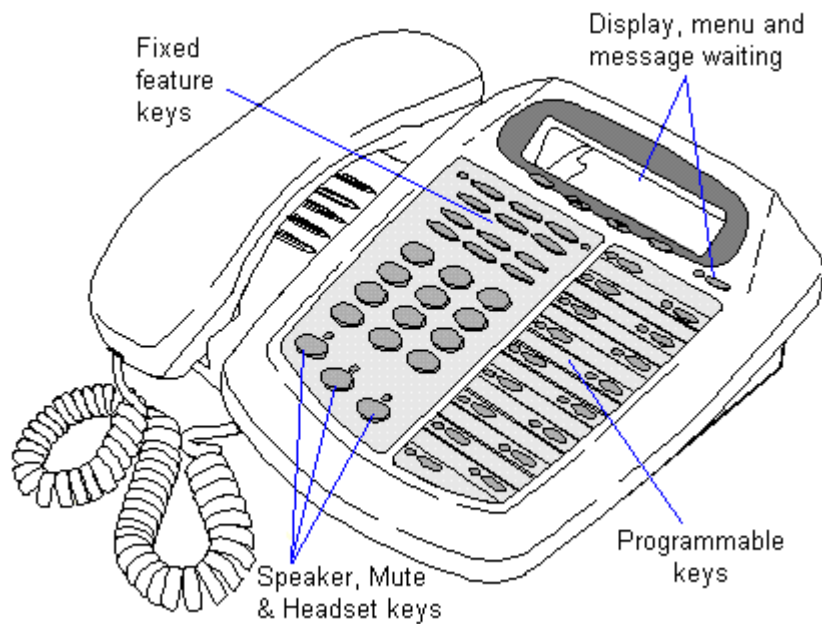


Diagram of a Model 70 - main features



Answering a call

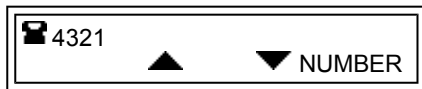
1) Your telephone rings



 *flashes*

2) You now have several options:

- lift the handset, or
- press the Speaker key (hands-free), or
- press the Headset key



Speaker or Headset lamp is lit, if used

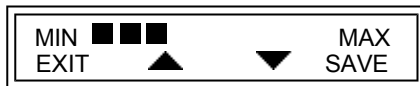
If the telephone exchange shows the identity of the caller (as above), you can swap between viewing the name or the telephone number, see [Viewing a name or number](#).

Adjusting audio volumes

Ringing volume

When your telephone is ringing:

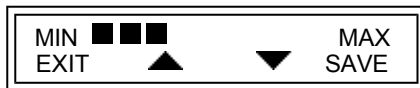
- 1) Press the ▲ or ▼ keys to set the desired volume
- 2) To set this volume for subsequent calls, choose SAVE, otherwise choose EXIT



Handset/speaker volume

During a call:

- 1) Press the ▲ or ▼ keys to set the desired volume
- 2) To set this volume for subsequent calls, choose SAVE, otherwise choose EXIT



Programming audio volumes

You can program the loudness or pitch of ringing, see [Setting audio options](#).

Using hands-free

Hands-free allows you to answer your telephone without picking up the handset. The telephone's built-in microphone and loudspeaker are used instead.

To **make**, **answer** and **clear** a call using hands-free is described in the topics. For subsequent topics, only handset working is described; where you are requested to lift or replace the handset, press the Speaker button instead.

Changing from hands-free to handset mode

- | | |
|---------------------|------------------------------|
| 1) Lift the handset | <i>Speaker lamp goes out</i> |
|---------------------|------------------------------|

Changing from handset to hands-free mode

- | | |
|--------------------------|--|
| 1) Press the Speaker key | <i>Speaker lamp is lit, call is connected to the speaker</i> |
| 2) Replace the handset | |

Speaker monitor

If you want another person near your telephone to listen to a call, you can switch the loudspeaker on while you are using the handset or headset.

