



# ISDN FEATURE ACCESS CODES

## INTRODUCTION

These dialing instructions are a quick reference on how to use the most common ISDN voice features with aTone Commander, Lucent, AT&T, or Fujitsu ISDN telephone set. If you need more detailed information about your telephone, see your set's *User's Manual*.

The buttons you see on your set represent either telephone numbers or features. You may have one or more buttons representing a single telephone number – each button is called a “call appearance.” Typically, the first telephone number is your primary directory number, and your set will have two additional appearances of that number. When a primary directory number appears on other sets, it is called a “shared call appearance” on those other sets. When a telephone number is not assigned to any set as a primary directory number yet appears on one or more sets, that number is called a “secondary,” “software” or “private” number.

Your set has fixed feature buttons common to the model of your set, such as Speaker, Hold, and Transfer. In addition, your set may have access buttons for features that are programmed in the switch. If you do not have a button for a feature, you may be able to dial a code to access the feature. In these instructions, feature buttons appear enclosed in a **rectangle** and access codes are preceded by an asterisk (\*).

Unless specified, you do not have to hear dial tone before pressing a feature button. When you see "lift receiver" in the instructions, you can also press **SPEAKER** or another call appearance. When you see "hang up," you can also press **DROP**.

## CALLS/DROP/HOLD

### *To place a call...*

1. Lift receiver or press **SPEAKER**.
2. Listen for dial tone and dial desired party.

### *To place a call on hold...*

1. Press **HOLD**. Call is put on hold.

### *To place an active call on hold and make another call...*

1. Press idle call appearance. First call is automatically put on hold.
2. Listen for dial tone and dial desired party.

### *To answer a call while on a call...*

1. Press ringing call appearance. First call is automatically put on hold.

### *To return to the original call...*

1. Press flashing call appearance.

### *To disconnect...*

1. If using the receiver, hang up or press **DROP** to obtain new dial tone.  
If using the speakerphone, press **SPEAKER**.



## BRIDGING

*To join an active call on a shared call appearance...*

1. Press shared call appearance of active call.
2. Lift receiver if you do not want speakerphone.

Notes: You cannot bridge onto a call that has active Exclusion. Only **one** party can bridge with standard 3-way conferencing.

## CALL EXCLUSION

Prevents shared call appearances from bridging onto your calls. Your set may have manual or automatic exclusion. Pressing the button toggles activate and cancel on a per call basis.

Exclusion will not work if Bridging has already been activated.

*To use Manual Exclusion before or during a call...*

1. Press **MAN EXCL**. This prevents a shared call appearance from bridging onto this call.

*To cancel Automatic Exclusion and allow Bridging...*

1. Press **AUTO EXCL**. This cancels automatic exclusion and allows bridging for this call.

## CALL PICKUP

*To answer a call within a call pickup group...*

1. Lift receiver **-or-** If on a call, press idle call appearance.
2. Listen for dial tone and press **CPU** **-or-**  
Listen for dial tone and dial call pickup code **\*79**.

## INTERCOM

*To place a call to a member of an intercom group...*

1. Lift receiver **-or-** If on a call, press idle call appearance.
2. Listen for dial tone.
3. Press **ICOM** for desired group.
4. Dial one or two-digit code for desired member.

*To place a point-to-point intercom call...*

1. Lift receiver **-or-** If on a call, press idle call appearance.
2. Listen for dial tone.
3. Press **ICOM** for associate member.

## INSPECT (Sets with display)

*To display the Caller ID of a call on hold...*

1. Press **INSPECT**.
2. Press call appearance(s). Displays Caller ID but does not connect the call.
3. Press **INSPECT** to deactivate.

Note: Pressing **INSPECT** and a feature button will display the name of a feature.



## TRANSFER

*To transfer an active call (not on hold) to another party...*

1. Press **TRANSFER**. Call is automatically put on hold.
2. Listen for dial tone **-or-** If no dial tone, press idle call appearance.
3. Dial desired party. Listen for ringing or wait until answered before going to the next step.  
*If the called party does not answer or line is busy...*  
If you want to dial another party, press **DROP** and repeat steps 3-5 **-or-** Press call appearance to return to the original party.
4. Announce caller, press **TRANSFER** and hang up.

## 3-WAY CONFERENCE

Joins you and two other parties on one call appearance.

*To add a third party to an active call...*

1. Press **CONFERENCE**. Active call is automatically put on hold.
2. Listen for dial tone **-or-** If no dial tone, press idle call appearance.
3. Dial third party.
4. Press **CONFERENCE** when party answers.  
*If the called party does not answer or is busy...*  
Press call appearance for original party **-or-** Press **DROP** and dial again.

*To join together an active call and another call on hold...*

1. Press **CONFERENCE**. Active call is automatically put on hold, and you will hear dial tone.
2. Press call originally on hold.
3. Press **CONFERENCE**.

*To drop the last party added...*

1. Press **DROP** once **-or-** Last party hangs up.

## 6-WAY CONFERENCE

Joins you and up to five others on one call appearance.

*To add additional parties to an active call...*

1. Press **6-WAY CONF** **-or-** Dial 6-Way Conference code **\*100**.
2. Press **CONFERENCE**. Active call is automatically put on hold.
3. Listen for dial tone **-or-** If no dial tone, press idle call appearance.
4. Dial next party.
5. Press **CONFERENCE** when party answers.  
*If the called party does not answer or is busy...*  
Press call appearance for original party **-or-** Press **DROP** and dial again.
6. Repeat steps 2-5 up to three times to add additional parties.

