
Before You Begin

These operating instructions describe the telephone configured as an "AFT F" attendant console of the Octopus F270 IT, Octopus F100/200/400/650/IP-Netpackage and Octopus F470 UC.

The Octophon F20/30/40 (not in Octopus F270 IT and Octopus F470 UC), Octophon F21/F31 IP, Octophon F41 IP and Octophon F41 IP SL system telephones can be configured as an attendant position. These instructions describe operation with one of the Octophon F20/30/40 telephones.

These operating instructions describe only specially configured functions. For information on standard telephone functions, please refer to the operating instructions for your telephone.

You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

- The function has not been configured for your telephone – address any questions to Customer Support.
- Your communication system does not support this function – contact your sales representative to upgrade your system.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

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Basic operating instructions

AFT F control panel

The feature keys on the AFT F system telephone have the following default assignments and can be given different assignments by the service technician, if necessary.

- Night Service  Turn night answer mode on and off → page 18.
- Phone Book  Open the internal phone book → page 15.
- Calls waiting  Find out how many calls are waiting → page 19.
- Override  Join a call in progress → page 19
- Hold  Place a party on hold → page 20.
- Call Key 1  First external call (incoming or outgoing)
→ page 8, → page 10, → page 14.
- Call Key 2  Second external call (incoming or outgoing)
→ page 8, → page 10, → page 14.
- Release  Release a call → page 13 or establish a connection → page 16.

You can also modify or program the key assignments yourself (refer to the telephone operating instructions). In order to retain the functionality of the AFT F, it is advisable not to change the key assignments (exception: disconnect key → page 17).

You can increase the number of feature keys (especially internal redial keys) for the AFT F by adding **key modules** or **busy lamp fields** (configurable by the service technician). Refer to the following table:

Total Keys	16	32	90	106	180	196
Number of key modules	1	2	-	1	-	1
Key module keys	16	32	-	16	-	16
Number of busy lamp fields	-	-	1	1	2	2
Busy lamp field keys	-	-	90	90	180	180

By connecting the maximum of 1 key module and 2 busy lamp fields, you can provide a visual busy indication for up to 196 internal redial keys (with internal station numbers).

Step by Step

How to Use these Operating Instructions

You will find a graphic representation of the steps in logical sequence in the left column. Below is an explanation of the symbols:



Lift the handset (off-hook).



Replace the handset (on-hook).



Conduct a call.



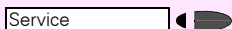
Enter a telephone number or code.



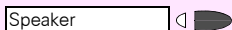
Enter the code.



Press volume controls on the telephone.



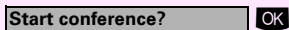
Press the key.



Press the illuminated key.



Press the flashing key.



The option appears on the screen.

Press the **OK** key to confirm your selection.



Search for an option.

Press the **◀** **▶** keys,
until the option appears on the screen.

Then press the **OK** key to confirm your selection.

Step by Step

Answering Calls

There are several different types of incoming calls including internal calls, external calls and recalls.

Internal calls

You receive internal calls from other users within the communication system. When you receive an internal call, your phone rings with a single-tone sequence and the internal party's station number or name is displayed on your screen.

From: (station no. or name)

Sample display.

If internal redial keys/DSS keys are configured on your AFT F, you can also accept a call from a party who is assigned to this internal redial key/DSS key by pressing the key.

The LED on the internal redial key/DSS key displays the following operating states:

- LED off:
The internal party is available.
- LED illuminated:
The internal party is busy.
- LED flashing rapidly:
The internal party is calling you.
- LED flashing slowly:
The internal party is on hold.

To accept an internal call:



Lift the handset.

or



Press the rapidly flashing internal redial key/DSS key. The LED on the key lights up continuously. Speakerphone mode is activated and the speaker key lights up. You can now talk to the internal party directly without lifting the handset.

Lifting the handset deactivates speakerphone mode.

Step by Step

From: (station no. or name)

External calls

You receive external calls from all parties who are not calling from within your communication system. When you receive an external call, your telephone rings with a dual-tone sequence and the LED on Call Key 1" or "Call Key 2" starts flashing rapidly. The external party's phone number or name is displayed on the screen.