- 1) Press the Speaker key for more than one second

Speaker lamp flashes, handset (or headset) and the speaker are both active

- 2) To stop monitoring, press the Speaker key again

Speaker lamp goes out, the speaker is switched off and the handset or headset remains active

Mute

This feature disables the microphone and prevents the other person on the call hearing you. There are two ways to mute a call, using the:

- Mute key - disables the microphone in the handset/headset;
- mute button on the underside of the handset - disables the microphone in the handset.

Using the Mute key

During a call:

- | | |
|---|--|
| 1) Press the Mute key | <i>You can hear the other person but they cannot hear you, the lamp is lit</i> |
| 2) To resume the call, press the Mute key again | <i>The other person can hear you, the lamp goes out</i> |

Using the mute button on the handset

During a call:

- | | |
|--|---|
| 1) Press and hold down the mute button | <i>You can hear the other person but they cannot hear you</i> |
| 2) To resume the call, release the mute button | <i>The other person can hear you</i> |

Clearing a call

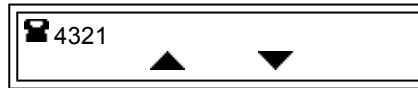
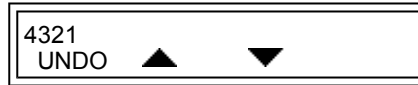
Choose one of the following:


- Using the handset, replace it.
- Using hands-free mode, press the Speaker key, its lamp goes out.
- Using headset, press the Headset key, its lamp goes out.


Making a call

Pre-dialling

- 1) Dial the number
- 2) To delete the last digit, choose UNDO
- 3) You now have several options:
 - lift the handset, or
 - press the Speaker key (hands-free), or
 - press the Headset key



You hear ring tone, tone,  flashes, Speaker or Headset lamp is lit, if used

 stops flashing

- 4) Call is answered

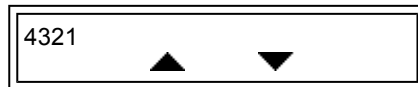
Post-dialling

- 1) You have several options:
 - lift the handset, or
 - press the Speaker key (hands-free), or
 - press the Headset key

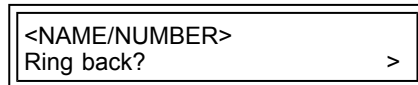



You hear dial tone, Speaker or Headset lamp is lit, if used


- 2) Dial the number



- 3) When the number is complete:



You hear ring tone, tone,  flashes

 stops flashing

- 4) Call is answered

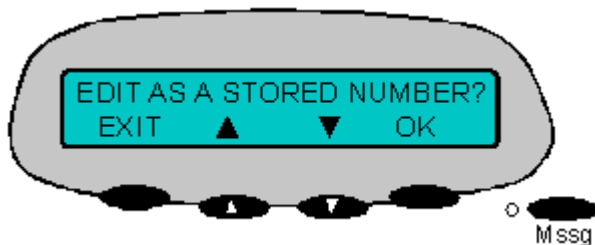
Display, menu and message waiting

The display shows you the progress of a call and a menu system. The four keys below the display operate in conjunction with the menu system.

Related topics:

[Display information](#)

[Message waiting \(Mssg key\)](#)



Adjusting the display contrast

- 1) Press the Menu key
- 2) Press ▲ or ▼ until the display shows:
- 3) Choose OK
- 4) Press ▲ or ▼ to find the required option
- 5) Choose CHANGE
- 6) Press ▲ or ▼ (or press 1 to 9) to increase/decrease the contrast
- 7) Choose SELECT





The Menu lamp is lit

SET TELEPHONE FEATURES?
EXIT ▲ ▼ OK

VOICE TIMER IS OFF
UNDO ▲ ▼ CHANGE

The first parameter is displayed

DISPLAY CONTRAST = 4
UNDO ▲ ▼ CHANGE

MIN   MAX
UNDO   SELECT

MIN  MAX
UNDO   SELECT

Contrast changes as you alter the setting

CHANGE HAS BEEN STORED
MORE REDO

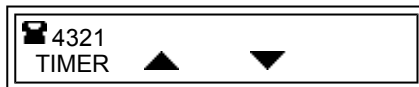
After a few seconds, your telephone returns to normal

Viewing the duration of a call

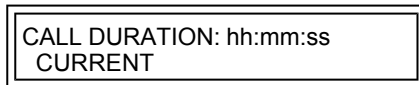
To use this feature, the voice timer must be set to ON, see [Setting telephone features](#).

