

Hytel Digital Key Systems
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A C C E S S C O M M U N I C A T I O N S

Hytel System – Analog Telephone Users Guide



**This Guide shows you how to use
an analog telephone
connected to a Hytel Digital
telephone system.**

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The purpose of this publication is to provide detailed instructions on how to use an analog telephone that is connected to a Hytel Digital Telephone System.

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

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For system support and service, please contact:



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Nomenclature used in this publication.

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

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



When you are instructed to “press the Flash key”, press (and release) the designated Flash key on your telephone. If you do not have a Flash key, just press the hook-switch down for approximately half a second and then release it. The symbol used in this guide to represent the Flash key is:




Keys designated with a specific name (i.e. “function”) are shown in this publication as:



Dial-pad keys are shown as:



Lifting the handpiece from a telephone is shown as  and



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



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

APPENDIX 4.

Suffix Codes.

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

System default values are shown in the table below.

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

APPENDIX 3. System default numbering plan.

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

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

How to find the information you need.

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

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

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

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

Understanding the System Ring Signals and Tones.

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

Ring Signal	Description
Continued single ring	(a) Incoming outside call (b) Trunk re-call (c) Hold reminder
Two double rings	Call-back call
Continued double ring	Incoming intercom call

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



When setting functions on your telephone, a single beep in the handset receiver is used as confirmation tone to indicate that the programming was successful. Two short beeps indicate that your programming was unsuccessful.

APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
Hotline	#9*	If enabled, the user automatically access a resource by going off-hook
Hotline Del.	##*9*	Disables the hotline feature
LCR	#67	Allows voluntary access to LCR Functions for a call.
Lock Phone	#97	Used to block ALL (including 000) outgoing trunk calls. Also used to allow users to change their password.
MSG Waiting	#96	Access outgoing message function
No_Ans Fwd	#24	Calls are forwarded if not answered before the no-answer time expires.
Reminder Del	##*92	Deletes a reminder call.
Reminder Call	#92	Phone rings at time specified.
Unsup. Conf.	#77	Leaves outside parties connected in an unsupervised conference mode.
Page Answer	#59	Answers a page and connects to the extn that initiated the page.
Password chg	#97	Allows users to change their password
Pulse/Tone conversion	*	Swaps from decadic to tone signalling on a decadic call.
Trunk hookflash	#3	Allows a hookflash to be sent on a trunk call.

APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
Callback delete	##*#5	Deletes a single call-back call
Callback all Delete	##*#5*	Deletes all call-back calls
Conference	Flash 3	Sets up a 3 party conference.
Default Set	#69*	Returns some telephone features to default settings.
Del MW_to	##*#9	Clear Message Wait to one extn.
Del MW all	##*#9*	Clear all Message Waiting.
Delete preset call forward	##*23	Deletes preset call forward from your own analog telephone.
Delete preset call forward	##*25	Deletes preset call forward from another analog telephone
Direct FWD	#22	Forwards calls without regard to the status of the extension.
Do Not Disturb	#4	Stops incoming calls ringing at the station.
External Fwd	#26	Allows calls to be externally call-forwarded
[Follow] FM	#23(or F23)	Used at a remote extension to divert calls from your normal extension.
[Follow] To	#25	Used at your normal extension to divert calls to a remote extension.

Care of your telephone.

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



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

WARNING

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

Your Hytel Digital Telephone System.

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

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

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

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APPENDIX 2. Description of Feature Codes

FEATURE	CODE	
Abandon a current call	Flash 1	Used in call brokering to abandon the current call.
Abbr. Dialling	#1	Allows access to programme individual abbreviated dialling numbers.
Account Code	#71	Used to input account code info. On an outgoing exchange call.
Agent Log Off	#91	Removes the extension from the UCD group.
Agent Log On	##*91	Logs an extension onto the UCD group
All CFW Del	#20	Deletes all Call Forward destinations
Authority Code.	#55	The code consists of the extn. No. and the password. When the correct codes are entered the extn COS (and other parameters) is transferred to the phone for 1 minute.
Call Brokering	Flash 2	Allows you to toggle between two calls.
Busy Fwd.	#21	Calls are forwarded if busy or in DND
Call Fwd	#2	Prefix to access call forward features.
Call Pickup	#53	Pickup calls ringing or held on another extn in the same tenant group

APPENDIX 1. Glossary of communication terms.

