, if you want to record a holiday greeting in place of the regular greeting, and then change it back after the holidays, you would use this command.

To start this command, pick up the sub-attendant phone and dial:

***63** plus a 3-digit command code from the table below

Command	Speech Function
079	Erase All Messages (do this before recording or re-recording any messages)
071	Record New Main Greeting
070	Listen to Main Greeting
074	Erase Main Greeting *
061	Record New Night Greeting (Optional)
060	Listen to Night Greeting
064	Erase Night Greeting *
081	Record New Transfer Message (Optional)
080	Listen to Transfer Message
084	Erase Transfer Message *
091	Record New Busy/Don't-Answer Message (Optional)
090	Listen to Busy/Don't-Answer Message
094	Erase Busy/Don't-Answer Message *
031	Record Name Verify Prompt Message (Optional)
030	Listen to Name Verify Prompt Message
034	Erase Name Verify Prompt Message *
x*1	Record New Secondary Message (Optional), where <i>x</i> is the digit 0-9 that the caller dials at the Main Greeting to hear this Secondary Message
x*0	Listen to Secondary Message, where <i>x</i> is as above
x*4	Erase Secondary Message, where <i>x</i> is as above

* Before a message can be re-recorded, it must be erased. If this message was the last one recorded, then it can be erased using the command indicated and can then be re-recorded. However, if another message has been recorded since this message, then this command will not work; instead, you must erase and re-record ALL the messages.

Commands are entered as indicated in the above table; when a record command is used, you will hear a beep through the extension handset, indicating the beginning of the recording. When you hear the beep, talk into the handset to record your message; when done, hang up the extension telephone.

Reminder: How the Auto Attendant handles calls (what ring it answers on and how it transfers them) is set up by your installer.

Feature Phone Extensions

(PhoneSuite 112/112e only)

What is a Feature Phone?

A Feature Phone provides enhanced functions not available from standard single-line telephone sets such as:

- Multiple “appearances.” Calls directed to other extensions appear as flashing buttons on your phone that you can press to answer the call and “move” it to your own extension.
- Display unit that shows the extension number of calling party. When used with a Property Management System that supplies a guest name, the name will appear in the display instead of the extension number. If an extension has a name associated with it by console command A28, the name will also display.
- Intercom operation through Direct Station Select (DSS) that can either ring the selected extension or immediately activate the speakerphone for “hands-free” intercom operation.
- Single-button access to voice mail.
- Hold button.

Your installer may also configure buttons for these functions:

- Last Number Dial (LND) button for one-key redial.
- Transfer button.
- Conference button.
- Do Not Disturb (DND) button.
- “Hands-free” operation using the built-in speakerphone.



TeleMatrix DC550 Feature Phone

When the PhoneSuite 112 or 112e is equipped with the optional Feature Phone card, selected station ports among the first eight can be configured by your installer to work with Feature Phones.

The button-to-feature assignments can vary from installation to installation, but the buttons should be labeled with their functions. Your installer may also enable “sub-attendant” features on the Feature Phone extensions that allow access to most of the console “A-level” commands by dialing the appropriate digits. See the “Sub-Attendant Extensions” section on page 8 of this manual.

Where can I use Feature Phones?

Feature Phones are ideal for office, manager’s apartment, and other locations that require the enhanced functions. Because Feature Phones require a power supply, they must be used in locations with an accessible power receptacle. When an extension has been programmed as a Feature Phone, only a Feature Phone will work—regular telephone sets will not work.

Feature Phone Set Up

There are two aspects to setting up a Feature Phone: configuring the Feature Phone set and configuring PhoneSuite. Consult the documentation that came with your Feature Phone set to learn how to configure the following settings on the set itself:

1. Set time and date display format.
2. Set time and date. The Feature Phones do not synchronize with PhoneSuite.
3. Disable “pre-dial.”
4. Disable voice mail one-touch messaging.

Changes to button assignments—which button performs what function—must be programmed by your PhoneSuite installer.

The Feature Phone has eleven programmable buttons arranged on a column on the right-hand side of the set. Button 01 is at the bottom, and button 11 is at the top. Button 01 will always be configured as your “own” call button. Calls ringing to your extension will flash Button 01. Button 02 is also special. It is used as a second “appearance” of your own line, enabling you to receive or make a second call when a call is already on hold.

Placing a Call

Depending on how your installer configured PhoneSuite, when you lift the handset of a Feature Phone, you may not hear a dial tone until you select a Call Button. Each extension will have its “own” call button, usually the bottom-most button in the row. To place a call using the handset, lift the handset, and if you do not hear dial tone, press your “own” call button, and dial the number. For hands-free operation using the speakerphone, leave the handset “on hook” and press your own extension button.

Answering Calls

When your set rings, pick up the handset and press a flashing call button. For hands-free operation, leave the handset in the cradle, press the “Speaker” button, and press a flashing call button to begin using the set as a speakerphone. If your extension is programmed to “auto-answer,” you need to only pick up the handset or press the “Speaker” button to answer the call. To end the call, either hang up or press the “Release”

button. Note that you may answer calls ringing on another extension by pressing the appropriate Call Button. The call will “move” to your own button, button 01. If your installer has configured your phone as an “answering position,” you must always touch a blinking key to answer a call.

