

Programming and Feature Codes

Covering Calls Features

Coverage

Coverage allows a call ringing at one extension (a sender) to ring at another extension (a receiver) at the same time, and to be answered at either extension.

There are two types of Coverage: Individual and Group. Individual Coverage can be Primary or Secondary Coverage. With Primary and Secondary Coverage, a call not answered at a sender's extension rings first at the Primary Coverage extension and later, after a ring delay interval, at the Secondary Coverage extension. See your System Manager for details.

Coverage Off

Coverage Off turns off all coverage, both inside and outside calls.

To program a Coverage Off button: **EXT** + lift handset + **# 0 0** + **Coverage Off** + * **4 9** + **# * 0 0**.

Coverage Inside Off/On

Coverage Inside Off/On prevents or allows coverage of inside calls. If you activate Coverage Inside Off, you can cover only outside calls. If you activate Coverage Inside On, you can cover both outside and inside calls.

To activate Coverage Inside Off: **EXT** + lift handset + **# 0 0** + **EXT** + * * **4 8** + **# * 0 0**.

To activate Coverage Inside On: **EXT** + lift handset + **# 0 0** + **EXT** + * **4 8** + **# * 0 0**.

Coverage VMS Off

Coverage VMS Off prevents outside calls from being sent to the voice messaging system.

This feature should be programmed on a button with LEDs.

To program a Coverage VMS OFF button:

EXT + lift handset + **# 0 0** + **Coverage VMS Off** + * **4 6** + **# * 0 0**.

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Covering Calls Features (continued)

Direct Voice Mail

Direct Voice Mail allows you to place or transfer a call directly to another person's voice mail without ringing that person's telephone.

To use with the feature code:

Feature (or **#**) + **5 6** +
extension number (or
Auto Dial).

To program onto a button:

EXT + lift handset + **# 0 0**
+ **DVM** + * **5 6** +
* 0 0.

Follow Me

Use Follow Me to have calls arriving at your extension sent to another extension where you are working. Activate Follow Me from the extension where you want to receive calls.

To activate Follow me: **Feature** (or **#**) + **3 4** + the sending extension's number.

To cancel Follow Me: see "Cancelling Follow Me and Forward" under Forward.

Forward

Use Forward to send calls arriving at your extension to another number. This number can be an inside extension, an extension on another system in a private network, or an outside number. Turn on forward from your extension.

To send calls to an extension: **Feature** (or **#**) + **3 3** + the extension number.

To send calls to an outside number: **Feature** (or **#**) + **3 3** + code (usually 9) + the outside number + **# #**.

Check with your System Manager to see if you are allowed to send calls to outside numbers.

Programming and Feature Codes

Covering Calls Features (continued)

Canceling Follow Me and Forward

You can cancel Follow Me and Forward from the sending or receiving telephone.

If you forward your calls to an outside number, you can cancel from your extension or from a remote location by using Remote Access. Check with your System Manager.

To cancel from the sending telephone: **Feature** (or **#**) + **3 3** + your extension.

To cancel from the receiving telephone:

- To cancel Follow Me or Forward calls from one extension: **Feature** (or **#**) + * **3 4** + sending extension number.
- To cancel Follow Me or Forward calls from all extensions: **Feature** (or **#**) + * **3 4 ***.

Dialing Features

Account Code Entry

Use Account Code Entry to enter account codes for outside calls, both incoming and outgoing. These codes are used for billing, cost-accounting, or project tracking.

To use with the feature code:

Feature (or **#**) + **8 2** + code + **#**.

To program onto a button:

EXT + lift handset + **# 0 0** + **ACE** + * **8 2** + **# * 0 0**.

Authorization Code

The Authorization Code feature allows you to pick up someone else's telephone, enter your authorization code, and complete a call with the restrictions that apply to your own telephone.

To use with the feature code:

Feature (or **#**) + **8 0** + code + **#**.

To program onto a button:

EXT + lift handset + **# 0 0** + **Auth Code** + * **8 0** + **# * 0 0**.

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Dialing Features (continued)

Auto Dial

Use Auto Dial buttons for one-touch dialing of frequently called telephone numbers. You can program two types of Auto Dial buttons: Inside and Outside. On the 4406D+ telephone, use Personal Speed Dial instead of Auto Dial buttons.

To program an Inside Auto Dial button: **EXT** + lift handset + **# 0 0** + **AutoDial** + *** 2 2** + the extension number.

To program an Outside Auto Dial button: **EXT** + lift handset + **# 0 0** + **AutoDial** + *** 2 1** + the number.

Saved Number Dial

Saved Number Dial allows you to save a dialed number and to call it again without manually redialing.