UCD

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

UCD supervisor

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

Un-announced transfer

See *blind transfer*

User

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

Virtual number

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

Answering Calls.

Answering an internal or an outside call is as simple as picking up the handset and then talking to the caller

Call Pickup.

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

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



1. Dial the Loud Bell resource number (810 – 811)
2. Talk to the caller.

Use directed call pickup to answer a call ringing at another extension or on a virtual number.



1. Dial #53.



2. Dial the number of the ringing extension or virtual number.
3. Talk to the caller.

By dialling your group pickup number you can answer an incoming call to another group member’s telephone.



1. Dial your pickup group number (460-483)
2. Talk to the caller.

APPENDIX 1. Glossary of communication terms.

Resource

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

Screened transfer

See *announced transfer*.

Service mode

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

Speakerphone

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

Station

Another word for “extension”

Suffix

Digits added to the end of the dialled digit-string. Usually used to initiate action at the

receiving exchange or KSU.

System administrator

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

System resource

See *resource*.

Tenant group

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

Tone dialling

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

Trunk

Another word for “exchange line”.

Trunk route

A group of exchange lines sharing some commonality (ie. connection to the same

APPENDIX 1. Glossary of communication terms.

LED Light Emitting Diode. A small solid-state light source used to indicate the change in status of a key on your telephone.	<i>See external call.</i>
Line key A feature key programmed to access or answer an exchange line.	PABX Private Automatic Branch Exchange. The unit that provides facilities to and interconnections between extensions.
Off hook Physically lifting the handset or activating the speakerphone to make or receive a call.	PABX mode External calls are made by dialling prefix digit 0 or 9. Line keys are usually not provided on extension telephones, with auto-answer used to answer incoming external calls. (Also see <i>KSU mode</i>)
On hook Restoring the telephone to idle status (i.e placing the handset in the cradle or ensuring that the speakerphone is not activated if using hands free mode).	Park Placing a call in a location where it is temporarily stored (i.e. held) .
Operator <i>See attendant.</i>	Party Any person using a system facility or resource or making or receiving a call.
Outside call	Prefix Digits placed in front of the number to be dialled (an STD code is a prefix).

Calling another extension (intercom call)

To call another extension, a hunt group, a virtual number or a system resource simply dial the appropriate number..

If the called extension does not answer you can:

Dial suffix digit 5 to place a call-back.

Leave a “call me” message by dialling suffix digit 9.

Leave a voicemail message by dialling suffix digit 7 (assuming the system is voicemail equipped).

If the called extension is busy you can:

Leave a “call me” message by dialling suffix digit 9.

Camp On to the busy extension by dialling suffix digit 4.

Leave a voicemail message by dialling suffix digit 7 (assuming the system is voicemail equipped).

If the called extension is in Do Not Disturb mode, you may be able to dial suffix digit 3 and use the DND Override feature to force your call to ring through.

If the called extension is in “voice-call-allow” mode (i.e. it is programmed to be automatically answered in hands-free mode), You will hear just a single burst of ring tone. You can either leave a call back or “call me” message as described above or alternatively you can invoke the “voice to ring interchange” feature by dialling suffix digit 2 to force the called telephone to ring.



Setting a Call-me Message.

If you place a call to an extension that is either busy or does not answer, you can leave a “call me” message.



A “message waiting” text message is sent to display telephones.

If the called telephone is a non-display telephone with a “message waiting” feature key or an analog telephone with a “message waiting” lamp, the associated LED/lamp will flash.


To leave a “call me” message at another extension:

-  1. Dial the extension number.
-  2. If the extension is busy or if they do not answer, dial 9 to leave a “call me” message.
- 3. Receive confirmation tone.

