MULTI 10

Telephone System

- **Installation Instructions**
- **User Guide**

Multimessage Systems Ltd

TECHNICAL NOTES

1. This equipment has been approved pursuant to Council Decision 98/482/EC [CTR 21] for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTN provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN termination point. In the event of problems, you should contact your equipment supplier in the first instance.

2. The Multimessage Systems MULTI 10 Telephone System is suitable for connection to Exchange lines which provide Multi-Frequency (MF) signalling. Multimessage Systems MULTI 10 can be used with Timed Break Recall (TBR).

3. Interconnection directly, or by way of other apparatus, of ports marked in accordance with BS 6301 or EN41003 with ports not so marked may produce hazardous conditions on the telephone network and that advice should be sought from a competent engineer before such a connection is made.

4. Interconnection circuits made to the door relay port should be such that the equipment continues to comply with the requirements of EN60950 2.3 for SELV circuits . (the voltages in a SELV circuit shall not exceed 42.4V peak or 60V dc). Advice should be sought from a competent engineer before such a connection is made.

5. The system is not suitable for use as an extension to a payphone.

6. Refer all servicing to qualified personnel or to the Multimessage Systems Customer Servicing Department at the address given on the back page of this handbook.

7. **The line cords and mains cable must be disconnected before removing the cover of the Multimessage Systems MULTI 10 Box.**

Exchange Lines	MF REN of 3 (TNV3 CIRCUIT)
Extensions	MF REN of 1 (TNV3 CIRCUIT)
Door relay	30V @ 1A maximum switching capacity
Music on Hold Source	0db feed 600 Ohms
Dimensions	261mm long x 218mm wide x 65mm deep
Weight	1.5kg
Power Supply	230V AC 50 Hz
Power Consumption	24 watts maximum
Temperature	0 to 40°C working -20 to +70°C storage
Relative Humidity	0 to 95% (non-condensing)

GUARANTEE

Multimessage Systems Ltd. guarantees this product for one year from the date of purchase provided that:

- The product has only been used for its intended purpose, and has not been subjected to misuse, or been wilfully or accidentally damaged.
- The product has been installed according to the maker's Installation Instructions.
- The product has not been tampered with or repaired by anyone other than Multimessage Systems Ltd. or its approved agents.

If a fault occurs in this product within twelve months of purchase you should return it to where you bought it, together with the sales receipt, and it will then be replaced or repaired free of charge.

This guarantee does not affect your statutory rights and is applicable to the United Kingdom only.

Notes

CONTENTS

INTRODUCING THE MULTI 10

MULTI 10 is a small telephone system intended for use in the home, office or small business. It serves up to ten internal telephone extensions from two Exchange Lines. It provides both a high quality intercom between extensions, and access to the outside lines from each extension with total privacy on all calls. It consists of a compact unit which can be wall-mounted in any convenient position, its small size and smart appearance helping to blend into its surroundings. It is mains powered, and is fitted with three-metre cables, terminating in standard telephone plugs, for connection to a BT master sockets.

It is simple to operate and easy to install using ordinary 2-wire telephone cable and master BT-type sockets. Extensions may be situated up to 200 metres from the Multi 10 unit.

Advanced microprocessor technology has enabled a number of special features, normally available in larger, expensive systems to be provided.

Multi 10 features

- Two external and four internal calls at the same time

- Private use of exchange lines

- Private intercom between extensions

- Incoming Call Intercept

- Call Hold, Enquiry and Transfer

- Music on Hold

- External Call Transfer to attended or unattended extension

- Do Not Disturb - Ringer off

- Call Barring

- Speed dial

- Door phone / opener ports

- Disconnect clear feed through (required for some answer phones)

- Power Fail Operation on Extension 20

- No Operator Required

Notes

INSTALLATION

Tools Required

To install the MULTI 10 system the following tools are required:

- Drill and No. 8 masonry bit

- Wire cutters and strippers

- Pozidrive screwdriver

- IDC insertion tool, if IDC telephone sockets used

Installation Items Check List

Please use the following check list to ensure that all items are available before you commence installation.

- MULTI 10 Control Box with two No. 8 roundhead screws

- Up to ten **MASTER** Line Jack Sockets (for the extensions)

> **Please note :**
> **The Multi 10 uses master line jack sockets for its extensions, not extension sockets. The effect of using the latter is that the phones will not ring.**

- Suitable cable and clips

> **WARNING**
> **Only the local telephone authority can install a Master Line Jack Socket to your external line. It is illegal for you to attempt to install or tamper with this Master Line Jack Socket.**

Site and Cabling Requirements

Ensure that all of the following requirements are adhered to:

- Avoid locations that will expose the MULTI 10 to excess heat, dust, excessive humidity and especially, damp and condensation, e.g. do not install the MULTI 10 in bathrooms.

- Avoid locations that are close to other electrical equipment such as motors or switch gear.