*To set up Six-Way Conference before a call:*

1. Press **6-Way CONF** **-or-** Dial 6-Way Conference code **\*100**.
2. Listen for dial tone and dial second party.
3. Repeat steps 2-5 above up to four more times.



## CALL FORWARDING

Automatically sends calls to voice mail or another telephone number when you are unable to answer calls.

### *To program 'forward to' telephone numbers for call forwarding feature button(s)...*

1. Lift receiver or press **SPEAKER**.
2. Listen for dial tone and dial a program code:
 

	<u>Civilian</u>	<u>DoD</u>
• Call Forwarding All *7XX	*723	*722
• Call Forwarding Busy *7XX	*763	*724
• Call Forwarding Don't Answer *7XX.	*765	*726
3. Listen for dial tone again.
4. Dial 'forward to' number.
5. Listen for confirmation tone and hang up.

Note: If you receive a reorder tone, the 'forward to' number is not valid.

### *To activate or deactivate forwarding feature button(s)...*

1. Press **CF ALL** for Call Forwarding All -or-  
Press **CF BUSY** for Call Forwarding Busy -or-  
Press **CF DA** for Call Forwarding Don't Answer.

Note: Pressing button toggles activate and deactivate.

Recommended: Always activate **CF BUSY** and **CF DA**, and activate **CF ALL** on long absences.

### *To change forwarding of a shared call appearance...*

1. Press shared call appearance to change forwarding number.
2. Listen for dial tone and dial desired code:
 

	<u>Civilian</u>	<u>DoD</u>
• Program CF ALL *7XX + 'forward to' number	*723	*722
• Activate CF ALL *7XX	*722	*723
• Deactivate CF ALL *7XX.	*732	*733
3. Listen for confirmation tone and hang up.

### *To program and forward a software/private number (or primary number without CF ALL button)...*

1. Press software/private number to forward.
2. Listen for dial tone and dial forward code \*721.
3. Listen for dial tone again.
4. Dial 'forward to' telephone number.  
*If number is outside system and does not answer...*  
Press **DROP** and immediately repeat steps 1-4.
5. Listen for confirmation tone and hang up.

### *To deactivate forwarding of a software/private number...*

1. Press software/private number.
2. Listen for dial tone and dial deactivate code \*731.
3. Listen for confirmation tone and hang up.



## REPEAT CALL

Connects you to a busy number when the line becomes available.

**To activate when you hear a busy signal...**

1. Press **REPEAT CALL**.
2. Listen for confirmation message and hang up.  
*You are now 'camped-on' to the busy number.  
When the called party is available, you will hear repeat call ringback.*
3. Lift receiver and listen for ringing of called party.
4. Wait for called party to answer.

**To redial last number dialed and 'camp-on' if busy...**

1. Lift receiver and listen for dial tone.
2. Press **REPEAT CALL** -or- Dial Repeat Call Activate code \*66.  
*If the number is busy...*  
Perform steps 2-4 above to 'camp-on.'

**To cancel all repeat call requests...**

1. Lift receiver and listen for dial tone.
2. Dial Repeat Call Deactivate code \*86.
3. Listen for cancellation message and hang up.

## RETURN CALL

**To place a call to the last incoming caller and 'camp-on' if busy...**

1. Lift receiver and listen for dial tone.
2. Press **RETURN CALL** -or- Dial Return Call Activate code \*69.  
*If the number is busy, you will automatically 'camp-on' to the called party.*
3. Listen for confirmation message and hang up.  
*When the called party is available you will hear return call ringback.*
4. Lift receiver and listen for ringing of called party.
5. Wait for called party to answer.

**To cancel all return call requests...**

1. Lift receiver and listen for dial tone.
2. Dial Return Call Deactivate code \*89.
3. Listen for cancellation message and hang up.

**Note 1:** **REPEAT CALL** and **RETURN CALL** are not toggle buttons. Pressing either of them redials a telephone number. Deactivate code must be dialed to cancel the feature.

**Note 2:** When activated and 'camped-on' to a call, Repeat Call and Return Call automatically cancel if called party stays busy for 30 minutes or if you do not answer ringback.

## TIME (Sets with display)

**To retrieve time and date from switch...**

1. Press **TIME**. Display will return to normal within five seconds.



## SPEED CALLING

This switch feature may be programmed on your line for one or two digit Speed Calling lists. To use Directories, Memory Keys, and Speed Dial buttons on your set, see the *User's Manual*.

### *To add or change numbers on your list...*

1. Lift receiver or press **SPEAKER**.
2. Listen for dial tone.
3. Dial one of the following change codes:
  - One digit list \*74
  - Two digit list \*75.
4. Listen for dial tone again.
5. Dial speed calling code number, 2-7 (one digit list) or 20-49 (two digit list).
6. Dial number to be stored under that code.
7. Listen for confirmation tone, then hang up or continue to add or change speed call numbers.

### *To dial a speed calling number...*

1. Lift receiver and listen for dial tone.
2. *For one-digit codes, 2-7:*
  - a. Dial speed calling code for desired party.
  - b. Press #.

*For two-digit codes, 20-49:*

#### Civilian

- a. Dial speed calling code for desired party.
- b. Press #.

#### DoD

- a. Press \*.
- b. Dial speed calling code for desired party.

## TONES & SIGNALS

<b>Dial Tone</b>	Steady, continuous tone
<b>Confirmation Tone</b>	Three short tones followed by dial tone
<b>Re-Order Tone</b>	Fast busy signal indicating your call has been blocked or feature is unavailable
<b>Intercom Signal</b>	One short ring
<b>Ringback Signal</b>	Triple ring

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