Sample display

The two keys labeled "Call Key 1" and "Call Key 2" are configured on your AFT F. They give you information about the status of external calls, and you can use them to answer external calls.

The LEDs on the call keys display the following operating states:

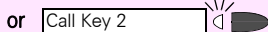
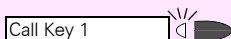
- LED off:
No external call is pending.
- LED illuminated:
You are speaking to the external party.
- LED flashing rapidly:
An external party is calling you.
- LED flashing slowly:
The external party is on hold.

To accept an external call:



Lift the handset.

or



Press the rapidly flashing "Call Key 1" or "Call Key 2". The LED on the key lights up continuously. Speakerphone mode is activated and the speaker key lights up. You can now talk to the external party directly without lifting the handset.

To deactivate speakerphone mode, lift the handset.

Step by Step

Recall

If you were unable to transfer a call (→ page 16), after a short period of time you receive a recall from the party you were trying to reach.

You receive a recall:

- immediately, if you made a mistake,
- forty-five seconds after the transfer, if the party you were trying to reach does not answer,
- if you forgot about a parked party.

Recalling: XXX

or

Recalling: XXX

When you receive a recall, your phone rings with a rapid single-tone sequence. The recall appears on the screen.

busy internal

As soon as you accept the call, the reason for the recall appears briefly on the screen. The screen then returns to the default display.

Intercept

Your AFT F can be configured as an intercept position (ask your service technician). When users forget switched or parked calls, or if they do not answer these calls, the system forwards the calls to the intercept position (your telephone) after a certain period of time.

Diverted: XXX

When you receive an intercepted call, your telephone rings with a rapid single-tone sequence. The intercept appears on the screen.

invalid entry

When you answer the call, the screen briefly displays the cause of the intercept and then returns to the default display.

Step by Step

Using Call Waiting

While engaged in a telephone call, you remain available to another caller. You are notified of a waiting call by a signal tone. Additionally, the LED on one of the Call Keys or redial keys (if programmed) lights up.

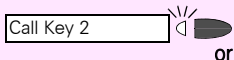
You can either ignore the second call or accept it.

If you answer the second call, you can either end the first call (→ page 13) or place the first call on hold and return to it later.

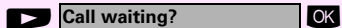
Accepting a second external call

...when an external call is in progress:

For example, "Call Key 1" is illuminated because you are engaged in an external call. "Call Key 2" starts flashing rapidly when a second external call is received. You hear a signal tone.



Press the rapidly flashing "Call Key 2".

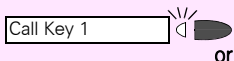


Select and confirm.

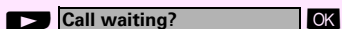
You are now connected to the second external party, and "Call Key 2" lights up. The first external party automatically goes on hold, and "Call Key 1" starts flashing slowly.

...when an internal call is in progress:

The redial key of the internal party to whom you are speaking (if programmed) lights up continuously. When the second external call is received, "Call Key 1" starts flashing rapidly. You hear a signal tone.



Press the rapidly flashing "Call Key 1".



Select and confirm.

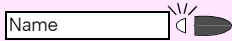
You are now connected to the external party, and "Call Key 1" lights up continuously. The internal party automatically goes on hold and the redial key assigned to this party (if programmed) starts flashing slowly.

Step by Step

Accepting a second internal call

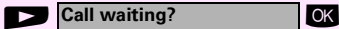
...when an external call is in progress:

For example, "Call Key 1" is illuminated because you are engaged in an external call. When the second internal call is received the repdial key assigned to the internal party (if programmed) starts flashing. You hear a signal tone.



Press the rapidly flashing internal repdial key/DSS key (if programmed).

or

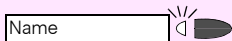


Select and confirm.

You are now connected to the internal party and the internal repdial key/DSS key lights up. The external party automatically goes on hold and "Call Key 1" starts flashing slowly.

