

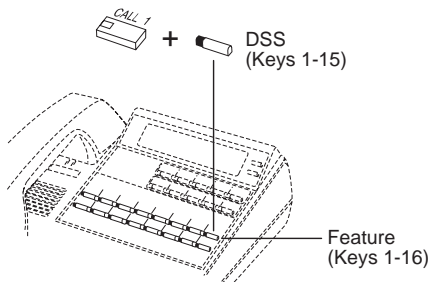


# ONYX™ VS*i*

**Multibutton Telephone  
Quick Reference Guide**



# Using Your Telephone



The **Alphanumeric D** features and tells you about optional Caller ID, a ring tone, and your caller's number and

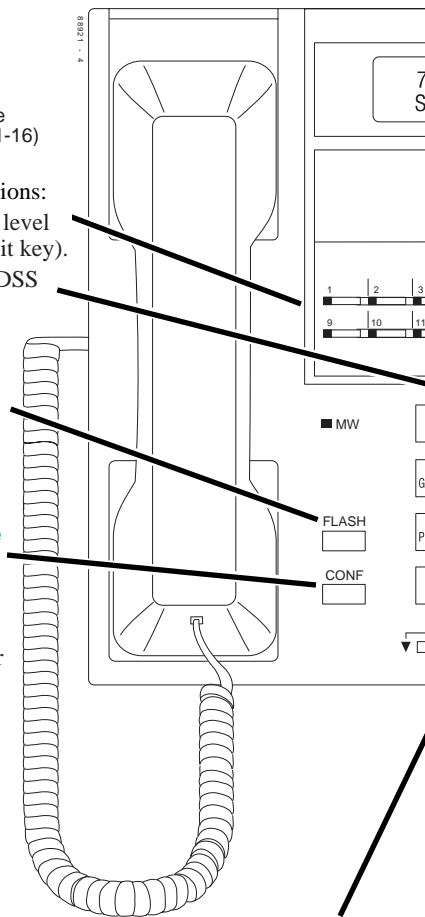
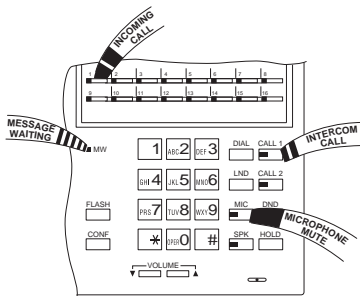
**Programmable Keys** have two functions:

- Just *press the key* and you get its first level function (for example — a line or orbit key).
- Press **CALL 1** and keys 1-15 become DSS keys

After calling a co-worker, press **FLASH** to leave them a Message Waiting. MW flashes when you have messages or your phone is forwarded.

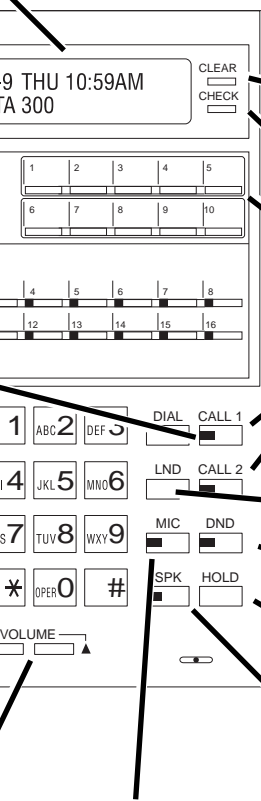
This key lets you set up a **Conference** with your co-workers. See Have a Telephone Meeting in this guide.

The lights in the keys help you use your features and tell you about your call.



Use the **VOLUME Control** to adjust the volume of ringing, Paging, and Handsfree announcements

**Display** helps you use  
out your calls. With  
ing line may show  
name.



**HeadSet** — GHI 4 PRS 7

**Night Ring** — MNO 6 PRS 7

**Speed Dial** — PRS 7 DEF 3

With **User-Programmable Features** you can customize selected features right from your phone.

Use the **CLEAR** key to remove the data shown in the second row of the display.

Press **CHECK** to display the function of any programmable key or speed dial key you press.

Speed Dial keys give you quick access to frequently called numbers or Intercom functions.

Use **CALL1** or **CALL2** to call co-workers or place outgoing calls.