To delete an individual message you have sent:

-  1. Dial #*#9.
-  2. Dial the target extension number.
- 3. Receive confirmation tone.

To delete all messages you have sent:

-  1. Dial #*#9*.
- 2. Receive confirmation tone.

APPENDIX 1. Glossary of communication terms.

Hang up

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

Hook-switch

The lever or buttons on your telephone that is/are pressed down when the handset is placed onto the body of the telephone.

Hunt group

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

Intercom

An internal call between two Hytel extensions.

Internal call

A call between two Hytel extensions.

Intrusion tone

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

KSU

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

KSU mode

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

LCD

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

Least cost routing (LCR)

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

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

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

Dialpad

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

Display

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

DSS key

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

External call

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

Feedback squeal

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

Flash

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

Forced account code

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

Hands free

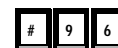
Using the speakerphone to converse with a caller.

Handset

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

Message Waiting.

If you have a “message waiting” light on your telephone and a message has been sent to you, the light will flash. Use the following procedure to respond:



1. Dial #96. A call is placed to the extension that sent the message.

If the message waiting lamp is still flashing after replying to the message, you have at least one more message waiting. Repeat the process until the light is no longer flashing.



If you do not have a message waiting lamp, you will need to periodically check if there are any messages waiting for you by dialling the message answer code (#96).

Callback.

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

The callback signal is two double-rings. Unless the callback ring is immediately acknowledged (within 1 second after the cessation of the second double-ring) the callback will not occur.



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



2. Dial 5.

3. Receive confirmation tone.

To delete an individual callback:



1. Dial ##*#5.



2. Dial the extension number.

3. Receive confirmation tone.

To delete all callbacks:



1. Dial ##*#5*.

2. Receive confirmation tone.

APPENDIX 1. Glossary of communication terms.

Agent

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

Analog

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

Announced transfer

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

Attendant

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

Blind transfer

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

Caller ID (CID)

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

Class of service (COS)

A number that is assigned to every extension. It is used to determine which system features are made available to that extension. It typically limits which external numbers the extension is allowed to call.

Conferee

A person who is taking part in a conference

Conference

A telephone conversation consisting of at least three members.

Re-setting your telephone.

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

The features and their re-set values are:

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

To reset your telephone to default values:



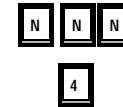
1. Dial #69*.
2. Receive confirmation tone.



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

Camp On.

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



1. Call an extension & receive busy tone.
2. Dial 4.
3. Listen to music-on-hold.
4. When the extension hangs-up, the call rings through

To cancel the camp-on, hang up your telephone.

Calling the Operator / Attendant.

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

The default operator / attendant extension number is 201.

Changing your password.

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

To change your password:

9 7

1. Dial #97.

N N N N

2. Dial your existing password.

N N N N

3. Dial your new password.

4. Receive confirmation tone.



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

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

To assign an exchange line or a trunk route:



1. Dial #1.



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



3. Dial 3.



4. Dial the number of the exchange line or the trunk route you want to use.

5. Receive confirmation tone.



6. Hang up your telephone.

To delete trunk/route details previously assigned to an individual abbreviated number location :



1. Dial #1.



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



3. Dial 3.



4. Press the Flash key.

5. Receive confirmation tone.



6. Hang up your telephone.

Making an Outside Call.

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

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

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

If you voluntarily want to use Least Cost Routing (LCR) on a call you must first dial #67.

If your extension is programmed to use the Forced Account Code (FAC) feature, you will need to enter the account code details before you are able to dial your wanted number. Unlike Hytel Digital extensions, you are not able to voluntarily enter FAC details during a call.

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



See the next page for further details about Least Cost Routing and Forced Account Codes.

Least Cost Routing.

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

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

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

Forced Account Code.

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

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

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

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



1. Dial #1.



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



3. Dial 1.



4. Dial the telephone number you want to store.



5. Press the Flash key to save the number.

6. Receive confirmation tone.



7. Hang up your telephone.

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



1. Dial #1.



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



3. Dial 1.



4. Press the Flash key.

5. Receive confirmation tone.



6. Hang up your telephone.

Storing personal abbreviated numbers.