During a call

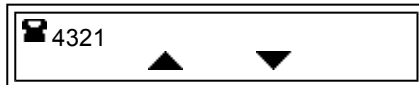
- 1) The display shows:



- 2) Choose TIMER



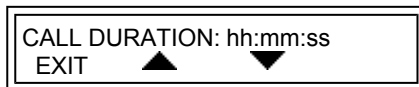
- 3) To return to normal display, choose CURRENT



After a call

- 1) Press the Menu key
- 2) Press ▲ or ▼ until the display shows:

Menu lamp is lit



- 3) Choose EXIT

Viewing a name or number

View name

1) Display shows:


 4321	▲	▼	NAME
--	---	---	------

2) Choose NAME

 MARY SMITH	▲	▼	NUMBER
--	---	---	--------

View number

1) Display shows:

 MARY SMITH	▲	▼	NUMBER
--	---	---	--------

2) Choose NAME

 4321	▲	▼	NAME
--	---	---	------

Call number may be replaced by:

- TK, ISDN, etc. = external calls;
- PW = internal call over a private network using an analogue line;
- VMS = voice messaging system;
- OP = operator calls;
- DED = incoming calls dedicated to your telephone.

About the Programmable keys

Your telephone has programmable keys, each with an associated lamp (key & lamp) to store:

- numbers (telephone numbers, feature codes, partial numbers, etc.) for quick dialling, see [Storing/dialling a number](#);
- features, chosen from a list scrolled on the display, see [Storing a feature](#);
- tone number for example, to send a code to interrogate a voice mailbox system, see [Storing tones](#).

Each programmable key has two stores, the second store is selected by pressing the Shift key.

If your telephone is configured for optional ACD (Automatic Call Distribution) or keysystem group working, some of the key & lamps are dedicated to specific functions and are not available for storing numbers. ACD or keysystem working always use the first store, you can use the second store via the Shift key.

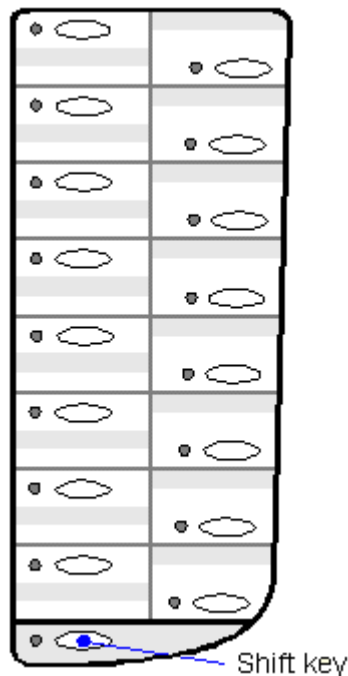
You store numbers on the programmable keys using the Menu key and the display.

If a call rings your telephone while you are programming, the programming sequence is suspended and the telephone returns to normal operation. When the call is cleared, programming automatically resumes at the point reached before the call.

Programmable keys

The Model 60 has eight programmable keys, the Model 70 has sixteen. Each key has two stores, the Shift key accesses the second store. The keys are used for:

- Storing/dialling numbers
- Keysystem group working



Storing/dialling a number

Storing a number

Telephone is idle:

- 1) Press the Menu key
- 2) Press ▲ or ▼ until the display shows:
- 3) Choose OK
- 4) Press the relevant key & lamp key (to store a number on the second store, press SHIFT first)

The Menu lamp is lit

EDIT AS A STORED NUMBER?
EXIT ▲ ▼ OK

PRESS A PROGRAMMABLE KEY
UNDO

NO NUMBER STORED
UNDO CHANGE

Any existing number stored is displayed

PLEASE ENTER NUMBER
UNDO CLEAR

- 6) Enter the number to store including the external access code if required (usually 9 in the UK)

901908855000
UNDO OK

- 7) Choose OK

CHANGE HAS BEEN STORED
MORE REDO

After a few seconds, your telephone returns to normal

Dialling a stored number

- 1) Press the relevant key

☎ 9123 ▲ ▼

The stored number is displayed and dialled in hands-free mode

- 2) Lift the handset

Ring back

If you make a call:

- to a telephone which is busy, your telephone exchange will ring your telephone when it is free.
- which is not answered, your telephone exchange will ring your telephone after that telephone is next used.

