

Part No. P0609347 02
February 26, 2004

Analog Telephone User Guide

**NORTEL
NETWORKS**

Analog Telephone User Guide

Copyright © 2004 Nortel Networks

All rights reserved. 2004.

The information in this document is subject to change without notice. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to Nortel Networks NA Inc.

Trademarks

NORTEL NETWORKS is a trademark of Nortel Networks.

Analog Telephone User Guide

This guide explains how to make and answer calls and how to access features on analog telephones.

Features described in this guide are for analog telephones with a **LINK** or **FLASH** button.

Note: Analog telephones in Europe or Australia will have a **RECALL** button instead of a **LINK** or **FLASH** button.

If your telephone does not have a **LINK**, **FLASH** or **RECALL** button, you must use the Hook Switch (located under the handset). The Hook Switch must be pressed for approximately one half of one second.

If your telephone does not have a ***** or **#** button, you must use dialpad numbers. To indicate a ***** enter the number **1**. To indicate a **#** enter the number **3**.

Making and answering calls

Making external calls

1. Lift the handset.
 2. Dial the external code (or line pool code) to access an external line.
 3. Dial the telephone number.
- Contact your system administrator to confirm what external code or line pool code to use on your telephone.
-

Making internal calls

1. Lift the handset.
 2. Dial the extension number.
- Contact your system administrator for a list of extension numbers.
-

Answering calls

Lift the handset to answer a call when your telephone rings.

Making or answering a second call

You can have two calls active at the same time. Use **LINK** **2** to switch between calls.

To answer a second call while on another call

Press **LINK** **2** to answer the second call. The first call is automatically put on hold.

To hold a call and make a second call

Press **LINK** **2** to put the first call on hold and dial the telephone number of the second call.

Call Display Information

Depending on the system hardware/software configuration, Call Display information (CLID) for incoming external calls can be viewed on analog display telephones. Your system administrator must enable the CLID feature for your telephone in system programming.

The name and number of an external caller appears on the telephone display after the first ring.

Note: Not all analog display telephones are capable of showing name and number information.

Contact your system administrator for more information on Call Display capabilities for your telephone.

Message Waiting Indication (MWI)

Depending on the system hardware/software configuration, visual or audible signalling for Message Waiting Indication (MWI) is available for analog telephones.

There are two MWI types: Stutter Dial Tone and Lamp Indication. Your system administrator determines which MWI type is assigned to your telephone in system programming.

- Stutter Dial Tone** Lift the handset. You will hear a stuttered dial tone when you have a message waiting.
- Lamp Indication** The indicator lamp on your telephone lights up when you have a message waiting.
- Cancel MWI** To turn off Stutter Dial Tone or Lamp Indication at your telephone:
Press **LINK** or reply (listen) to your new messages.

Replying to messages

You can receive internal and external messages.

- Internal messages are sent from a designated direct-dial telephone or an internal voice message center on your system.
- External messages are sent from a remote voice message center outside your system.

Contact your system administrator to confirm your mailbox privileges on an internal or remote voice message center.

-
- Replying to internal messages** Do one of the following:
- Press **LINK** to be automatically connected to the internal message sender.
If you have more than one message waiting, you are connected to the first message that was received.
 - Dial the extension for the internal voice message center. Enter your mailbox number and password and press . Follow the voice prompts to access your messages.
Contact your system administrator for the extension number of the internal voice message center.
For more information on internal voice messaging features, refer to [“Voice Messaging - Internal” on page 8](#).
 - Dial the single digit access code for the designated direct-dial telephone to retrieve your messages.
Contact your system administrator for the single digit access code.
-
- Replying to external messages** Do the following:
- Place a call to the remote voice message center to retrieve your messages.
Contact your system administrator for the telephone number of the remote voice message center.
-

Conference continued

To put a conference on hold:

Press **LINK** [2]. The other two callers can still talk to each other.

To return to the conference call: Press **LINK** [2] again.

To split a conference:

1. Press **LINK** [#] [3]. This allows you to put one caller on hold and to consult with the other caller.

2. Press **LINK** [2] to alternate between callers.

To re-establish the conference: Press **LINK** [*] [3].

To disconnect one party:

1. Press **LINK** [#] [3]. This allows you to put one caller on hold.

2. Press **LINK** [2] to alternate between callers.

To end a call: Finish your conversation then replace the handset.

To retrieve the held call: Press **LINK** [2].

Hold Call-Exclusive

LINK [*] [7] [9]

Allows you to place an active call on hold and prevents it from being picked up from other telephones.

Hold Call-Public

LINK [2]

Allows you to place an active call on hold and allows it to be picked up from other telephones.

Last Number Redial

LINK [*] [5]

Automatically dials the last external telephone number you dialed.

Page

Contact your system administrator for a list of page zones

Internal page

LINK [*] [6] [1] and zone (0 to 6)

Make a page announcement to all, or to a specific group of telephones, through the telephone speakers. Zone 0 pages all zones.

External page

LINK [*] [6] [2]

Make a page announcement through an external loudspeaker system.

Internal and external page

LINK [*] [6] [3] and zone (0 to 6)

Make a page announcement through both your telephone speakers and an external loudspeaker system. Zone 0 pages all zones.

Privacy Control	LINK * 8 3 Prevents another telephone that shares your line from joining your current call or permits another telephone that shares your line to join in.
Ring Again	LINK * 2 Cancel: LINK # 2 Allows you to monitor a busy or unanswered telephone, or a busy line pool within your system. When the telephone or line pool becomes available, you are alerted with one short ring from your telephone.
Saved Number Redial	LINK * 6 7 Allows you to save an external number to redial later. Enter LINK * 6 7 while you are on a call to save the external number. To automatically redial the saved number: Lift the handset and press LINK * 6 7.
Send Message	LINK * 1 Cancel: LINK # 1 Allows you to send a message to another telephone within your system.
Transfer	LINK * 7 0. Allows you to send a call to another telephone within your system. To transfer a call you must have an available internal line. Transferring a call: <ol style="list-style-type: none">1. Make or answer a call.2. Press LINK * 7 0.3. Dial the extension number of the telephone to receive the transfer call. Replace the handset to complete the transfer. Transfer using announce: <ol style="list-style-type: none">1. Make or answer a call.2. Press LINK * 7 0.3. Dial the extension number of the telephone to receive the transfer call.4. Announce the call to the receiving party.5. Replace the handset to complete the transfer. Transfer using conference: <ol style="list-style-type: none">1. Make or answer a call.2. Press LINK 2. The call is put on temporary hold.3. Make a second call.4. Press LINK * 35. Replace the handset to complete the transfer.

Trunk Answer LINK * 8 0 0

Allows you to pick up a ringing external call on a line that has been placed into a Ringing Service schedule.

Voice Call LINK * 6 6 and the extension number

Allows you to make a voice announcement or begin a conversation through the speaker on a digital telephone without making the other telephone ring.

Voice Messaging - Internal LINK * 9 8 1 and follow the voice prompts

Allows you to open your mailbox to listen to your messages.

LINK * 9 8 0 and follow the voice prompts

Allows you to record and send a message directly to a mailbox without calling the extension.

LINK * 9 8 4

Allows you to forward calls directly to your mailbox.

Other documents

Refer to the *Telephone Feature User Guide* for a complete list of features available for all types of telephones on your system.

Note: You press the **FEATURE** button on digital telephones to access features. You press **LINK** *, **FLASH** * or **RECALL** * buttons on analog telephones to access features.