- **Do not install extension sockets within 50mm of ac mains sockets, neither must it share ac mains wall socket boxes and must be in the same premises as the MULTI 10.**

- MULTI 10 Box **should be located within 2 metres of a 230Vac switched mains socket and shall be easily accessible** ,also within 3 metres of the exchange line master jack socket.

- Extension cabling must be made with single or multiple pair (PVC covered) 0.5mm diameter tinned copper wire with overall PVC sheath. Cable to BT Specification CW 1308 is recommended.

- Choose a route for the cable run that is safe from damage by feet, doors, or other hazards such as damp or condensation, cable ducting may be employed for protection or improved appearance.

- Use cable clips and secure the cable at intervals of 300mm.

- Take care to avoid kinking or other damage to the cable.

- The maximum length of cable allowed from the Distribution Box to each extension is 200 metres.

- Extension 20 **must always** be wired and connected as this is the power fail telephone. note - It is recomended that the power fail phone is capable of operating without mains power.

- At the proposed site for the MULTI 10, leave at least 20cm of spare cable for connection. Mark each cable with its extension number.

- It is recommended that extension cabling is run from the extension sockets to the MULTI 10. Multipair cable (e.g. 4-pair) is useful when more than one extension is run in the same direction from the MULTI 10.

USING THE MULTI 10

In Case Of Difficulty

These notes should be of assistance, if you ever encounter any difficulty in using the MULTI 10.

Remember that an outside call cannot be made from a **call barred** extension (other than a 9 999 or 9 112 call) - make sure that the Call Barring settings are set to your requirements.

Be careful not to leave an outside call on hold by accident. If in doubt press **recall** to check. If public network dial tone is received, clear the system by replacing the handset.

Ensure that **do not disturb** has not been set accidentally. Cancel by lifting and replacing the handset at the relevant extension.

Replace the handset after an outside call even if the other party clears down first and you receive dial tone.

Remember the timing features of the system:

When originating an outside call you must wait at least twenty seconds after dialling the last digit, before attempting to place a call on hold.

When an outside call is put on hold and the extension replaced, the outside call will remain on hold for up to two minutes. During this time the call can only be accessed from the original extension.

At the end of the preset time the line will be released and the system reset.
If, after investigating the above possibilities, you still cannot obtain an outside line, proceed as follows:

Switch off the mains power to the MULTI 10, and after waiting at least ten seconds switch on again. If the fault has not cleared, unplug the MULTI 10 from the Exchange line socket, and plug in the Extension 1 phone in its place.

If dial tone is still not obtained, try a second telephone. If this is unsuccessful then the line may be assumed to be faulty, and you should contact the telephone company e.g. BT.

Mounting The Multi 10 Box

- The Multi 10 box can be mounted horizontally or vertically on the wall, with a minimum of 75mm clearance arround the ventilation slots.

- Using the template supplied (see the centre of this handbook), locate and mark the centre position of the two fixing screws. Drill, and if

Position of retaining screw
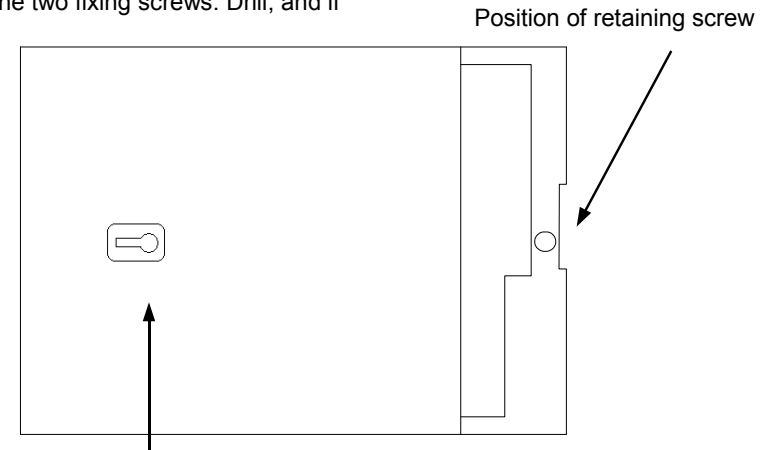
Key hole slot on rear of Multi 10
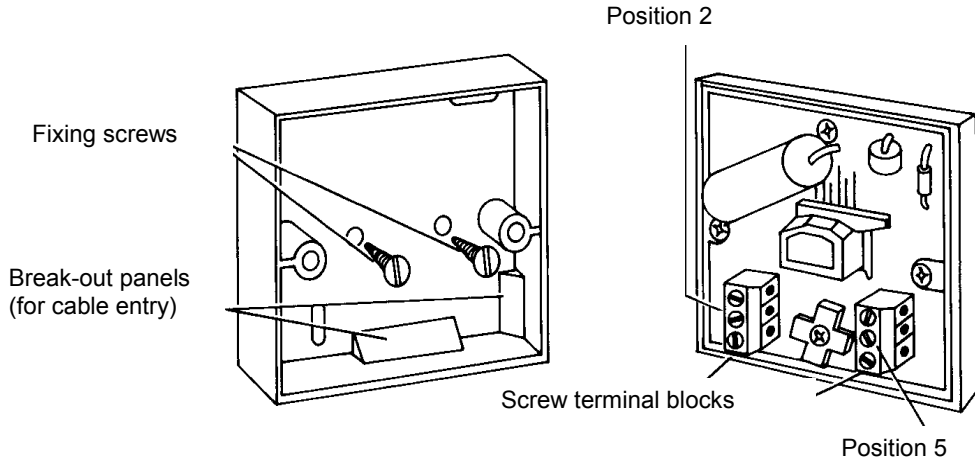
necessary, plug the fixing holes.