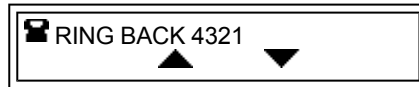
In both cases, if your telephone is busy, the feature will wait until you are free.

This feature is also known as 'Camp-on' and 'Call-back'.

Setting ring back

You can set Ring Back on up to five telephones.

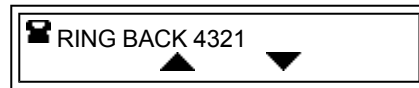
- 1) Called telephone is busy or not answered
- 2) Press the Ring Back key
- 3) Replace the handset




Answering ring back

When the Ring Back feature operates, you receive a long continuous ring:

- 1) Lift up the handset within 15 seconds



 *flashes and a call is automatically made*

Cancelling ring back

If you have set more than one ring back, all ring backs are cancelled.

- 1) Press the Ring Back key



(To cancel an individual Ring Back, dial # # 2 and then the required extension number.)

Fixed-feature keys

These keys are used for handling calls and associated features. Select the topic for information on how to use the feature.

Menu key - used with the display

Text key - sends text messages

Feature key - accesses features provided by your telephone exchange

Pull key - diverts calls from another telephone

Park key - moves a call to another telephone

Divert key - diverts your calls

Conf key - makes conference calls

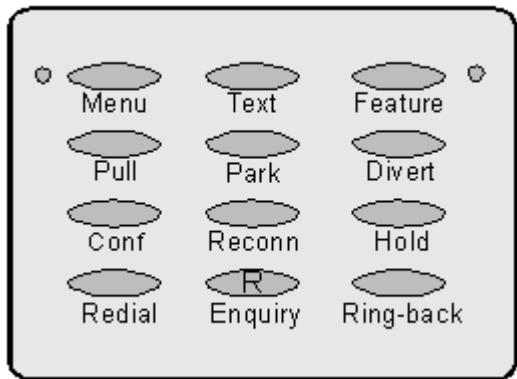
Reconn key - reconnects a held call

Hold key - puts your call on hold

Redial key - redials the last number you called

Enquiry key - makes an enquiry/consultation call or transfers a call

Ring Back key - redials a busy or unanswered telephone

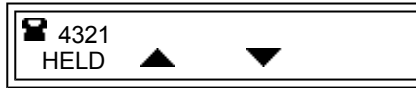


Conference

You can connect up to six telephone users together in a conference, including external calls.

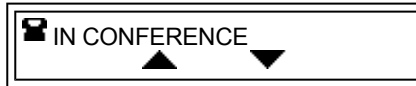
Setting up a conference

- 1) Make a call to the first member
- 2) Press the Enquiry key and dial the number of the second member



Original call is put on hold and cannot hear you

- 3) When the second call is answered, press the Conf key



All calls are connected together

To add further members to the conference, repeat steps and 3.

If the enquiry call is **not answered**:

- 1) Press the Reconn key

You are returned to the call or the conference

Leaving a conference

- 1) Replace the handset

You are disconnected from the conference

Divert

You can divert all your calls to another telephone, for example, while you are away from your desk. If you often divert your calls to the same telephone, you can program the telephone number on the Divert key.

If you have the privilege, you can divert calls to a number on the public network, however, you may need to enter a password. Also, the telephone services manager can set this feature so that the diverted telephone number is not displayed, for example, if you divert your calls to your home.

Alternative features allow you to divert:

- all your calls using another telephone, see [Pull diversion](#);
- calls when your telephone is not answered after several seconds, see [Divert-no-reply](#);
- calls when your telephone is busy, see [Divert-on-busy](#).