Page 22 of this guide gave you an overview of both system and individual abbreviated numbers and instructions on how to dial them.

This section of the user guide shows you how to store individual abbreviated numbers into your personal abbreviated-number-store (default resource code numbers 500, 501 etc).

System abbreviated numbers can be stored only via attendant programming procedures using a Hytel digital telephone (refer to the companion guide for details on how to do this).

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

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

Unlike Hytel Digital extensions, you are not able to store a forced account code as an individual abbreviated number.

Last Number Redial

Using this feature redials the last outside number dialled from your telephone.

Simply dialling #8 automatically selects an exchange line and redials the last number you called.

Dialling Abbreviated Numbers.

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

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

To dial an abbreviated number simply dial the three digit resource number for the number you want to call (i.e. dial 600 to call the first common number, dial 610 to call the eleventh common number, dial 500 to call your first individual abbreviated number etc).



See pages 58-60 for information on how to store individual abbreviated numbers.

To activate the hotline feature:



or



1. Press the function key and dial 9*.
2. Dial the number of the resource you want to use.
3. Select the service mode by:
dialling 1 for day
OR
dialling 2 for night
OR
dialling 3 for always
4. Dial 0 for immediate action
OR
dial a digit between 1 and 9 representing the number of seconds delay you want to include.

5. Receive confirmation tone.

To cancel a hotline:



1. Establish a hotline call (ie connect to your chosen resource).
2. Put the call on hold by pressing the flash key.
3. Dial #*9*.
4. Receive confirmation tone.

Hotline.

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

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

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

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



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

Off-Hook Voice Announce Call.

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

If the system is programmed to connect after a specified delay, the called party has the option of rejecting the OHVA call before the interruption takes place.

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

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

If you attempt to place an OHVA call to the wrong type of telephone or if the called party is using hands-free mode, you will receive a fast busy signal instead of confirmation tone.

To place an OHVA call:

1. Receive busy tone from the called extension.



2. Dial suffix digit 0.

3. You are connected to the speaker of the called extension.

To terminate an OHVA call:

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

Conference calls.

The conference function allows you to connect two other parties into a conference. The conferenced parties can be any combination of extensions and external (outside) telephones. The Hytel Digital Telephone System is capable of supporting up to eight simultaneous conferences.

As the conference controller (the person who set up the conference) you can exit the conference at any time.

If you set up a conference consisting either of an internal extension connected to an external party or two internal extensions and hang up your telephone, the conference reverts to being a normal two party conversation between the other two parties.

If (as the conference controller) you are the only internal party in the conference, the conference is terminated and all parties are disconnected as soon as you hang up.

If the conference consists of the conference controller (you) and two outside parties, you can exit the conference and leave the outside parties connected in an unsupervised conference by creating an “unsupervised conference” (see page 24) before hanging up.

Either of the outside parties can then control the conference by:

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

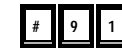
dialling 0# to end the conference after conversation has finished and before terminating their connection.

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

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

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

To log off from a UCD group:



1. Dial #91.
2. Receive confirmation tone.

To log on to a UCD group:



1. Dial #*91.
2. Receive confirmation tone.



If you are an agent and you are on a call and a call is directed to your UCD group, you will receive a tone in your receiver every 30 seconds to alert you of the waiting call(s).

Use call brokering (page 30) and group pickup (page 12) to put your existing call on hold and answer the waiting call.

UCD Group Features.

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

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

All-ring programming causes all member extensions to ring simultaneously on an incoming call. If all agents are busy, the call will camp-on and agents receive audible and/or visual indication of the waiting call(s).

Incoming calls to a linear-ring programmed UCD will always initially ring at the first members extension telephone. If that member is busy or does not answer, the call will progressively ring (in order) at each members extension telephone. If all agents are busy, the call will camp-on.