- Screw in the roundhead screw that will fit into the keyhole slot, so that the screw head protrudes by approximately 2mm from the wall.

- Undo the retaining screw and remove the cover from the end of the box .
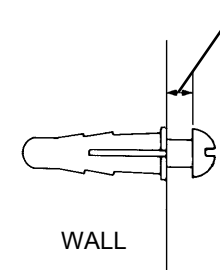
WALL

- Place the box over the screw you have placed in the wall, such that the screw drops into the keyhole slot. Slide the box, to lock into position. If necessary adjust the screw to ensure that the box is held firmly to the wall. Insert and screw the retaining screw.

- **Do not connect the mains supply or the exchange line.**

Wiring Extension Sockets

- Remove the cover from the line jack socket by undoing the two holding screws.

Position 2

Fixing screws

Break-out panels
(for cable entry)

Screw terminal blocks

Position 5

- If necessary drill and plug the wall at the positions of the mounting holes on the back of the socket. Pierce one of the cable entry points and screw the socket to the wall using two fixing screws. Feed the cable into the socket and secure with clamp.

- Remove approximately 50mm of sheath from the cable. Bare 5mm of wire.
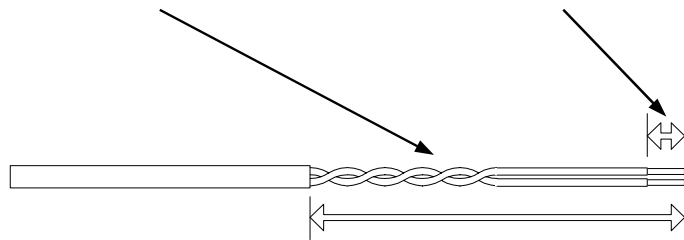
- Connect twisted pair to the terminal block positions 2 and 5.

- Replace and secure the cover of the line jack socket.

Answering the door phone

When the door phone is activated (off hook) it causes the pre-programmed extensions to ring with the door phone ring.

To answer the door phone do the following :

- Lift handset

- Converse with the person at the door

- Replace handset

If you now wish to activate the door opener to let them in :

- Lift handset

- Dial *

- Listen for confirmation tone

- Replace handset

The door opener has now been activated for the programmed time.

Note: You can activate the door opener at any time from any extension.

The door opener can be set to open between 10 and 90 seconds.

To set the time the door opener is open

- Lift handset

- Listen for internal dial tone.

- Dial RECALL 781 X

- Listen for confirmation tone.

- Replace Handset

Where X is the time 1-9 which sets 10-90 seconds (default 10 seconds)

A confidence tone is returned if your entry was successful

USER OPTIONS

Door Phone

A door entry phone may be connected to any extension between 21 and 29. When the door phone goes off hook it rings the designated extensions with a different ring. This can be answered and if required activate the door opener after talking to the person at the door phone.

To allocate an extension as a door phone do the following:

- Lift handset

- Dial RECALL 78 XX

Where XX is the door phone extension. 21-29 (dialling 20 clears)
A confidence tone is returned if your entry was successful
Note: extension 20 cannot be set as this is the power fail extension. Dialling 20 will clear the door phone extension.

To set type of Door phone do the following:
- Lift handset

- RECALL 78 X

Where X is type of phone. 3 for normal phone and 4 for the MMS entry phone.
A confidence tone is returned if your entry was successful

To allocate which extensions are to be rung, do the following:
- Lift handset
- Dial RECALL 76 XX

Where XX is the extension number. A confidence tone is returned if your entry was successful

To set the maximum time the phones will ring, do the following:

- Lift handset
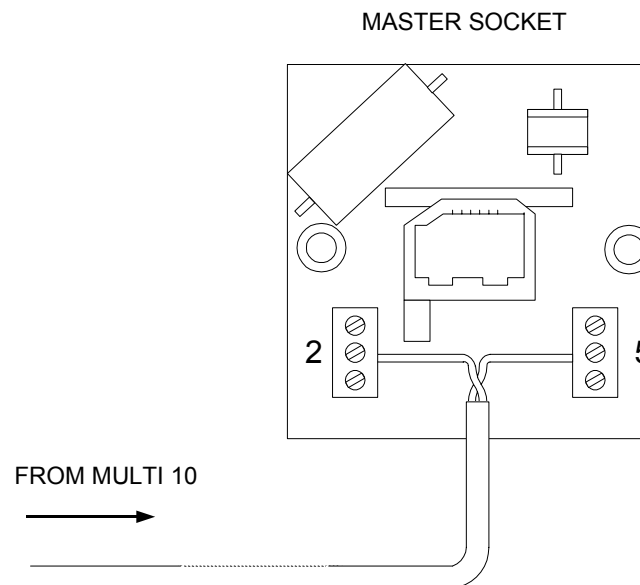
- Dial RECALL 761 X

Where X is time 1-9 which sets 10-90 seconds (default 30 seconds)

A confidence tone is returned if your entry was successful

INSTALLATION

Wiring Extension Sockets

All sockets **must be Master sockets**, and not standard extension sockets.

MASTER SOCKET

FROM MULTI 10

Connecting The Wires

- Unscrew the two retaining screws from the extension cable clamp and remove the clamp. Refer to the diagram below

- Extensions on the Multi 10 are numbered from 20 to 29.

- Feed the extension 20 cable into the Multi 10 box through the cut out at the front. Extension 20 is the power fail phone and therefore must always be wired.
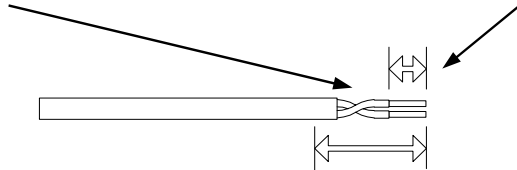
- Remove approximately 15mm from the extension cable sheath and bare 5mm from the end of each wire.

Line 1

Music

Line 2

Door Relay

Cable clamp
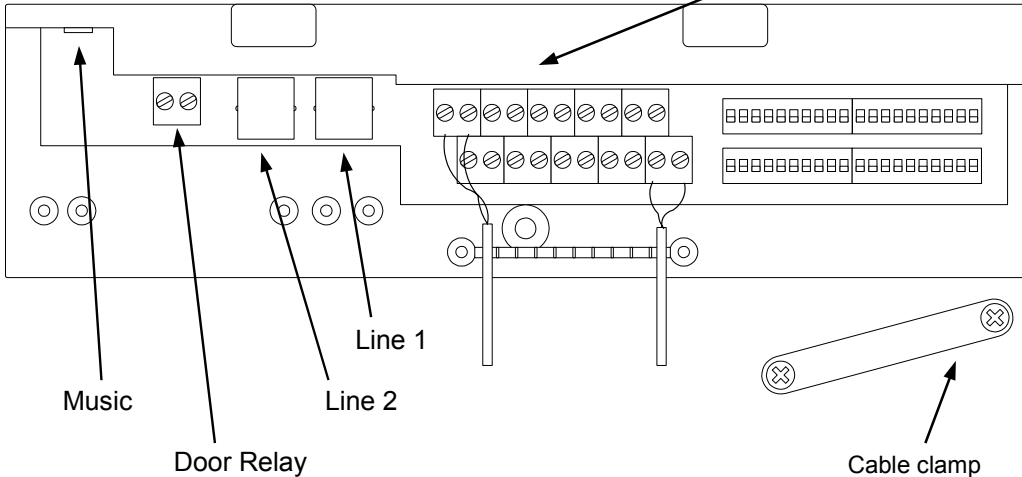
- Using a small screwdriver, connect the ends of the cable to the terminal block .

- Repeat the procedure for extension cables 21 to 29.

- On completion, ensure that the extension cables slide into the retaining slots moulded in the base of the box. Refit the cable clamp.

- Replace the cover of the Multi 10 and secure with the retaining screw.

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Setting up and cancelling Reception phone (priority phone)

A reception phone(s) can be set up for each exchange line group. All incoming calls will then ring the reception phones only. However If these phones are busy then all other available phones in the group will ring. The reception service can be turned on or off as required. The reception phone(s) can be set or cleared.

To set reception service

- Lift handset
- Listen for internal dial tone.
- Dial RECALL 71   L (L= Line 1 or Line 2)
- Listen for confirmation tone.
- Replace handset.
- Reception service is now on.

To turn off reception service

- Lift Handset.
- Listen for internal dial tone.
- Dial RECALL 710   L(L=Line 1 or Line 2)
- Listen for confirmation service
- Replace handset
- Reception service is now off

To set reception phone(s)

- Lift handset of any extension
- Listen for internal dial tone
- Dial RECALL 72 L XX .(L=1 or 2 ,XX=20 to 29 extension for reception)
- Listen for confirmation tone.
- Replace handset

To clear reception phone(s)

- Lift handset of any extension
- Listen for internal dial tone
- Dial RECALL 73 L XX (L=1 or 2,XX=20 to 29 extension to clear)
- Listen for confirmation tone.
- Replace handset

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USER OPTIONS

Call barring

Extensions that are in a group can be barred from making outgoing calls. Standard call bar only allows through calls to the emergency services (999 ,112). Speed dial only call bar allows only speed dial numbers and calls to the emergency services.

