

Visual Indicators

ISDN sets provide visual indication of set busy status and call processing information. To do this, the set has a display and a number of red and green lights, usually associated with a call appearance or feature button.

For call appearance buttons, the color and state (on steady, flashing, off) provides information about the call appearance.

- ❑ When the handset is picked up or the speaker phone is depressed, a green light appears by the call appearance button to indicate that the call appearance (line) is now in use.
- ❑ When a call appearance (line) is ringing, the green light next to the call appearance button will flash.

For feature buttons, the light state (on steady, flickering, off) provides feature status indication.

- ❑ When a feature is activated on a button, a green light will burn steady to indicate that the feature is active. Such features include *Call Forward Variable*.

The *LCD* display at the top of the set provides textual information about the set and call status.

- ❑ When an incoming call rings on the set, the caller's telephone number will usually appear on the display. For some calls, the caller's telephone number will not be available. In that case, another message such as "Incoming", "Not Available" or "Private Number" may be displayed.
- ❑ The display screen lets you view the time and date and menu options and set parameter settings such as ringing patterns, personal directory and call logging.

When using the conference feature, the display will indicate the number of parties connected to the conference call.

Caring for the ISDN Telephone

An ISDN telephone is an electronic device with *digital* circuitry and should be handled with care. Please take the following precautions.

- ❑ Keep food and drinks away from the telephone. If the circuitry gets wet, the equipment will often sustain permanent damage.
- ❑ Only plug your phone in the designated jack unless directed to do so by a technician or the System Administrator.
- ❑ Keep the phone clean and dust free.
- ❑ When there is a problem with equipment or the line, contact the agency telecommunications coordinator. That person will take appropriate action to resolve including calling the OTM Help Desk for assistance.



Digital Electronic Business Set Dialing and Programming Instructions



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ISDN Set Buttons

The Integrated Services Digital Network (ISDN) set provides for pre-programmed and programmable buttons to manage and enhance call processing. Standard pre-programmed buttons may include *Menu, Directory, Volume, Conference, Transfer, Hold, Drop, Speaker, Mute, and Redial*. Other pre-programmed buttons may be assigned individually by user. These include call appearances, six-way conference, call forwarding (no answer, busy, variable), and other feature related buttons.

Call Appearance

- ❑ Some buttons are designated during set design as call appearances, used to make and receive calls. Multiple incoming calls can be simultaneously received on the Primary Directory Number (PDN), one per call appearance, providing a powerful call management capability.
- ❑ Each call appearance is associated with a directory number. There may be one or more appearances of the same directory number, each with its own separate call appearance button. Call appearances include the set's PDN, a number shared with another user, or a secondary number.
- ❑ The first three buttons on an ISDN set are always designated as call appearances of the set's PDN.

An ISDN set may also have some programmable buttons. A user may alter variable parameters associated with a feature according to changing requirements as needed. User programmable parameters are associated with such features as call forwarding.

More descriptions of pre-programmed and programmable buttons are included in the "Feature Activation" section, which follows.

Feature Activation

To Transfer a Call

While on a call, press the **TRANSFER** button then dial the number to which you wish to transfer the call. To make a blind transfer, listen for one ring and then depress the **TRANSFER** button again to transfer the call. To announce the call before transferring, wait for the party to answer, announce the call, and then depress the **TRANSFER** button. If the party does not answer or does not wish to take the call, depress the call appearance where the caller is holding to return to the caller.

To Establish a Three-Way Conference

Make or answer a call to a second party. To add a third party at any time, press the **CONFERENCE** button. Dial a third party and press **CONFERENCE**. All three parties are now connected. The display indicates the number of parties in a conference. To exit a conference call, hang up.

To Establish a Six Way Conference

From three to six parties can be conferenced together. First, access dial tone and then press the **6 WAY CONF** button. Dial and connect to a second party. Press the **CONFERENCE** button and dial a third party. Press **CONFERENCE** to connect all three parties. Press **CONFERENCE** and then dial the fourth party. Press **CONFERENCE** to connect the four parties. Press **CONFERENCE** and then dial the fifth party. Press **CONFERENCE** to connect the five parties. Press **CONFERENCE** and dial the sixth party. Press **CONFERENCE** to connect the six parties. To exit a conference call, hang up.

Call Forwarding

Using Call Forward Variable

This feature enables *all* incoming calls to the PDN to be forwarded to another number. To set up, access dial tone and dial **#68**. Receive a second dial tone. Dial the number where calls are to be forwarded. Wait for confirmation tone. Turn on **Call Fwd Var** button to activate. Turn off **Call Fwd Var** button to deactivate.

Using Call Forward Don't Answer

This feature enables all unanswered calls to the PDN to be forwarded to a predetermined number. To set up, access dial tone and dial **#69**. Receive a second dial tone. Dial the number where unanswered calls are to be forwarded. Wait for confirmation tone. Turn on **Call Fwd Don't** button to activate. Turn off **Call Fwd Don't** button to deactivate. This feature is usually always left on.

Using Call Forward Busy

This feature enables all incoming calls to the PDN to be forwarded to another number *when all PDN call appearances are busy*. To set up, access dial tone and dial **#94**. Receive a second dial tone. Dial the number where calls are to be forwarded when busy. Wait for confirmation tone. Turn on **Call Fwd Busy** button to activate. Turn off **Call Fwd Busy** button to deactivate. This feature is usually always left on.