Setting diversion for all calls

Telephone is idle:

- 1) Press the Divert key

ENTER DIVERT NUMBER
EXIT

If the key is programmed with the divert number, divert is set automatically

- 2) Enter the number to receive the diverted calls (you may be prompted to enter a password)

4567
UNDO OK

- 3) Choose OK

Display shows briefly:

DIVERT 4567
▲ ▼

and then displays:

> 4567
▲ ▼

Cancelling diversion for all calls

- 1) Press the Divert key; display shows briefly:

DIVERT CANCELLED
▲ ▼

Programming a number on the Divert key

- 1) Press the Menu key

The Menu lamp is lit

- 2) Press ▲ or ▼ until the display shows:

EDIT FIXED KEYS?
EXIT ▲ ▼ OK

- 3) Choose OK

<Mssg key number>
UNDO ▲ ▼ CHANGE

This display shows what is programmed on the Mssg fixed key, Mssg key lamp flashes

- 4) Press ▲ or ▼ until the display shows: NO DIVERT NUMBER or > followed by the current divert number

NO DIVERT NUMBER
UNDO ▲ ▼ CHANGE

Any existing number stored on the Divert key is shown

- 5) Choose CHANGE

PLEASE ENTER NUMBER
UNDO CLEAR

- 6) Enter the number you want to store on the Divert key

4567
UNDO OK

- 7) Choose OK

CHANGE HAS BEEN STORED
MORE REDO

Enquiry and transfer

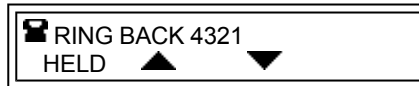
While on a call, you can call another telephone (internal or external) to make an enquiry/consultation request. During the enquiry call, you can:

- return to the original call;
- transfer the original call to the enquiry call;
- set up a conference, see also [Conference](#).

Making an enquiry/consultation call

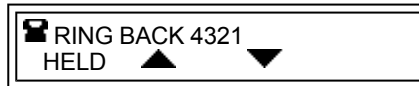
During a call:

- 1) Press the Enquiry key



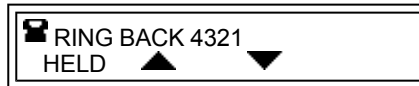
Original call is put on hold and cannot hear you

- 2) Dial the enquiry number (if the call is not answered, press the Reconn key to return to your call)



When the Enquiry call answers:

- To **return** to original call, press the Reconn key



You can swap between both calls by pressing the Reconn key

- To **transfer** the call to the enquiry number, replace the handset
- To connect your original call, yourself and your enquiry call into a **conference**, press the Conf key

Call is transferred, you are now free to receive further calls



Transferring a call

When connected on an enquiry call:

- 1) Replace the handset

Call is transferred, you are now free to receive further calls

You may be able to transfer a call by replacing the handset before the destination telephone answers. However, if the telephone is not answered, after approximately 30 seconds, your telephone re-rings with the original caller.

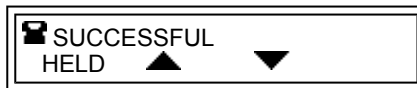
You cannot transfer an external call to another external call.

Hold

When you place a call on hold, the held call cannot hear your office conversation. If you do not reconnect the held call within a set time, your telephone will ring.

During a call:

- 1) Press the Hold key



The call is put on hold and you hear holding tone

The following message may be displayed briefly after you have put the call on hold



- 2) Replace the handset:



- 3) To return to the call, lift the handset
- 4) Press the Reconn key



Menu key

This key is used with the display. Select the topic for information on how to use the feature. When it is pressed, display options are:

[Edit as a stored number](#) - stores a number on the programmable keys

[Edit as a feature](#) - stores one of many features on the programmable keys

Edit fixed keys - programs a number on the [Divert key](#) and [Mssg key](#)

[Set audio parameters](#) - sets various audio volumes

[Set telephone features](#) - sets various features on your telephone

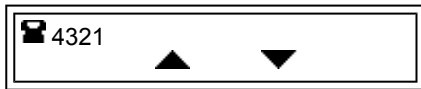
Set key & lamp features - sets features for keysystem group working ([audible alert](#), and [audible alert delay](#))


[Configure data port](#) - used to set your telephone for use with a PC/data interface

Redial

The last number you dialled is stored in your telephone's memory. The Redial feature redials this number and automatically selects hands-free operation.