Extensions must be a member of an outgoing group. If an extension is not a member of an outgoing group then no outgoing calls at all can be made from that extension.

To set call bar
- Lift handset
- Listen for internal dial tone
- Dial RECALL 9 PPPP XX T
- Listen for confirmation tone .
- Replace handset

Where PPPP is the pass code
XX is the extension number
T is the call bar type: 0 = No call bar.
   1 = 999/112 calls only
                    2 = Speed dial only

In order for call bar to work the extension must be a member of an outgoing group, otherwise 999 and 112 calls and speed dial will not work. See page 13 to set up out going groups.

Remember to dial 9, then 999, or 9, then 112 after hearing dial tone.

INSTALLATION

.
- Extension 20 is the power fail phone and therefore must always be wired.

- Extension number and connections are shown below .

20	**21**	**22**	**23**	**24**

Top row

Bottom row

25	**26**	**27**	**28**	**29**
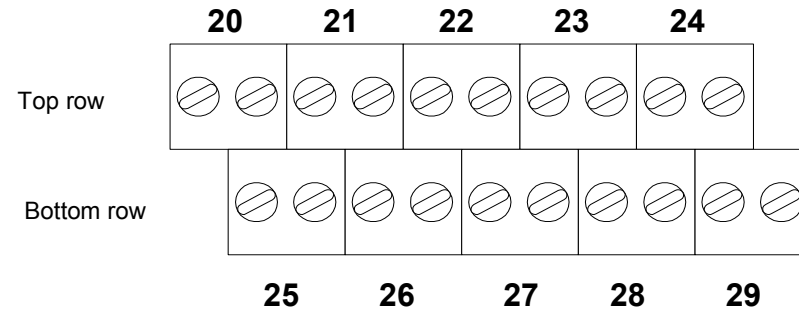
Music On Hold

- A music source (e.g: a cd player) may be connected to the 3.5mm phono socket. The plug should be of mono type. A caller that is put on hold will hear music whilst they are holding.
- Music on hold can be turned on or off.

- To turn music on hold on.
- Lift handset .
- Listen for internal dial tone.
- Dial RECALL 61
- Listen for confirmation tone.
- Replace handset.

- To turn music on hold off.
- Listen for internal dial tone.
- Lift handset.
- To turn music on hold off.
- Dial RECALL 60
- Listen for conformation tone.
- Replace handset.

Door opener

A typical installation is shown below. Please note that the power supply for the door opener should be approved to EN60950, and that the MULTI 10 relay contacts have a maximum rating of 30V d.c. @ 1A. (i.e. a 12 or 24V power supply & door opener should be used).

Power supply

To Relay contacts

Door opener
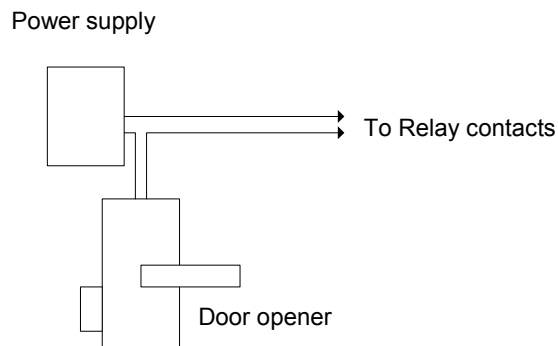
Checking Out The System

- Ensure that all the phones are operative, set to Tone and Timed break recall (usually marked as T, TB, DTMF& TBR,MF&TBR). **Please note that the Multi 10 does not support the use of phones which are PULSE, LOOP DISCONNECT (LD) or EARTH RECALL(E,ER).**
- Check there are no wiring mistakes and that all the extension phones are plugged in.
- Plug in the Multi 10 ac mains lead and switch on. **Do not** plug into the exchange line master socket yet.
- Make an internal call from one extension to another.
- Ensure that the ringer works correctly and that the speech is clear and noise free. Repeat this procedure to check all the extensions.
- Switch off the power to the Multi 10 and plug the exchange line cords into the exchange line master jack sockets.
- Lift the handset at extension 20 - you should hear the public exchange dial tone. Now make an outside call to check the exchange line. Replace handset.
- Switch on the mains power again.
- Make another outside call from extension 20. This time dial **9** followed by the external number. Make another call from extension 21 to check the second line. Refer to Using the Multi 10 section of this handbook.

If a fault is found during the above, switch off the mains power, remove the exchange line cord from its socket and check that the wiring is correct.

Under no circumstances must the cover of the Multi 10 be removed without first disconnecting the ac mains and the exchange line cord, and must be replaced before reconnecting the ac mains and the exchange line cord.

Speed dial

10 Speed Dial numbers can be stored by the MULTI 10 for use by all extensions. Each of these can be up to 41 digits long. The pass code must be entered before changing the speed dial numbers.