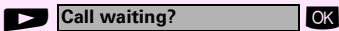
...when an internal call is in progress:

The repdial key of the internal party to whom you are speaking (if programmed) lights up continuously. When the second internal call is received the repdial key assigned to the calling internal party (if programmed) starts flashing. You hear a signal tone.



Press the rapidly flashing internal repdial key/DSS key (if programmed).

or



Select and confirm.

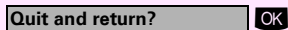
You are now connected to the internal party and the repdial key/DSS key lights up. The first internal party automatically goes on hold, and the repdial key assigned to this party starts flashing slowly.

Ending second call and resuming first call



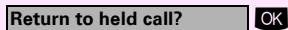
Press the key.

or

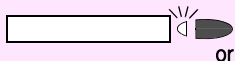


Confirm.

or



Step by Step



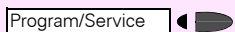
or



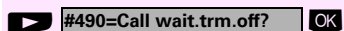
Switching to the party on hold (toggle)

Press the slowly flashing "Call Key" or "Name key". The LED lights up.

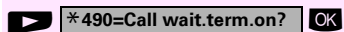
Select and confirm.



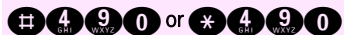
and



or



or



Deactivating and reactivating call waiting

You can deactivate or reactivate call waiting to determine whether a second call (→ page 10) will be signaled on your telephone (automatic camp-on) while you are engaged in a call.

Press the key. The LED lights up

Select and confirm.

Enter the code for "off" or "on".

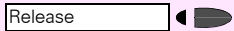
Step by Step

Ending the Current Call



Replace the handset.

or



Press the key.

or



Press the key. The LED goes out.

The LED on the "Call Key" or "Name key" (if programmed) goes out.




If a caller is still on hold or was not yet transferred, you are alerted to this party by a recall (→ page 9).

Step by Step

Making Calls

Making internal calls

Name 

Press the internal redial key (if programmed). The LED lights up.


or



Enter the internal station number.


This activates the speakerphone, and the Speaker key lights up. You can now talk to the internal party directly without lifting the handset. Lifting the handset turns off the speakerphone.

Making external calls

Call Key 1 

Press the key. The LED lights up.

or

Call Key 2 



Enter the number of the external station.

or



Enter the external code and the number of the external station.

This activates the speakerphone, and the Speaker key lights up. You can now talk to the external party directly without lifting the handset. Lifting the handset turns off the speakerphone.



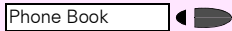
Your system may also be programmed so that you have to press the Internal key before you dial an internal number. In this case, you do not have to dial an external code before dialing the number of the external station (Prime Line on; contact Customer Support).

Step by Step

Dialing from the Internal Phone Book

The internal phone book contains all the internal station numbers and central speed dialing numbers to which a name has been assigned.

Prerequisite: names must be assigned to station numbers stored in the system.

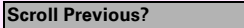


Press the key.

The first entry appears on the screen.



or



or



Press the "OK" dialog key to display additional entries.

Select and confirm.

Enter the name you want to find, or just the first few letters, from the keypad. The system searches for the name.

Briefly press the key on the keypad as often as needed, depending on the position of the letter on the keypad (first, second, third, or fourth position).

For example, press the digit 7 three times for "R" or press the digit 3 twice for "E".

The first name beginning with the entered letter appears.

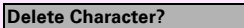
Enter the next letter the same way and repeat the procedure.

If no entry matching the entered letters is found, you hear three short beeps.

Pressing "1" or "#" automatically displays the first entry in the internal directory.

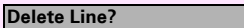
The "*" key has no function here.

If applicable



Select and confirm. The last letter entered (other than the first letter) is deleted. If all letters are deleted, the first entry in the directory will be displayed again.

If applicable



Select and confirm. All the letters entered are deleted. The first entry in the phone book again appears on the screen.



Select and confirm.

Step by Step

Transferring a Call

If the calling party would like to speak to another user, you can call the third party and perform a call transfer.

Name 

Press the internal redial key/DSS key (if programmed). The LED lights up.

Enquiry? 

Confirm.



Enter the station number of the desired telephone (→ page 14).




If applicable, announce the call.