- 1) Press the Redial key



 *flashes, the last number is displayed and dialled*

Missed call messages

To use this feature, missed call messages must be set to LOGGED, see [Setting telephone features](#).

If your telephone is rung and not answered, a missed call message is left. If the same telephone rings you more than once, only the latest entry is logged on your telephone. You can ring the caller back from a logged message.

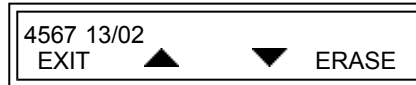
Displaying missed call messages

- 1) Display shows presence of missed call messages

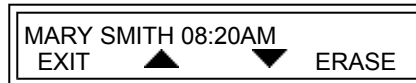


MISSED flashes only if you have new messages that you have not looked at

- 2) Choose MISSED; the first message is displayed



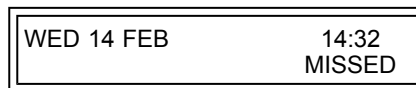
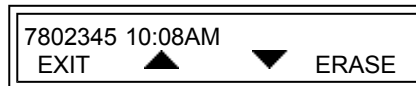
- 3) Press ▲ or ▼ to scroll through the messages



You now have several options:

- To call back the number associated with the message, lift the handset
- To erase the message, choose ERASE, the next message (if any) is shown
- To exit, choose EXIT

The message remains in the list until you erase it



If you have erased all the missed calls, MISSED is removed from the display

Message waiting (Mssg key)

If you have a Voice Messaging System (VMS), this feature alerts you to a voice mail message.

Initially, you will need to program the Message Waiting (Mssg) key to allow your VMS to operate with your telephone. When the Mssg key is programmed, you can program a spare key to enter your mailbox identity number, which requires [tone dialling with pauses](#).

If you do not have access to VMS, you can use this key as a programmable key; follow the instructions but enter the number you wish to store.

Programming the Mssg key

You need to know the number to access your VMS.

- 1) Press the Menu key
- 2) Press ▲ or ▼ until the display shows:

The Menu lamp is lit

EDIT FIXED KEYS?	▲	▼	OK
EXIT			

- 3) Choose OK

<Mssg key number>	▲	▼	CHANGE
UNDO			

This display shows what is programmed on the Mssg fixed key, Mssg key lamp flashes

- 4) Choose CHANGE

PLEASE ENTER NUMBER	
UNDO	CLEAR

- 5) Key the number to access your VMS

MSG 2111	
UNDO	OK

- 6) Choose OK

CHANGE HAS BEEN STORED	
MORE	REDO

Responding to message waiting indication

Mssg lamp flashes:

- 1) Press the Mssg key

HG
Ring back?

- 2) Lift the handset and follow the instructions of your VMS

☎ VMS	▲	▼
-------	---	---

Keysystem group working

Using keysystem working

Setting key & lamp audible alert

Setting key & lamp audio alert delay

If your telephone is setup for keysystem group working, each key & lamp is dedicated to either:

- a colleague's telephone, or
- an external telephone line.

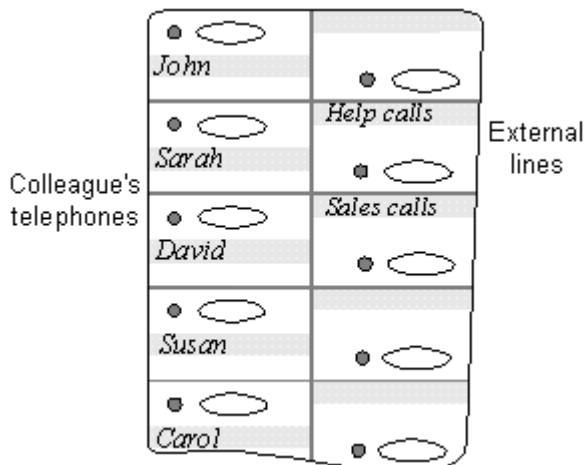
Each key & lamp is used to:

- show the status of the telephone/external line;
- pickup calls or make calls to your colleague's telephone.