Press **LND** to automatically redial the last number you called.

Use **Do Not Disturb** to block calls and page announcements on your extension.

You can place an Intercom or outside call **on Hold**.

Press **SPK** to use Handsfree instead of the handset.


Use **Microphone Mute** to turn off the Handsfree microphone.

**Buttons** to adjust the Background Music, or your handset.

# Placing Calls


## Placing an Outside Call . . .

Press a line key for quick access:

1. (Optional) Lift handset.
2. Press  and dial outside number.
  - You may also have line group (rotary) keys on your phone.
  - If your system is behind a PBX, you may have to dial 9 before your number.


OR

Dial codes for outside lines:

1. (Optional) Lift handset.
2. Press  and dial code for outside line.
  - You may be able to dial:
    - Line numbers (e.g., 801).
    - Line group numbers (9 or 90-98).
    - Line extension numbers (e.g., 348).
    - 9 or 90 for Automatic Route Selection.

## Calling a Co-Worker . . .


Dial using the Intercom:

1. (Optional) Lift handset.
  - For one-touch calling, press a Call Coverage or Hotline key instead of going on to step 2.
2. Press .
3. (Optional) To force the call to ring your co-worker, dial 1 before the next step.
4. Dial your co-worker's extension number.
  - If you hear ringing, wait for an answer. If you hear two beeps, begin speaking.
  - You may also be able to dial a co-worker's **Ring Group**.
  - To **Page**, dial 1\* for All Call or 2\*-8\* for zones 1-7.



# If your call doesn't go through . . .

## Camp On and Callback




When you hear system busy, use Camp On or Callback:

1. Dial  to **Camp On** (wait without hanging up).
  - (For Intercom calls) The called party hears two beeps. If you hear ring/busy, dial 1. You can **Voice Over** the call.
  - (For outside calls) When you hear new dial tone, place your call again.

OR


1. Dial  and hang up to leave a **Callback** for a free line or extension.
  - Wait for the system to call you back.
2. Lift handset or press  when the system calls you back.
3. (Outside calls only) Place your call again.

**To cancel your Callback:**



1. (Optional) Lift handset.
2. Press , ,  and hang up.

## Message Waiting

Leave a Message Waiting so your co-worker can call you back:

1. Do not hang up if there is no answer.
2. Press .
  - With Voice Mail, this calls co-worker's mailbox.
  - MW on your co-worker's phone flashes.


To answer your own Message Waitings:

1. (Optional) Lift handset.
2. Press  then .
  - To cancel all your messages without returning them, dial CALL1 # \*.

# Answering Calls

## Answering Outside Calls . . .

Listen for two rings and look for a flashing line key:

1. Lift handset or press .
  - Press line key if not connected to call.
  - Some line keys may be line group (incoming line rotary) keys.

## Answering Intercom Calls . . .

Listen for two short beeps:

1. Speak toward your phone.
  - The mic in your phone picks up your voice. You can lift the handset for privacy.
  - If you hear two beeps and a co-worker's voice while on a handset call, press and hold MIC to respond privately.




OR

Listen for one ring and look for a slowly flashing CALL key:



1. Press the flashing  key.
  - The mic in your phone picks up your voice. You can lift the handset for privacy.

## Picking up calls not ringing your phone . . .

If a call is ringing Paging after hours:



1. (Optional) Lift handset.
2. Press  and dial  .

When a call is ringing a co-worker's phone:

1. (Optional) Lift handset.
  - You can press a Group Call Pickup or Call Coverage key instead of going to step 2.
2. Press  +  + your co-worker's extension.

## Have a telephone meeting (Conference) . . .

Use Conference to have a 3-way telephone meeting:


1. Set up your first call and press .
2. Place or answer your second call.
3. Press  again.

# Handling Your Calls





## Your call can wait at your phone . . .

### Hold

Use Hold instead of leaving the handset off-hook:

1. Do not hang up.
2. Press .
  - *This puts your outside call on System Hold. Your co-workers can take the call off Hold. To place the call on Exclusive Hold, press HOLD again.*
  - *Intercom calls automatically go on Exclusive Hold when you press HOLD.*


Easily retrieve a call from Hold:

1. (Optional) Lift handset.
2. Press flashing .  
**OR**
2. If the call was not on a line key (or was an Intercom call), press .  
**OR**
2. If a co-worker placed the outside call on Hold (and you don't have a line key for it):
  - Press  +  + line number (e.g., 801) or co-worker's extension number.