Replace the handset.

or

Release 

Press the key.

or

Transfer? 

Select and confirm.

Speed transfer:

If this function has been configured (contact Customer Support), you can also perform a speed transfer.




During the call, enter the phone number of the desired party (→ page 14).

When you end your call, the system dials the phone number and connects the two parties.



Replace the handset.

or

Release 

Press the key.


Step by Step

...after a speaker call (announcement) to a group

If this function has been configured (contact Customer Support), you can use a speaker call (announcement) to announce a call in progress to a group of users.

After a member of the group has accepted the call request, you can transfer the waiting party.

Prerequisite: you must be engaged in a call.

Enquiry? 

Confirm. The other party is placed on hold.

Program/Service 

Press the key. The LED lights up.

 *80=Speaker call? 

Select and confirm.

or

Enter the code.



Enter the group's station number.



Announce the call.

When a member of the group accepts the call, you are connected to this party.



Replace the handset.

or

Release 

Press the key.

or

 Transfer? 

Select and confirm.



If the party you would like to consult is busy and you have set up the disconnect function on a key (refer to the telephone operating instructions), you can press this key to return immediately to the dialing status and dial another number for a consultation call. The first party continues to be on hold.

If a connection is not set up between the other two parties within forty-five seconds, the call from the original party is returned to you (= recall).

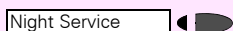
Step by Step

Basic Key Functions

Using night answer

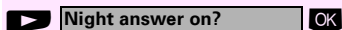
When night answer mode is active, for example during a lunch break or after office hours, all external calls are immediately forwarded to a specific internal telephone (night station). The night destination can be defined by Customer Support (standard night answer) or by you (temporary night answer).

Activating night answer:



Press these keys. The LED lights up.

or



Select and confirm.

or



Enter the code.



Confirm (= standard night answer).

or



Enter the code (= standard night answer).

or

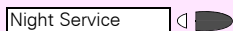


Enter the destination station number (= temporary night answer).



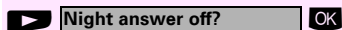
Confirm.

Deactivating night answer:



Press the illuminated key. The LED goes out.

or



Select and confirm.

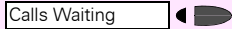
or



Enter the code.

Step by Step

Displaying Number of Waiting Calls/ Overload



Press the key.

The number of waiting external calls appears on the screen.

If you are already engaged in a call and the number of waiting calls exceeds a certain threshold value (overload; contact Customer Support), the LED on the key indicates overload.

- LED off:
No callers are waiting.
- LED is flashing slowly:
The number of calls waiting has reached the pre-defined threshold value.
- LED is flashing rapidly:
The threshold value has been exceeded (overload).

Busy Override - Interrupting a Call

Prerequisite: you must have dialed an internal number and you must hear a busy signal. You urgently need to reach the called party.



Press these keys. The LED lights up.

or



Select and confirm.

or



Enter the code.

The called party and the other party hear a warning tone every two seconds.

If the called party has a system telephone with a display, the message "Override: (station no. or name)" appears on the screen.

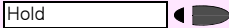
You can begin speaking immediately.

Step by Step

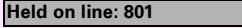
Placing External Calls on Hold

On your telephone, you can place external calls on hold and rejoin them later.

Other parties can also pick up the call on the assigned line.



Press the key. "Call Key 1" or "Call Key 2" starts flashing slowly.



A message identifying the held line appears (for example, 801); make a note of the line number.

If a trunk key has been assigned, the LED flashes slowly.

If applicable

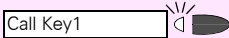


Replace the handset or press the key.

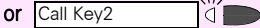
Depending on the configuration, this may be necessary so that other team stations can also answer the held call.

To pick up a held call

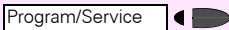
Prerequisite: one or more calls must be on hold. The telephone must be idle.



Press the slowly flashing "Call Key 1" or "Call Key 2".



or If more than two calls are on hold, use the procedure below to pick up the held calls.



Press the key. The LED lights up



Select and confirm.

or



Enter the code.



Enter the noted line number.

Step by Step

Using Other Functions

The following are functions that you will frequently need on the AFT F.