If the UCD group has been programmed for distributed-ring, the starting point for each incoming call changes depending on which agent answered the last call. When an agent answers a call, the next incoming call begins to circulate from the next member in the list. If all agents are busy, the call will camp-on.

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

Unlike agents who have Hytel Digital telephones, you are not able to access the agent help feature or to be nominated as a UCD supervisor.

Use the following procedure to set up a conference call;



1. Call the first conferee using normal procedures.
2. Press the “flash” key.
3. Call the next conferee using normal procedures.
4. Talk to the second conferee.
5. Press the “flash” key.
6. Dial 3 within 3 seconds to create a three-party conference.

To establish an Unsupervised Conference between two “outside” parties:



1. Create a three-party conference following the 6 steps above.
2. Press the “flash” key.
3. Dial #77.
4. Hang up your telephone to leave the other two parties connected together.



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

Decadic dialling elements (pulse/tone, flash).

These special dialling elements are only required if your system uses pulse (decadic) dialling on outgoing external calls. Your system administrator will be able to tell you at what stage during dialling you need to insert these special elements.

To convert from pulse to tone signalling.

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

To insert a flash.



1. Press the “flash” key.



2. Dial #3.

Reminder Calls.

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

To set a reminder call:



1. Dial #92.



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

3. Receive confirmation tone.

To cancel a reminder call:



1. Dial #*92.

2. Receive confirmation tone.



If you are active on a call when the reminder time occurs and you happen to terminate the call within 5 seconds of the programmed time, you will still receive a reminder ring. If the call is terminated more than 5 seconds after the programmed time, no reminder ring is sent.

Intrusion.

This feature allows you to intrude (i.e. join across an existing conversation in conference mode) on an in-progress call on a busy extension or exchange line.

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

To intrude on a busy extension:



1. Dial an extension and receive busy tone.



2. Dial suffix digit 8.

To intrude on a busy exchange line:



1. Dial a trunk directory number and receive busy tone.



2. Dial suffix digit 8.

Placing Calls On Hold.

Both external and internal calls can be placed on hold. You can switch between two calls using Call Brokering (see page 30). Calls placed on hold will recall to your telephone after a programmable time delay (nominally 30 seconds).

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

To place a call on hold:



1. Press the Flash key.

2. You will receive internal dial tone and you can either hang up or make another call (in this case, call brokering can then be used to switch between the two calls).

To retrieve an internal call placed on hold:



1. Pick up the handset.

To retrieve an external call placed on hold:



1. Pick up the handset



2. Press the Flash key.

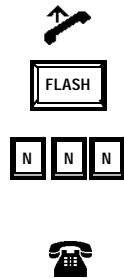
Transferring Calls.

A screened (announced) transfer occurs when the target extension is notified by the transferring extension about the call details before the transfer takes place.

A blind transfer occurs when the transferring extension does not talk to the target extension before the transfer takes place.

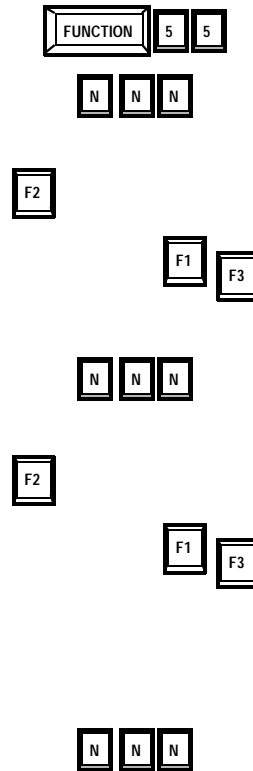
All transfers automatically recall to the transferring extension if they are unanswered at the destination extension.

Call transfer to another extension:



1. Telephone is in use on a call.
2. Press the flash key.
3. Dial the destination extension number.
4. Hang up to perform a blind transfer
OR
Screen the transfer and then hang up.

To activate authority code at a display telephone:



1. Press the function key and dial 55.
2. Enter your own extension number.
3. Press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
4. Enter your own password.
5. Press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
6. Receive confirmation tone.
7. Access an exchange line and dial the telephone number you want to call.