## Reroute your calls


### Transfer

Send (Transfer) your call to a co-worker:


1. Press  and dial your co-worker's extension number.
  - *To transfer the call to Voice Mail, press FLASH before dialing your co-worker.*
  - *You can optionally press a DSS, Hotline or Call Coverage key.*

## Park a call in orbit

**Park a call in orbit so a co-worker can pick it up:**




1. Do not hang up.
2. Press  + dial Park Orbit number.
  - *System Park orbits are 60-69.*
  - *Park a call at co-worker's extension; dial \* + co-worker's extension number.*
3. Page your co-worker to pick up the call.
  - *For **Paging**, press CALL1 and dial 1\* for All Call or 2\*-8\* for zones 1-7.*
4. Hang up.

**Or pick up a call a co-worker parked for you:**

1. (Optional) Lift handset for privacy.
2. Press .
3. Dial the Park Orbit number.
  - *Your choices are system orbits 60-69 or \* and the Personal Park orbit number.*

## Forward your calls to a co-worker . . .

**While at your desk, forward your calls to a co-worker or Voice Mail:**

1. Press  + .
2. Dial extension to receive your calls.
  - *Or, press FLASH to forward to Voice Mail.*
3. Dial one of the following:
  - 1 to forward calls not answered.
  - 2 to forward unanswered or busy calls.
  - 3 to forward all calls.
  - 4 to have Voice Mail screen your calls (emulate a personal answering machine).
4. Press  to hang up.
  - *MW flashes slowly. A voice prompt may remind you that your calls are forwarded.*
  - *To cancel forwarding, press CALL1 + # + hang up.*




# Placing Calls Quickly

## Automatically redial calls . . .

### Last Number Redial


Quickly redial your last outside call:

1. (Optional) Lift handset.
  - Press a line key to preselect a line.
2. Press .
  - If you hear busy tone, press an idle line key to have your call dial out automatically.



## Quickly dial co-workers and outside calls . . .

### Direct Station Selection (DSS)

Save time calling co-workers with Direct Station Selection:



1. (Optional) Lift handset.
2. Press .
  - Your DSS keys show the status of your co-workers: idle (dark), busy (on) or in Do Not Disturb (flashing).
3. Press DSS key (1-15) for co-worker.

Program your own DSS keys:

1. Press  + .
2. Press the DSS key (1-15) you want to program.
3. Dial extension number to be assigned.
  - To clear a key, dial \*.

### Speed Dial

Store up to 20 outside numbers in your own Personal Speed Dial:

1. (Optional) Lift handset.
2. Press  + .
3. Dial Personal Speed Dial bin number (50-59, 20-29) or press a One-Touch Speed Dial key for first 10 bins; press DIAL and a One-Touch key for the second 10 bins.

**Store up to 20 outside numbers in your own Personal Speed Dial (cont.):**



- (Optional if you see *PROGM NAME Y/N*)
  - Press *Y* to program name or *N* to skip to step 5.
  - Dial the first letter of the desired name, followed by the digit (1, 2 or 3) that selects the letter.

*(For example, for B dial 2 2.)*

*(Press 0 to enter a blank space, Q or Z.*

*Press \* to erase a name.)*

- Repeat the above steps to enter more letters, then press # when you are done.

- Press , dial line number, or to store an Intercom feature, press .

- Dial number you want to store.
  - You can press *HOLD* to enter a pause, *FLASH* for Flash and *DIAL* for Delay.
  - Press *CLEAR* to reenter phone number.


- Hang up.

**To dial your stored Speed Dial number:**

- (Optional) Lift handset.  
*Press a line key to preselect a line.*

- Press One-Touch Speed Dial key.