To program a Saved Number Dial button: **EXT** + lift handset + **# 0 0** + **Save #** + *** 8 5** + **# * 0 0**.

Directory and Speed Dialing Features

Directory

The Directory feature is a built-in, interactive telephone book that stores listings of names and telephone or extension numbers. If you have a 4412D+, 4424D+, or 4424LD+ telephone, you can dial numbers by selecting listings from the display. There are three Directories on the system: Extension, Personal, and System. Your System Manager programs the Extension and System Directories.

Extension and System Directory

Use the Extension Directory and System Directory with 4412D+, 4424D+, and 4424LD+ telephones.

The Extension Directory and System Directory are created by the System Manager. Use the Extension Directory to dial inside numbers. The System Directory consists of three-digit System Speed Dial codes for commonly called numbers of outside contacts (such as clients and suppliers).

To use: Press **Menu** + Directory (Dir) + Ext Dir (or System Dir) + Select range, then press the button next to the listing to dial.

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Directory and Speed Dialing Features (continued)

Personal Directory

If you have a 4424LD+ telephone, you can create your own personalized list of names.

To add listings:

Menu + Directory + Personal Dir + Enter New + Type up to an 11-character name (Select A-F from the display and letters G-Z are shown under the faceplate of your telephone) + Enter + Enter the number using the dialpad + Enter + Respond to the number display prompt + Enter + **Exit** .

To change personal directory listings:

Menu + Directory + Personal Dir + Edit Dir + Choose item to be changed (Replace Name changes name, Replace Num changes number, Replace Tag displays or conceals number on the display) + Select entry to be changed + Enter new information + Enter + **Exit** .

To delete listings:

Menu + Directory + Personal Dir + Put on Home + Select range of + Select entry to be deleted + Select Delete to delete entry (Cancel exits without change) + **Exit** .

To assign listings to your Home screen:

Menu + Directory + Personal Dir + Put on Home + Select range of letters + Select entry to display in the directory + Select Home screen location + Select Continue for another entry + **Exit** .

To dial listing on Home screen:

Directory + Press the button next to the listing to dial.

To dial listing not on Home screen:

From the Home screen: **Menu** + Next Page twice + Select letter range + Press appropriate line button + Press button next to the listing to dial.

Programming and Feature Codes

Directory and Speed Dialing Features (continued)

Personal Speed Dial

Use Personal Speed Dial on a 4406D+ telephone to program up to 24 numbers that can be dialed by using a two-digit code.

To prevent the loss of programming on your buttons, do not use Personal Speed Dial on a 4412D+, 4424D+, or 4424LD+ telephone.

To program your Personal Speed Dial numbers, make a list of your telephone numbers/extensions numbered 1 to 24, then:

EXT + lift handset + **# 0 0** + **#** + list number (01–24) + *** 2 1** + the number + **# * 0 0**.

To use Personal Speed Dial:

- 1: Press **EXT**.
- 2: Press **Feature**.
- 3: Dial the two-digit code (01–24).

Programming and Feature Codes

Language Features

Language Choice

You can change the language on your display screen to English, Canadian French, or Latin American Spanish.

To change the language for your display:

1: Press the programmed **Feature** button.

2: Dial one of the following:

- For English: **7 9 0**.
- For Canadian French: **7 9 1**.
- For Latin American Spanish: **7 9 2**.

Privacy Functions

Do Not Disturb

Do Not Disturb prevents calls from ringing and prevents paging over a speakerphone. You must program a Do Not Disturb button to use this feature.

This feature should be programmed on a button with LEDs.

To program a Do Not Disturb button:

EXT + lift handset + **# 0 0** + **DND** + *** 4 7** + **# * 0 0**.

Privacy

Privacy prevents other people from joining calls on shared line buttons. Privacy also prevents Barge-In from being used to join a call.

To turn Privacy on: **Feature** (or **#**) + **3 1**.

To turn Privacy off: **Feature** (or **#**) + *** 3 1**.

This feature should be programmed on a button with LEDs.

To program a Privacy button:

EXT + lift handset + **# 0 0** + **Privacy** + *** 3 1** + **# * 0 0**.

Programming and Feature Codes

Programming Functions

Inspect

Inspect allows you to see information about an incoming call that is ringing, alerting, or on hold or to see what is programmed on a button. To use the Inspect feature, you press the programmed **Inspect** button and then the line button for the incoming call.

To program an Inspect button: **EXT** + lift handset + **# 0 0** + **Inspect** + * **7 7 8** + **# * 0 0**.

Ringing Options

Personalized Ring

By using the Personalized Ringing options, you can select one of eight different ringing patterns for your telephone, making it easier to distinguish its ring from those of other telephones.