To store a speed dial number, do the following :

- Lift handset

- Dial **RECALL** 8 PPPP L XX…...XX **RECALL**

- Listen for confirmation tone**.**

- Replace handset.

Where PPPP is the pass code (default = 0000).
L is the store number from 0 to 9
X is the speed dial number, up to 41 digits.

To clear a number, simply don't enter any digits for X.

The default is no numbers set.

e.g Recall 8 0000 0 01707644480
This places 01707 644480 into speed dial number 80.

Overview

The facilities that can be programmed are as follows:

- Change pass code

- Speed dial numbers

- Call Bar

- Setting up reception phone (priority phone)

- Door phone

- Door Relay

Changing the pass code

Any four digit combination can be is used for access to the speed dial numbers and call barring options. It is recommended that if the default passcode is changed then the new number is recorded and held in a secure place. If you forget your passcode then contact your dealer.

To change the standard pass code:

- Lift the handset.

- Dial RECALL 1 PPPP # NNNN

- Listen for confirmation tone.

Where PPPP is the old pass code and NNNN is the new pass code
A confidence tone is returned if your entry was successful.
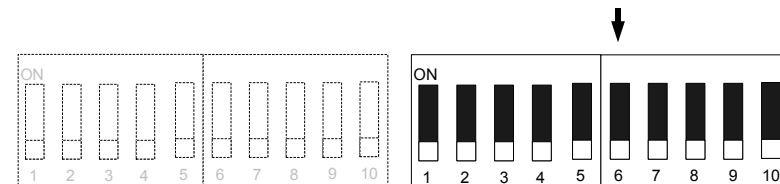**The default setting is 0000.**

Group Switches

There are four banks of switches that are used to program the Line Groups . These are Incoming Groups and Outgoing Groups.
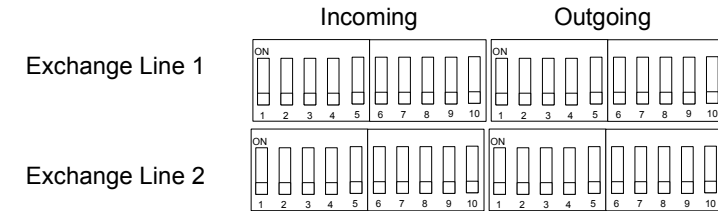
1. The Incoming Line Group switches are used to select which extensions ring for each incoming exchange line . An extension can be set to ring for line 1 or 2 or both incoming lines . To set an extension to ring move the switch to the on position.
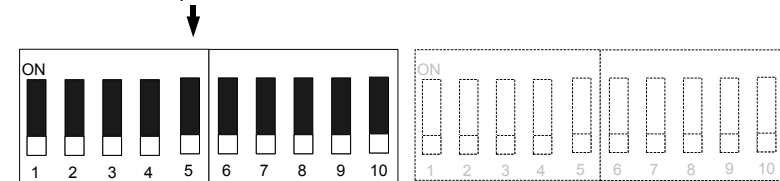
2. The Outgoing Line Group Switches are used to select which extensions can access each exchange line. An extension can be allowed to access Line 1 or Line 2 or both lines. To allow an extension to make out going calls set the switch to the on position.

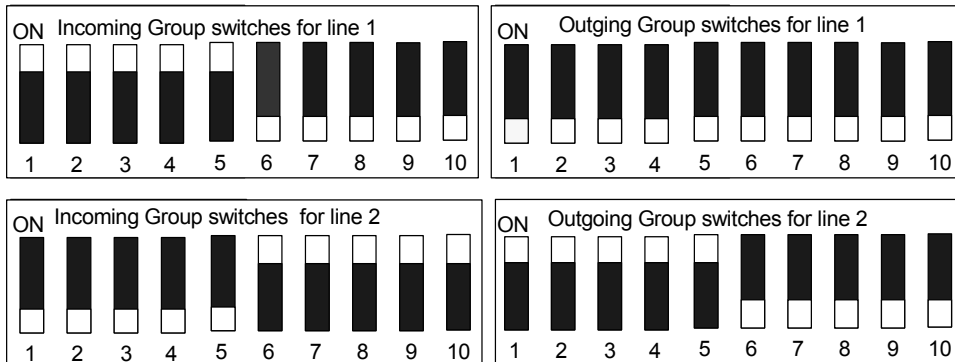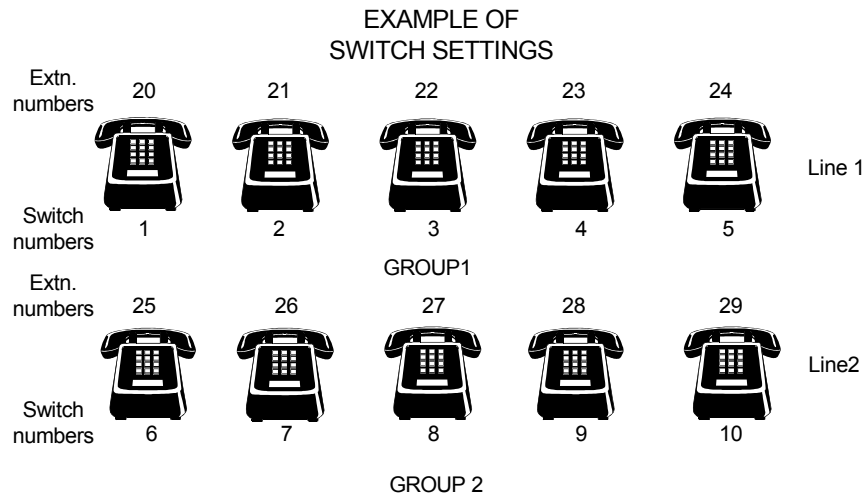The factory default setting is all switches <u>on</u> allowing incoming and out going calls on all extensions.