Because you can also use these functions from any other system telephone, these instructions will simply refer to the relevant section in the operating instructions for your telephone.

- Place speaker call to a colleague
- Place call to second station (consultation hold)
- Park a call
- Conduct a conference
- Activate functions for another telephone
- Lock another telephone to prevent unauthorized use
- Display call charges for your telephone
- Display call charges for another telephone

Step by Step

Releasing a Busy Trunk

If this function has been configured (contact Customer Support), you can release busy external trunks. Active calls on that trunk are disconnected. The trunk is free again and can be used for other external calls.

Program/Service 

Press the key. The LED lights up.

 *43=Release trunk? 

Select and confirm.

or

Enter the code.

Select the desired trunk.

Next? 

Confirm (Octophon F20/30/40).

 Release? 

Select and confirm.

Step by Step

Transferring or Switching an Undialed External Trunk

You can provide an undialed trunk for an internal party who does not have the necessary class of service for outgoing external connection setup. This party can then set up an external connection.

Prerequisite: you must be conducting a call with a user who does not have the correct class of service.



Transfer trunk?



Select and confirm¹.

The waiting party can now set up the external call independently. Dial the external code and the external number.

Your system may also be programmed so that you do not have to dial an external code before dialing the number of the external station (Prime Line on; contact Customer Support).

[1] Display in Octopus F 900 environment: "Transfer?"

Step by Step

Toll Fraud Monitoring (Abuse of Service)

If a predefined period of time (set by the service technician) is exceeded during an ongoing external – external call, a message to that effect appears on the display:

Time exceeded

▶ Clear Error Message **OK**

Select and confirm.

You can view the trunks affected on your screen and release those trunks, if necessary.

Select the desired trunk.

Next? **OK**

Confirm (Octophon F20/30/40).

▶ Release? **OK**

Select and confirm.

Step by Step

Call Detail Recording CDR

You must first start system administration in order to activate some of the call detail recording functions.

You can start either "System admin.-User." or "System admin.-Charges", depending on your class of service (which is defined by the service technician).

Starting system administration:

Program/Service

Press the key. The LED lights up.

*95=System features? OK

Select and confirm.

or

* 9 5

Enter the code.



Enter user name.

- The service technician can change the user name for "System admin.-User" = "*95" = default.
- The service technician defines the user name for "System admin.-Charges" and notifies you of it.

user: XXX OK

Confirm your entry.



Enter password.

(Necessary only if you or the service technician defined a password.).



If you are starting system administration for the first time, do not enter a password. Just press **OK** to accept the Identification prompt. Exception: You should enter a password only if your service technician has already set one up for you.

The system prompts you to enter a password (up to sixteen characters), but this is not obligatory.

In either case, press **OK** to confirm.

Once you have entered your password, you must enter it again.

Please make a note of your password, because not even your service technician can determine the password later on.

Ident/Password: XXX OK


Confirm your entry even if you did not enter a password.

System administration is started and the available functions appear on the screen.



You can also carry out the system administration functions during a call. Once you have started system administration, no further access to system administration is possible.

Step by Step

Program/Service 

To end system administration

You can cancel system administration at any time. The system discards any unconfirmed entries or changes.

Press the key. The LED goes out.

CDR per Station


You can display the call charges that accrue for each telephone as a monetary amount and also delete them if necessary.

If a printer is connected to the V.24 interface, you can also print the call charges.

Prerequisite: you must have started system administration (→ page 25).

 .. CDR 

Select and confirm.

1 CDR per station 


Confirm.

Enter the code (for "System admin.-User").

Enter the code (for "System admin.-Charges").

1 View CDR/station 

Confirm.



Enter the code.

Follow the user prompts on the screen (select station, if desired clear call charge display).

or

Printing call charges for all stations:

 2 Print CDR/station 

Select and confirm.



Enter the code.

Save entry 

Confirm your entry.

Step by Step

CDR per Trunk

You can display any call charges incurred as monetary amounts for each trunk to the carrier; you can also cancel this display. If a printer is connected to the V.24 interface, you can also print the call charges.

