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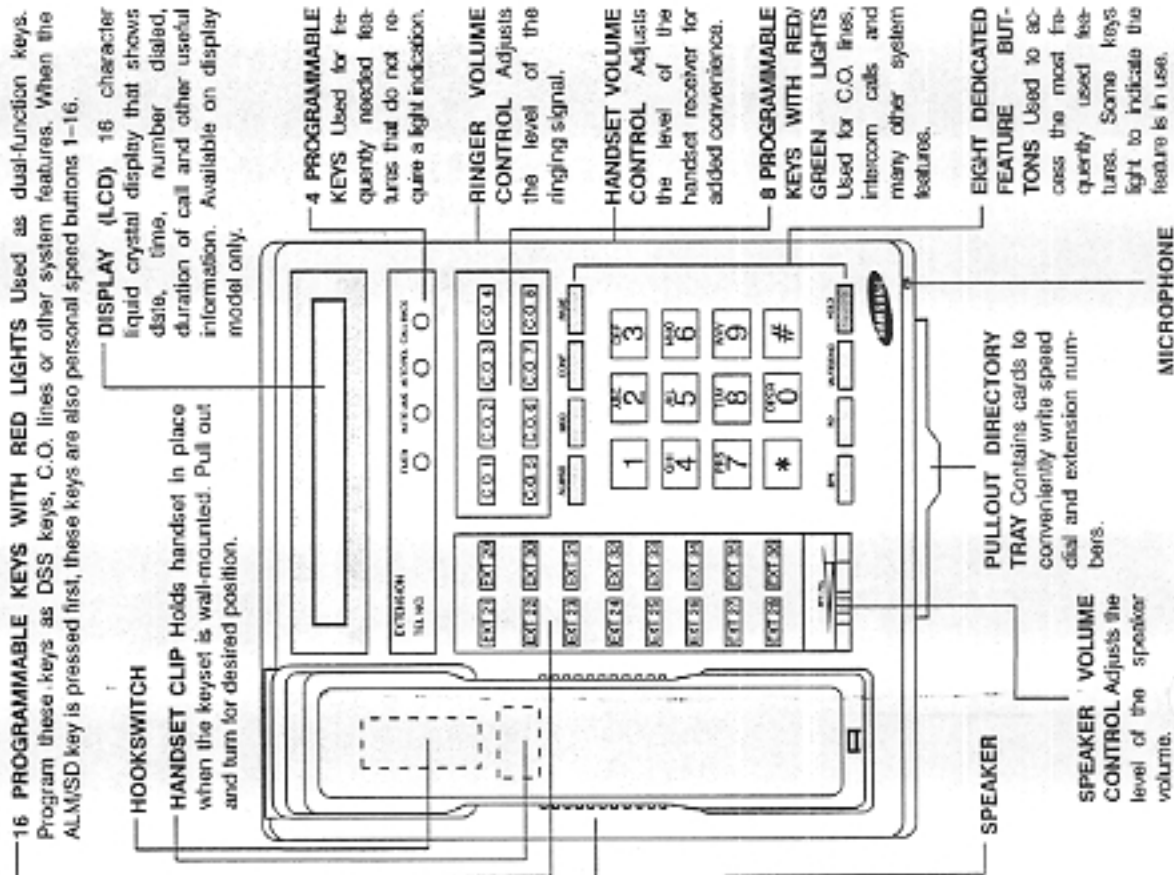
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810 VMD 800 KEYS&E



# PROSTAR 816 KEYSSET LAYOUT

## LABELING PROGRAMMABLE KEYS

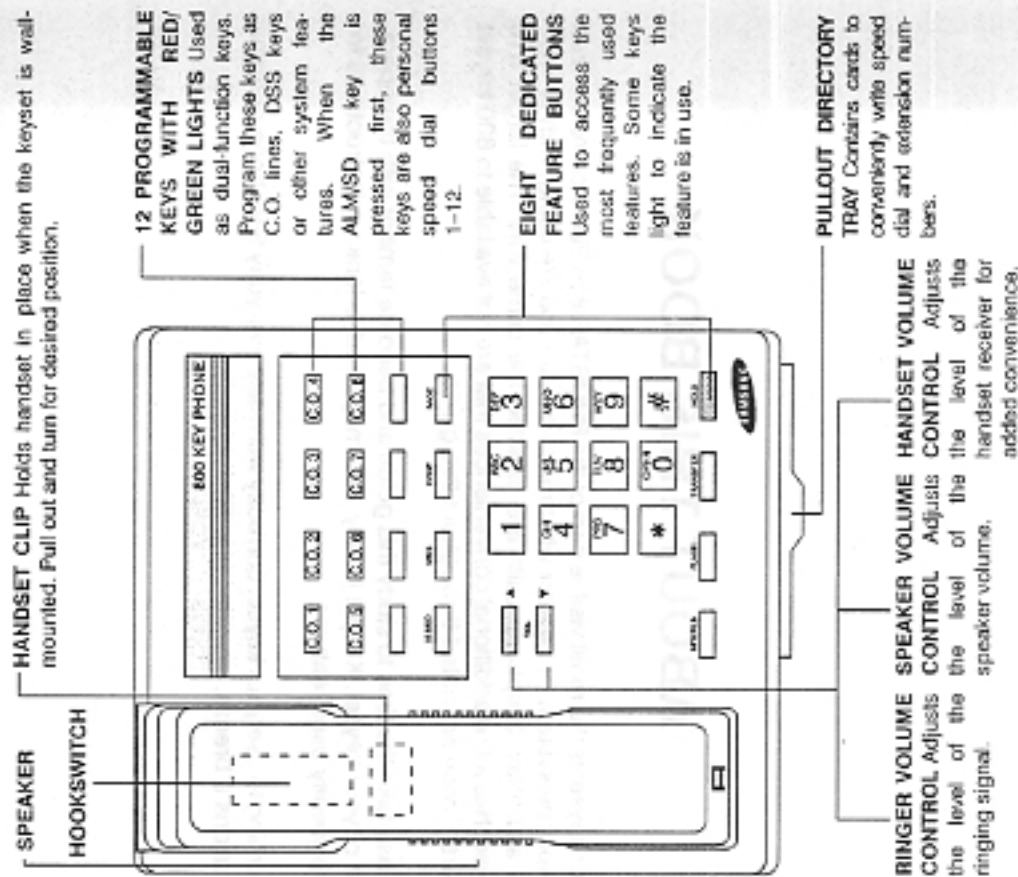
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover. Illustrated below are the factory-programmed settings for each key for operation right out of the box.