Please use a suitable instrument when setting the program switches e.g a ball point pen.

Under no circumstances must the cover of the Multi 10 be removed without first disconnecting the ac mains and the exchange line cord, and must be replaced before reconnecting the ac mains and the exchange line cord.

EXAMPLE OF
SWITCH SETTINGS

Extn.
numbers   20   21   22   23   24

Line 1

Switch
numbers   1   2   3   4   5

GROUP1

Extn.
numbers   25   26   27   28   29

Line2

Switch
numbers   6   7   8   9   10

GROUP 2

ON	Incoming Group switches for line 1
1 2 3 4 5 6 7 8 9 10

ON	Outging Group switches for line 1
1 2 3 4 5 6 7 8 9 10

ON	Incoming Group switches for line 2
1 2 3 4 5 6 7 8 9 10

ON	Outgoing Group switches for line 2
1 2 3 4 5 6 7 8 9 10

In this example, Group 1 extensions have been set up to ring on an incoming call on
line 1.

Group 2 extensions have been set up to ring on an incoming call on line 2.

Group 1 extensions have been set up to allow outgoing calls on line 2 only. All other
extensions are set for no outgoing calls.

Divert

Calls can be diverted to another extension. Any calls sent to an extension with divert set , will
be transferred to the designated extension.

To set divert

- Lift the handset
- Dial RECALL 31 XX
- Listen for confirmation tone
- Replace handset.

Where XX is the extension you want to divert your calls to.

To cancel divert

- Lift the handset
- Dial RECALL 31 0
- Listen for confirmation tone
- Replace handset

Calls will now be put through normally to your extension.

Internal paging

All free extensions may be paged.

To page all available extensions

- Lift handset
- Dial RECALL 4
- All free extensions will ring.

Operating when mains power fails

In the event of a mains power failure, the telephone at extension 1 is connected directly to the
exchange line. The line is then accessed from this extension without dialling 9. The other
extensions will not function.

Setting up and cancelling do not disturb

Any or all of extensions 20 to 29 may be set up to prevent ringing at that extension.

To set up Do Not Disturb.

- Lift handset at appropriate extension

- Listen for internal dial tone.

- Dial RECALL 0.

- Listen for confirmation tone.

- Replace handset.

Ringing is now disabled ot that extension for both internal and external calls.

To cancel Do Not Disturb.

- Lift handset at appropriate extension.

- Replace handset.

Call pick up

It is possible to pick - up an external call ringing at a different extension in a group by:

- Lift handset

- Listen for internal dial tone.

- Dial RECALL 33

The call will now be connected to your extension.

The Multi 10 offers the user many powerful features not available when telephones are connected through ordinary parallel extensions.
Furthermore, this has been achieved without sacrificing the incomparable economy and versatility offered by simple, standard telephones.

Because of this, your telephone keypad is called on to perform many more functions than the customer dialling of another subscribers number. The telephone now has a second function as a control panel, putting options such as intercom / outside line and hold / transfer at your fingertips.

Fortunately, the Multi 10 has been designed so that the control functions are simple to perform and easy to remember. Nevertheless, it is necessary to be a little more careful when using the Multi 10 than when using a basic telephone.

Using the functions of the Multi 10 and programming the user options requires the use of the RECALL button on the handset. This is marked as Recall or with the letter R.

Tones And Rings Used By The Multi 10

When your telephone is connected through Multi 10 to the outside line, you will hear the usual public exchange tones for Ringing, Engaged (Busy), and Number Unobtainable. However, to enable you to control the intercom and other facilities, the Multi 10 generates the following tones of its own.

TONES	
Internal Dial Tone	
Internal Ringing Tone	
Engaged Tone	
Number Unobtainable & Error	
Confirmation Tone	

RINGS	
Incoming exchange call	
Internal call	
Door Phone	

|← 3 seconds →|

	Dial Tone (high & low mixed)
	High Tone
	Low Tone
	Ring

Transferring a call

An exchange line call can be transferred to another extension on the system.