Some, or all, of the key & lamps may be used for keysystem group working, your telephone services manager will tell you how the keys are assigned.

Write the number or identity of the key & lamp on the removable inlay adjacent to the keys, see adjacent example.

You can program an audible alert which sounds when a call arrives at a colleague's telephone. You can also program a delay before the alert sounds to allow your colleague to answer.



Using keysystem working

Picking up a call

The lamp indicating your colleague's telephone, or external telephone line, fast flashes:

- 1) Press the key adjacent to the lamp *Lamp goes out, call is answered in hands-free mode*
- 2) Pick up your handset

For an external telephone line, if incoming calls are queuing, the lamp continues to flash until all calls are answered.

Calling a colleague

The lamp (indicating your colleague's telephone) is off:

- 1) Press the relevant key *Its lamp flashes, hands-free mode operates*
- 2) Pick up your handset *Lamp is lit when the call is answered*

Making an enquiry call to a colleague

During a call, your colleague's lamp is off:

- 1) Press the relevant key *Your colleague's telephone rings*
- 2) Colleague answers the call

If the call is not answered, press the Recon key to return to the original call

Transferring a call to a colleague

During a call, your colleague's lamp is off:

- 1) Press the relevant key *Your colleague's telephone rings*
- 2) Colleague answers the call

If the call is not answered, press the Recon key to return to the original call

- 3) Replace the handset *If the telephone does not answer, after approximately 30 seconds, your telephone re-rings with the original call*

Setting up a conference with a colleague

During a call, your colleague's lamp is off:

- 1) Press the relevant key *Your colleague's telephone rings*

2) Colleague answers the call
If the call is not answered, press the Recon key to return to the original call

- 3) To connect your original call, yourself and your enquiry call press the Conf key *All three parties are joined together*

Text messages

You can send and receive brief text messages on your telephone. The text messages are from a standard list - your telephone services manager will have details.

If you receive a text message, your telephone beeps and you can view and delete the message.

Receiving text messages

- 1) Your telephone beeps

WED 14 FEB	09:15 AM
TEXT	

TEXT flashes

- 2) To see the first message, choose TEXT

PLEASE RING 4321	▲	▼	ERASE
EXIT			

You now have several options:

- To **view** other messages, press ▲ or ▼
- To **delete** a displayed message, choose ERASE
- To **exit**, choose EXIT

PLEASE CALL RECEPTION	▲	▼	ERASE
EXIT			

Sending a text message

Your telephone system has up to 99 pre-defined messages for you to choose from. Some messages have underscores to allow you to enter, for example, a telephone number. Your telephone services manager can provide you with a list of the messages and their reference number (01 to 99). Alternatively, you can scroll through them at your telephone.

The destination can be any telephone which has a display.

- 1) Press the Text key

ENTER DESTINATION
EXIT

- 2) Enter the telephone number to receive this message

4321	OK
UNDO	

- 3) Choose OK

SELECT THE MESSAGE	OK
UNDO ▲ ▼	

- 4) Enter the message number (01 to 99), or press ▲/▼ to scroll

05 PLEASE RING _____	SEND
UNDO ▲ ▼	

- 5) If necessary, enter any digits to complete the message (if you leave the field blank, your telephone number is added automatically)

05 PLEASE RING 2648	SEND
UNDO ▲ ▼	

- 6) Choose SEND

MESSAGE SENT	MORE
EXIT	

You now have two options:

- To **send another message**, choose MORE and go to step 2
- To **exit**, choose EXIT

ENTER DESTINATION
EXIT

The normal display is shown

If the message cannot be sent, one of the following is shown:

- **QUEUE FULL** - the destination telephone cannot receive any more messages.
- **SERVICE UNAVAILABLE** - the destination telephone does not have a display and cannot receive the message.