**OR**

- Press 
  - Press bin key or dial bin number.
    - *If you hear busy after step 2, press idle line key to have the call automatically dial out.*

**Dialing Plan**

	<u>w/o AUX</u>	<u>w/AUX</u>
Extensions	300-323	300-371
Lines	801-808	801-824
Line Ext.	348-355	372-395
Ring Groups	364-371	396-403

## QUICK REFERENCE

### OUTSIDE CALLS

**Placing:** Lift handset + Line key + Dial number

**Answering:** Lift handset (If you are not connected, press flashing key.)

**Answering ringing over paging speakers:** Lift handset + CALL1 + Dial \* 0

### INTERCOM CALLS

**Placing:** Lift handset + CALL1 + Dial extension (if you hear ring/busy, you may be able to dial 1 to get through)

**Answering:** If ringing, lift handset + press flashing CALL key. If announced, speak toward phone or lift handset.

### HOLD

**Placing call on Hold:** HOLD + Hang up

**Retrieving call:** Lift handset + Flashing line key for outside call *OR* press flashing CALL key for inside call

### TRANSFER

**Transferring outside call:** CALL1 + Dial extension + Announce call + Hang up

### CONFERENCE

**Setting up a three-way conversation:** Establish an outside/Intercom call + CONF + Establish next call + CONF

### Responding to Signal Tones

**Two tones during a handset call:** Then you hear your caller's voice over your call. To reply, press and hold MIC.

**Two tones during a speakerphone call:** This means a call is waiting to be answered. Press HOLD + Flashing CALL or line key

**Fast busy or warble tone anytime:** This means you made a mistake in placing a call or using a feature. Hang up and start over.

## VSi USER-PROGRAMMABLE FEATURES

To program a feature, press # and the feature's code. For example, to set Night Ring, press # and dial NR. The remaining steps vary with each feature. Your access level determines the features you can program. See your communications manager. Note that enabling RA or NR disables DRA and vice versa. To disable ringing, disable NR, RA *and* DRA.

<b>DATE</b>	CALL1 + # + 9 + Month (01-12) + Date (01-31) + Year (00-99)
<b>DELAYED RING ASSIGNMENT</b>	# + <b>DRA</b> + Line key + <b>Y(es)</b> + <b>N(o)</b> + VOLUME ▼
<b>DSS</b>	# + <b>DSS</b> + DSS key + ext. + VOLUME ▼
<b>HEADSET</b>	# + <b>HS</b> + <b>Y(es)</b> or <b>N(o)</b> + VOLUME ▼
<b>HOTLINE</b>	# + <b>HL</b> + Hotline key + ext. + VOLUME ▼
<b>NIGHT RING</b>	# + <b>NR</b> + Line key + <b>Y(es)</b> or <b>N(o)</b> + VOLUME ▼
<b>PAGE</b>	# + <b>VP</b> + <b>Y(es)</b> or <b>N(o)</b> + VOLUME ▼
<b>PRIME LINE</b>	# + <b>PLA</b> + Line key + <b>Y(es)</b> or <b>N(o)</b> + VOLUME ▼
<b>RING ASSIGNMENT</b>	# + <b>RA</b> + Line key + <b>Y(es)</b> or <b>N(o)</b> + VOLUME ▼
<b>RINGING LINE PREFERENCE</b>	# + <b>RLP</b> + <b>Y(es)</b> or <b>N(o)</b> + VOLUME ▼
<b>SPEED DIAL</b>	<p><b>Storing Outside Numbers in Bins</b> DIAL + # + Bin number (20-29, 50-59) + (Display only) Name or # + Line key (or line code + #) + Number (32 digits max.)</p> <p><b>Storing Outside Numbers in One-Touch Keys</b> DIAL + # + One-Touch Speed Dial Key + (Display only) Name or # + Line key (or line code + #) + Number (32 digits max.)</p> <p><b>Storing Intercom Features</b> DIAL + # + One Touch Speed Dial Key (or Bin number) + (Display only) Name or # + CALL1 + Intercom feature code (32 digits max. using 0-9, # and *)</p>
<b>TIME</b>	CALL1 + # + 8 + Hour (00-23) + Minutes (00-59) + Seconds (00-59)
<b>VOICE ANNOUNCE</b>	# + <b>VA</b> + <b>Y(es)</b> or <b>N(o)</b> + VOLUME ▼
<b>VOICE OVER</b>	# + <b>VO</b> + <b>Y(es)</b> or <b>N(o)</b> + VOLUME ▼