- With the outside call established, press RECALL.

- Listen for internal dial tone.

- Dial required extension number (20 to 29)

- When the extension answers, replace your handset

- The transfer is now complete.

The extension to which the call has been transferred now has control of the call and can make an enquiry or transfer to a third extension. If the enquiry extension is engaged or does not answer, return to the call by pressing RECALL.

Making a remote transfer

When your extension is connected to an outside call, you can make a transfer to another extension (a remote extension), before the remote extension answers.

- With the outside call established, press RECALL.

- Dial the required extension number (20 to 29)

- Listen for ring tone.

- Replace your handset.

The dialled extension will now ring for up to two minutes after you replace your handset. If the remote extension answers within two minutes the outside call will automatically transfer to it.

If the call is not answered within two minutes then the call will "clear down" i.e. the outside caller will be cut off.

RECALL

Some B.T services may require the sending of a RECALL signal to the exchange line.

- To send a RECALL signal to the exchange line
- Press RECALL twice within 5 seconds
- This will send the RECALL signal to the exchange line

Putting an external call on hold

An outside call, whether incoming or outgoing, can be held while an enquiry call is made or the call is transferred to another extension.

- To put the call on hold, press RECALL, once.
- To cancel hold and return to the held caller, press RECALL.

Pressing RECALL twice within 5 seconds will send a RECALL signal to the exchange line so care should be taken not to do this when putting a caller on hold.

Making an enquiry call

- Press RECALL to hold the exchange line.
- Listen for internal dial tone.
- Dial the required extension.
- You will hear ringing tone or engaged tone.
- When the extension answers, make the enquiry.
- Press RECALL to cancel hold and return to exchange line caller
- If the enquiry extension is engaged or does not answer, return to the exchange line by pressing RECALL.

Summary of MULTI 10 facilities

FACILITY	ACTION
Outgoing External Call	Dial 9 then external number
Outgoing External Call using speed dial	Dial 8 followed by the store number (0-9)
Internal Extension Call	Dial 20 to 29
Hold External Call	Press **RECALL**
Set Reception Service	Dial **RECALL** 71 followed by line number.
Set Reception Phone	Dial **RECALL** 72 followed by the line number and then the extension number.
Set 'Do Not Disturb'	Dial **RECALL** 0
Clear 'Do Not Disturb'	Lift handset and then replace
Enquiry Call to Third Party During an External Call	Press **RECALL** to hold external Call Dial extension - make enquiry
To Return to External call: a) After enquiry b) If extension busy c) If extension unobtainable	Press **RECALL**
Transfer External Call	Press **RECALL** to hold external call dial extension - make enquiry Replace handset
To Return to External Call : a) If extension busy b) If extension unobtainable	Press **RECALL**
Remote Transfer External Call	Press **RECALL** to hold external call Dial extension Listen for ring tone Press **RECALL** if extension busy to return to external call
Transfer will terminate after 2 minutes if no reply at extension	Otherwise replace handset Answer external call at remote extension
Activate Door opener	Lift handset then Dial *
Emergency Calls	Dial 9 999 or dial 9 112

Making an exchange line call

- Lift handset.

- Listen for internal dial tone.

- Dial 9.

- Listen for external dial tone.

- Dial required number.

- At the end of the call, or if there is no answer, replace the handset.

**Emergency Calls can only be made from an extension that is a member of a Line Group.
See page 13 for Line Group settings
Remember to dial 9, then 999, or 9, then 112 after hearing dial tone.**

Making an exchange line call using speed dial

- Lift handset.

- Listen for internal dial tone.

- Dial 8 X   (X = store number 0-9,* ,#)

- At the end of the call, or if there is no answer, replace the handset.

Note: if you get NU tone returned, the speed dial store is empty. To program speed dial numbers see page 25.

Making an internal call

- Lift handset.

- Listen for internal dial tone.

- Dial the required extension number. The extensions are numbered 20 to 29.

- Listen for ring tone.

If the called extension is busy you will hear the engaged tone.
At the end of the call, or if there is no answer, replace the handset.

Answering an internal Call

A single ring repeated every three seconds indicates an internal call from another extension.

- Lift handset.

- Answer call.

- At end of call replace handset.

Answering an exchange line call

An incoming call from the exchange line causes all extensions to ring, unless reception (priority phone), do not disturb, or no incoming calls are set.

A double ring repeated every three seconds indicates an outside call.

If you can hear more than one extension, you will notice that the sounds do not coincide. The sequence Is:

Extensions 20 and 22 ring together, then extensions 21 and 23 ring together, then extensions 24 and 26 and so on.

However, each individual telephone gives a double ring every three seconds, exactly as if it were connected directly to the exchange line.

The ringing sequence continues until the call is answered or the caller abandons the call attempt.

Picking up any of the extension telephones which is ringing will answer the call. If your extension is not ringing then you can answer the call by :

- Lift the handset.

- Listen for internal dial tone.

- Dial RECALL 33.