Authority Code.

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



Authority code will not over-ride a locked telephone (see page 49 for details of the lock feature).

To activate authority code on a non display telephone:



1. Press the function key and dial 55.



2. Dial your own extension number.



3. Dial your own password.

4. Receive confirmation tone.



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

To activate authority code on another analog telephone:



1. Dial #55.



2. Dial your own extension number.



3. Dial your own password.



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

Call transfer to an external number.

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

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



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

To externally transfer a call:



1. Press the Flash key to hold the call.



2. Select an exchange line and dial the external telephone number.



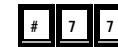
3. Press the Flash key.



4. Dial 3 (3-way conference is now established).



5. Press the Flash key.






6. Dial #77.

Call Brokering.




This feature allows you to toggle between two active calls. One of the calls will be on hold and you are in private conversation with the other party.

Place your current call on hold by pressing the flash key. Make or answer a second call.

To switch between calls:

-  1. Phone is active on a call.
-  2. Press the Flash key.
-  3. Dial 2 (within 2 seconds).
- 4. You are connected to the other party and your original call is placed on hold.

To abandon the current call and retrieve the call on hold:

-  1. Phone is active on a call.
-  2. Press the Flash key.
-  3. Dial 1 (within 2 seconds).
- 4. Your current call is released and you are connected to the other party.



If you are on a call and you hear another telephone ringing, use “Flash 2” to hold your call and receive internal dial tone. Dial the group pickup number (nominally 460) to answer the ringing telephone. Now use Call Brokering to toggle between the two calls.

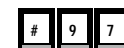


Locking your telephone.

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






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

To lock your telephone:

-  1. Dial #97.
-  2. Dial your password number.
-  3. Dial # to lock your telephone.
- 4. Receive confirmation tone.

To unlock your telephone:

-  1. Dial #97.
-  2. Dial your password number.
-  3. Dial * to unlock your telephone.
- 4. Receive confirmation tone.

Do not disturb.

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

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

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

To activate or cancel DND:



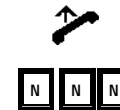
1. Dial #4.
2. Receive confirmation tone.

If you have authority to over-ride DND and you call an extension that is in DND mode, you can dial suffix digit 3 to force your call through.

Paging.

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

To initiate a system page to a defined paging group:



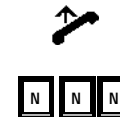
1. Lift the handset.
2. Dial the paging group number (default 400)
3. Receive confirmation tone and talk.

To answer a system page:



1. Dial #59
2. You are immediately connected to the extension that initiated the page.

To initiate a page to an external paging amplifier:



1. Lift the handset.
2. Dial the external paging amplifier number (default 820)
3. Receive confirmation tone and talk.

Call Forwarding.

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

Call forwarding is programmed by defining two parameters;

the type of call:

- internal only
- external only
- both internal and external calls

the extension status:

- when not answered within a preset time
- when busy on another call
- immediately (disregarding the extension status).

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

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

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

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

To change the destination of a remote follow-me call forward from a new location that has a LCD display telephone, follow the procedure on page 41.

To delete your remote follow-me call forward from a location that has an LCD display telephone, follow the procedure on page 42.

To change the destination of a remote follow-me call forward from a location that does not have a LCD display telephone, follow the procedure on page 43.

To delete a remote follow-me call forward from a location that does not have a LCD display telephone, follow the procedure on page 43.

To change the destination of a remote follow-me call forward from a location that is an analog telephone connected to your Hytel digital telephone system, follow the procedure shown on page 44.

To delete a remote follow-me call forward from a location that is an analog telephone connected to your Hytel digital telephone system, follow the procedure on page 44.



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

Deleting all call forwarding.