Prerequisite: you must have started system administration (→ page 25).

▶

Select and confirm.

Confirm.

or

Enter the code (for "System admin.-User").

or

Enter the code (for "System admin.-Charges").

Confirm.

or

Enter the code.

▶

Follow the user prompts on the screen (select trunk, if desired clear call charge display).

or

▶

Select and confirm.

or

Enter the code.

Confirm your entry.

Displaying and canceling call charges per trunk:

Printing call charges for all trunks:

Step by Step

CDR Central

If a printer is connected to the V.24 interface, you can print the call data of external connections. You can customize the call data output to your particular preferences.

Prerequisite: you must have started system administration (→ page 25).

▶

Select and confirm.

Confirm.

or

Enter the code (for "System admin.-Charges").

▶

Select and confirm.

or

▶

or

▶

or

▶

or

▶

or

...

Enter the code.

Enter the code.

or

▶

Select and confirm.

▶

Select and confirm.

or

▶

or

▶

or

▶

or

or

Enter the code.

Step by Step

Call Charge Factor

To display call charges as a monetary amount, you can define an optional factor by which the accumulated metering pulses are multiplied (price per metering pulse).

You can determine this factor for each trunk group (for external code 0, for example).

Prerequisite: you must have started system administration (→ page 25).

 .. CDR 

Select and confirm.

4 Edit Charge Factor 

Confirm.

or

Enter the code (for "System admin.-User").

or

Enter the code (for "System admin.-Charges").

 or 

Select trunk group:

Press these keys.

or

+ =Next 

Confirm.

or

Enter trunk group directly and



Save entry 

confirm your entry.



Enter the code.

or

 * =Change 

Select and confirm.



Enter a factor.

Save entry 

Confirm your entry.

Step by Step

ISDN Unit

Depending on the configuration, it may be necessary to adapt the ISDN unit of the system to an ISDN trunk to display the call charges as a monetary amount. The ISDN unit supplied by the network depends on the carrier.

You can determine this unit for each trunk group (for external code 0, for example).

Prerequisite: you must have started system administration (→ page 25).

 .. CDR 

Select and confirm.

5 ISDN unit 

Confirm.

or

Enter the code (for "System admin.-User").

or

Enter the code (for "System admin.-Charges").

 or 

Select trunk group:

Press these keys.

or

+ =Next 

Confirm.

or

Enter trunk group directly and



Save entry 

confirm your entry.



Enter the code.

or

 * =Change 

Select and confirm.



Enter a unit.

Save entry 


















Confirm your entry.

Step by Step

Call Log

If a printer is connected to the V.24 interface, the system logs all incoming external ISDN calls. You can disable log printing.

Prerequisite: you must have started system administration (→ page 25).

-   Select and confirm.
-  Confirm.
- or
-    Enter the code (for "System admin.-User").
- or
-   Enter the code (for "System admin.-Charges").
- or
-  Enter the code.
- or
-  Confirm.
-   Select and confirm.
- or
-   Select and confirm.
- or
-  or  Enter the code (No or Yes).
-  Confirm your entry.

Step by Step

CDRA Pay Phone

When a user terminates a chargeable call (for example, from a pay phone), the call charges can be displayed either on your own telephone or a different telephone (see operating instructions for the telephone; display call charges).

Prerequisite: you must have started system administration (→ page 25).

 .. CDR 

Select and confirm.

8 Pay phone 

Confirm.

or
1 4 8

Enter the code (for "System admin.-User").

or
1 8

Enter the code (for "System admin.-Charges").

+ or -

Select the station whose charges you want to display:

Press these keys.

+ =Next 

Confirm.

or


Enter a station directly and



Save entry 

confirm your entry.

* 

Enter the code.

or

 * =Change 

Select and confirm.



Enter the station on which you want to display the charges.

Save entry 

Confirm your entry.

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Important telephone numbers

For problems:

For questions regarding sales:

Upon delivery of the equipment, please enter
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Issued by:
Deutsche Telekom AG

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Reference number: A31003-E8400-X919-6-7619
SW version: 7.0
Status: 03/2009

Printed on environmentally compatible
recycled paper.