Placing a Call on Hold

To hold a call, press the HOLD button. Button 02 will immediately light and give you a dial tone so you may start another call. If you do not wish to start another call, hang up or press the RLS button. Your button 01 will blink as long as the held party stays on the line. To retrieve the held call on your phone, press button 01. When you place a call on hold, your line appearance on other Feature Phones will also blink, and these other phones may retrieve your call from hold by pressing the blinking button for your extension. To retrieve a call held at another phone, press that extension’s call button; the call will “move” to your own button. This is one method to transfer calls among Feature Phone users.

Direct Station Select (DSS)

You may call an extension directly by lifting the handset and pressing the button for the desired extension. For hands-free operation to another Feature Phone, simply press the extension button without lifting the handset. Your PhoneSuite installer may also enable intercom-like, “hands-free” alerting that will automatically connect to the called party’s speakerphone if that extension is idle.

Transferring Calls

The Transfer button on a Feature Phone functions like a “hookswitch flash” on ordinary phones. To transfer the current call, press the Transfer button, listen for the “stutter” dial tone, and dial the destination extension for the transfer. To complete the transfer, either hang up or press the “release” (RLS) button on the Feature Phone set. You may choose to wait for the called party to answer so you may announce the call and then hang up or press “release.” If the line you wish to transfer to is busy, or if the called party does not wish to accept the call, retrieve the original call by pressing the Transfer button again.

Conference Calls

You may add another party to set up a conference call. Place your current call on hold by pressing the “Hold” button. Wait for a dial tone and dial the third party. Wait for a connection, then press the “Conference” button to enable the three-way call. At least one of the parties in a conference call must be a trunk call. If your PhoneSuite installation includes a T1 digital trunk line, conference calls will be disabled.

Answering a Call Ringing on Another Extension

Your PhoneSuite may be configured to show the “appearance” of other extensions on your Feature Phone extension. When the other extension is in use, the Call Button for that extension will light. Incoming calls for the other extension will show as a flashing Call Button. Your Feature Phone may be set by the installer to ring along with the other extension, to start ringing only after the called extension goes unanswered for a certain number of rings, or to never ring. To answer a call ringing on another extension, lift the handset and press the Call Button for the other extension instead of your own. You may also leave the handset in the cradle and press the Call Button for hands-free operation. In either case, the call will “move” to your own extension.

Setting and Clearing Do Not Disturb

The Do Not Disturb button is a toggle: press it once and the button will blink indicating Do Not Disturb is on; press it again to turn off Do Not Disturb. When Do Not Disturb is on, your extension will appear to be in use, and incoming calls will ring as busy if no voice mailbox is assigned or if no call forwarding is enabled on the extension. If voice mail is enabled for the extension, then the call will go immediately to voice mail. If call forwarding is set up, the incoming call will first ring on the forwarded-to extension and then be answered by the original extension's voice mail if there was no answer on the forwarded-to extension.

Voice Mail

If your PhoneSuite includes optional Voice Mail, you can enter the Voice Mail system by selecting your own line and pressing the red Voice Mail button. Follow the prompts to record a personal greeting that callers will hear when they reach your Voice Mail box or to retrieve your messages. If you have undeleted messages, the Voice Mail button will flash.

Calling Another Extension's Voice Mailbox

To transfer immediately to another extension's voice mailbox, either dial the extension or press the extension's button and then immediately dial "8" or press the Voice Mail button.

Additional Configuration Options

Your PhoneSuite installer may have enabled additional options for the Feature Phone extensions.

Auto-Answer

Your extension can optionally be configured to "Auto-Answer" your own extension. When Auto-Answer is enabled, you do not need to select your call button—simply lift the receiver or press "Speaker" and begin speaking. Your extension may also be configured to Auto-Answer *all* extension appearances, not just your own. If two or more calls ring simultaneously, Auto-Answer will select the ringing extension that is closest to the bottom of the set (lower button number).

Ringling Patterns

PhoneSuite can generate five different ringing patterns that can be assigned to your own extension or to the other extension appearances. These different ring patterns allow you to determine which extension is ringing when you are not in sight of the set. The available ring patterns are: single ring, double ring, triple ring, long ring followed by short ring, or short ring followed by long ring.

Answering Position

When a Feature Phone is configured with appearances of other extensions, the normal behavior when you answer the other extension is for the call to move to the bottom button, the one used for your own extension. Your installer can configure a feature phone to behave in "answering position" mode. When you answer a call on another extension, the call will stay on that extension's button and not move to the bottom button. If a call arrives on your own extension while you are speaking with the other extension, the Feature Phone will emit a buzzer sound to alert you to the other incoming call. Press Hold to place the current call on hold, then press the bottom button to answer the call to your own extension. You may switch between calls by pressing Hold and then an extension button.