To delete all call forwarding set at your extension:



1. Dial #*20.
2. Receive confirmation tone.

To programme a remote follow-me call forward from an extension that has a display telephone:

-
1. Press the function key and then dial 2
OR
Press the designated feature key.
 2. Press soft key F3 below the word “next”.
 3. Press soft key F3 below the word “follow”.
 4. Press soft key F3 below the word “remote”.
 5. Press soft key F3 below the word “set”.
 6. Enter your extension number and press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
 7. Enter your password number and press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number
 8. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
F1 to divert only exchange calls
F2 to divert all calls
F3 to divert only internal calls
 9. Receive confirmation tone.

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

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

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






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

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

Direct Call Forward.

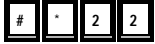
A “direct call forward ” forwards the specified type of call (intercom and/or CO) immediately, without regard to the status of the forwarding extension (busy, do not disturb, active or idle).

To activate direct call forward:

-  1. Dial #22.
-  2. Enter the destination extension number.
-  3. Dial 1 to forward outside calls only
OR
Dial 2 to forward all calls
OR
Dial 3 to forward internal calls only.
- or 
- or 
- 4. Receive confirmation tone.

To change the destination of your direct call forward instructions , first cancel the existing instruction and re-activate direct call forward to the desired destination.








To cancel direct call forward:

-  1. Dial #*22.
- 2. Receive confirmation tone.


Follow-me call forward – remote.

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


To programme a remote follow-me call forward from a non-display telephone:

-  1. Press the function key and then dial 23
OR
Press the designated feature key.
- or 
-  2. Dial your own extension number.
-  3. Dial your password.
-  4. Dial 1 to forward outside calls only
OR
Dial 2 to forward all calls
OR
Dial 3 to forward internal calls only.
- or 
- or 
- 5. Receive confirmation tone.

To change the destination of a preset follow-me call forward to a new location that is an analog telephone connected to your Hytel digital telephone system:

- 
1. Lift the handset.
 2. Dial #23.
 3. Dial your own extension number.
 4. Immediately dial your own password.
 5. Choose the type of call to be diverted by dialling the appropriate digit;
 - 1 to divert only exchange calls
 - OR
 - 2 to divert all calls
 - OR
 - 3 to divert only internal calls
 6. Receive confirmation tone.

To delete a preset follow-me call forward from a location that is an analog telephone connected to your Hytel digital telephone system:

- 
1. Lift the handset.
 2. Dial #*23.
 3. Dial your own extension number.
 4. Immediately dial your own password.
 4. Receive confirmation tone.

Busy Call Forward.

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

To activate busy call forward:

1. Dial #21.
2. Enter the destination extension number.
3. Dial 1 to forward outside calls only
OR
Dial 2 to forward all calls
OR
Dial 3 to forward internal calls only.
4. Receive confirmation tone.

To change the destination of your busy call forward instructions, first cancel the existing instruction and re-activate busy call forward to the desired destination.

To cancel busy call forward:


1. Dial #*21.
2. Receive confirmation tone.


No Answer Call Forward.

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

To activate no answer call forward:

1. Dial #24.


2. Enter the destination extension number.

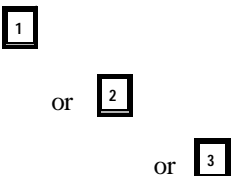

3. Dial 1 to forward outside calls only


 OR


 Dial 2 to forward all calls

 OR

 Dial 3 to forward internal calls only.



4. Enter 2 digits to represent the “no answer 1 time” (e.g. 12 is 12 seconds – 3 ring-cycles).



5. Enter 2 digits to represent the “no answer 2 time” (e.g. 08 is 8 seconds – two ring-cycles).



6. Receive confirmation tone.

To change the destination of a preset follow-me call forward to a location that does not have a LCD display telephone:

1. Press the function key and then dial 23.


2. Dial your own extension number.


3. Enter your own password.


4. Choose the type of call to be diverted by dialling the appropriate digit;

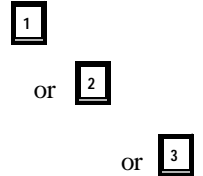
 1 to divert only exchange calls

 OR

 2 to divert all calls


 OR


 3 to divert only internal calls



5. Receive confirmation tone.

To delete a preset follow-me call forward from a location that does not have a LCD display telephone:




1. Press the function key and then dial *23.


2. Dial your own extension number.


3. Enter your own password.






4. Receive confirmation tone.

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

-  
- OR
- 
1. Press the function key and then dial 2
 - OR
 - Press the designated feature key.
 2. Press soft key F3 below the word “next”.
 3. Press soft key F3 below the word “follow”.
 4. Press soft key F3 below the word “remote”.
 5. Press soft key F2 below the word “del”.
 6. Enter your extension number and press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
 7. Enter your password number and press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
 8. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
 - F1 to divert only exchange calls
 - F2 to divert all calls
 - F3 to divert only internal calls
 9. Receive confirmation tone.

To change the destination of your no-answer call forward instructions, first cancel the existing instruction and re-activate no-answer call forward to the desired destination.

To cancel no-answer call forward:

-    
1. Dial #*24.
 2. Receive confirmation tone.

External Call Forward.

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

- the extension has been programmed to allow external call forwarding
- there is a free exchange line available on the system
- the call originated externally (i.e it is not an extension to extension call).

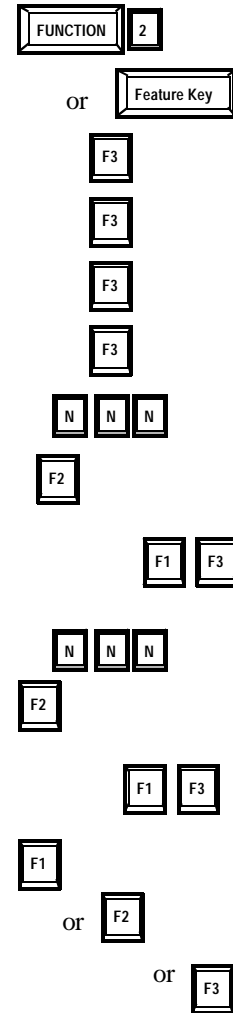
If the extension setting up the call forward is required to always send Forced Account Code (FAC) information a valid FAC must be programmed as part of the external call forward instructions.

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



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

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








1. Press the function key and then dial 2
OR
Press the designated feature key.
2. Press soft key F3 below the word “next”.
3. Press soft key F3 below the word “follow”.
4. Press soft key F3 below the word “remote”.
5. Press soft key F3 below the word “set”.
6. Enter your extension number and press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number.
7. Enter your password number and press soft key F2 below the word “save” to save the number entered. Use soft key F1 below the word “bksp” to correct the last digit entered or use soft key F3 below the word “chg” to change the complete number
8. Choose the type of call to be diverted by pressing the appropriate soft key i.e.
F1 to divert only exchange calls
F2 to divert all calls
F3 to divert only internal calls
9. Receive confirmation tone.

Follow-me call forward – preset.


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

To programme a preset follow-me call forward:

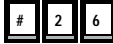



-  1. Dial #25.
-  2. Enter the destination extension number.
-  3. Dial 1 to forward outside calls only
OR
Dial 2 to forward all calls
OR
Dial 3 to forward internal calls only.
- or  2
- or  3
- 4. Receive confirmation tone.

To change the destination of a preset follow-me call forward to a new location from your original extension first delete the existing preset follow-me and re-programme for the new destination.

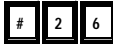



To cancel your follow-me call forward from you own extension:

-  1. Dial #*25.
- 2. Receive confirmation tone.

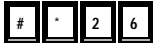
To activate external call forward:

-  1. Dial #26.
-  2. Dial 1.
-  3. Dial the telephone number to which you want calls forwarded.
-  4. Press the Flash key to save your entry.
- 5. Receive confirmation tone.

If you are required to enter a Forced Account Code, complete steps 1-5 above and then continue as follows:

-  6. Dial #26.
-  7. Dial 2.
-  8. Dial the appropriate account code.
-  9. Press the Flash key to save your entry.
- 10. Receive confirmation tone.

To cancel your external call forward:

-  1. Dial #*26.
- 2. Receive confirmation tone.