# PROSTAR 800 KEYSSET LAYOUT

## LABELING PROGRAMMABLE KEYS

Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover. Illustrated below are the factory-programmed settings for each key for operation right out of the box.



**NOTE:** There is no microphone on the 800 keyset. You must lift the handset to speak.

# THINGS YOU SHOULD KNOW

## USER ORIENTATION

PROSTAR telephones are called "keysets." They contain buttons or "keys" used to access or activate the many features of your office telephone system. The 816 keyset has enough buttons to accommodate many of the features of the system. However, the basic 800 keyset has fewer buttons and in some instances, may not have keys to represent every station in the system. In these cases, a directory number 21-36 is dialed. Instructions are given throughout this guide when applicable.

Lines from the telephone company are "C.O. lines." Calls on these lines are referred to as "outside calls."

Direct Station Selection (DSS) buttons are programmed to ring specific stations. You can press a DSS button instead of dialing the extension number. A DSS button will light steady red when that station is busy (Busy Lamp Indication). It will flash red when the station is ringing.

## SPEAKERPHONE OPERATION

816 keysets come with a built-in speakerphone. Pressing the SPK key will answer or release a call on the speakerphone. Switching from the handset to the speakerphone is easy. Press the SPK key (it will light red) and then hang up the handset. To return to the handset, simply lift it up and the speaker will be automatically turned off.

800 keyset users do not have a microphone so handsfree calling is not possible. You may originate a call with the handset in the cradle. When the called party answers, you will need to lift it to speak with the distant party.

NOTE: With special programming, your 816 keyset may be prohibited from using the speakerphone feature. Check this before you report a problem with your speakerphone.

## CALL INDICATIONS

PROSTAR provides distinctive ring patterns to your keyset.

- Outside calls have a single ring tone repeated.
- Intercom calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a short ring tone repeated very quickly.

Some of the buttons on your keyset have light emitting diodes (LEDs). Some

of these are dual LEDs that light green, red or amber (red and green together). Some keys only light red.

Outside calls appear on individual line keys and have different indications to assist you. Here are some simple rules to remember about line keys:

- Green LEDs indicate lines in use at your keyset.
- Red LEDs indicate lines in use at other keysets.
- Fast flashing green LEDs indicate new incoming calls.
- Slow flashing green LEDs indicate calls on hold at your keyset.
- Flashing red LEDs indicate calls on system hold.
- Amber LEDs indicate recalls to your keyset.

## SYSTEM TONES

The system provides several tones to assist you. Some of these tones are already familiar to you.

**Intercom Dial Tone**—A steady tone that indicates you can begin dialing another extension or feature code.



CONTINUOUS

**Busy Signal**—Indicates the station you dialed is busy.



CONTINUOUS

**Ringback Tone**—Indicates the station you dialed is ringing.



CONTINUOUS

**Transfer/Conference/Confirmation Tone**—Indicates the system is ready for you to dial another extension or that you have performed a correct feature operation.



CONTINUOUS

**Error Tone**—Indicates an error in operation. Hang up and try again.



CONTINUOUS

## OUTSIDE CALLS

### MAKING A CALL

- Lift the handset and press an idle outside line button. Receive dial tone and dial the telephone number.
- OR
- To use the speakerphone, press an idle outside line button, receive dial tone through the speaker and dial the telephone number. Speak into the microphone.
- Finish the call by replacing the handset or pressing the SPK button.

#### NOTES:

1. If programmed, you may dial 9 or 80 to select an available line from these two line groups.
2. 800 keyset users may place a call with the handset in the cradle but must lift it to speak when the called party answers.

### ANSWERING A CALL

- Lift the handset and press the fast flashing green outside line button.
  - OR
  - Answer the call using the speakerphone by pressing the flashing green outside line button.
  - If your keyset is assigned ringing, simply lift the handset or press the SPK button and the call is automatically answered.
- NOTE: 800 keyset users must lift the handset to answer the call.

### RECALL DIAL TONE

Press the line button you are now using to disconnect the present call and receive dial tone to make another call on the same line.

### SENDING A FLASH

When using a PABX or a CENTREX line, press the line button you are now using to send hookflash for special operation.

## BUSY LINE QUEUING WITH CALLBACK

- Press the desired busy outside line with a steady red light and receive busy signal.
- Press the **CALLBACK** button.
- When the selected line becomes free and it is your turn, the system will call you back.
- Lift the handset or press the **SPK** button to be connected to dial tone and then place the call.

NOTE: A callback will be canceled if it is not answered within 12 seconds.

### STATION TOLL OVERRIDE

Your station may be restricted from dialing outside of the system. However, system programming can allow five numbers to override any restriction in case of an emergency (e.g., 911, fire, police, ambulance, etc.).

**VERY IMPORTANT:** Ensure that your installation and service company has made these provisions for your system.