To select a ring pattern for your telephone: **EXT** + lift handset + **# 0 0** + **EXT** + * **3 2** + ring (**1 - 8**) + **# * 0 0**.

The last ring you hear is the ring you selected.

Scheduling Features

Posted Message

You can post a message to provide information to co-workers with display telephones—for example, to tell callers where you are when not answering the telephone or why you do not want to be disturbed. When you call a co-worker who has a message posted, the posted message is shown on your display (even if the call is answered).

Up to 20 different messages can be posted. 11–20 are for custom settings (see your System Manager). The factory-set messages are:

01 DO NOT DISTURB	06 IN A CONFERENCE
02 OUT TO LUNCH	07 WITH A CLIENT
03 AT HOME	08 WITH A CUSTOMER
04 OUT SICK	09 AWAY FROM DESK
05 IN A MEETING	10 OUT ALL DAY

Programming and Feature Codes

Scheduling Features

Posted Message (continued)

To use the Posted Message feature:

For 4412D+, 4424D+, or 4424LD+ telephones:

To post a message: **Menu** + Posted Msg (Post) + Select the message from the display.

To cancel a posted message: **Menu** + Posted Msg (Post) + Cancel + **Exit**.

For 4406D+ telephones:

To use posted messages, you must program a Posted Message button. Posted Message should be programmed on a button with LEDs.

To program a Posted Message button with LEDs (for 4406D+ telephones only): **EXT** + lift handset + **# 0 0** +

Posted Message + *** 7 5 1** + **# * 0 0**.

To post a message: **Posted Message** + dial the code for the message you want (01–20).

To cancel a posted message: **Posted Message** + dial **0 0**

Reminders

With Reminder service, you can arrange for the system to make reminder calls at preset times.

To set a reminder: **Feature** (or **#**) + **8 1** + time + **2** for A.M. or **7** for P.M.

Enter the time in four digits, for example, 0130.

To cancel a reminder: **Feature** (or **#**) + *** 8 1**.

You hear a priority ring (1 long ring and 3 short rings) to indicate a Reminder Call.

Displays

Display Appearances

Feature names appear differently on the multiline 4400-Series telephones, depending on whether the display is a 2-line display (4406D+, 4412D+, and 4424D+ telephones) or a 7-line display (4424LD+ telephone).

Feature	2-Line Display	7-Line Display
Account Code Entry	Acct	AccountCode
Authorization Code	Auth	Auth Code
Auto Dial	AutoD	Auto Dial
Inside	In	Inside
Outside	Out	Outside
Call Waiting	CWait	CallWaiting
Camp-On	Camp	Camp On
Conference	Conf	Conference
Coverage	Cover	Coverage
Direct Voice Mail	DrcVM	Direct VM
Directories	Dir	Directory
Extension Directory	ExtDir	Ext Dir
Personal Directory	Not Applicable	Personal Dir
System Directory	SysDir	System Dir
Do Not Disturb	DND	DoNotDistrb
Drop	4400 Drop	Drop
Feature Button	Feat	Feature
Follow Me	Flwme	Follow Me
Forward	Forwd	Forward
HFAI Button	HFAI	HFAI
Inspect Button	Insp	Inspect
Paging		
Group Paging	GrpPg	Group Page
Loudspeaker Paging	Ldspg	Loudspkr Pg
Park	Park	Park
Personalized Ringing	PRing	PersonalRng
Pickup	Pkup	Pickup
Posted Message	Posted Msg	Post
Privacy	Prvcy	Privacy
Reminder	Rmind	Reminder
Saved Number Dial	Save#	SaveNumDial
Transfer	Trans	Transfer

Displays

4406D+

4406D+ Display

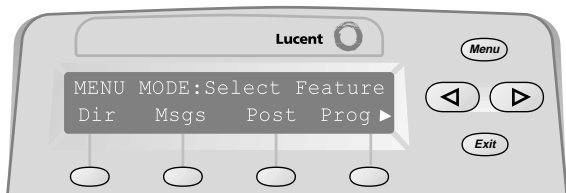
The 4406D+ telephone's 2-line by 16-character display is used primarily for visual feedback. You cannot select features by using the 4406D+ display, but you can enter a feature code after pressing **Feature** or **#**.



4412D+ and 4424D+

4412D+ and 4424D+ Displays

- 2-line by 24-character.
- **Menu** —Takes you to MENU MODE screen (see figure).
- **▶** button—Takes you to next screen.
- **◀** button—Takes you to previous screen.
- **Exit** —Takes you to Home screen showing date and time.
- Four softkeys—Use to select items from display.

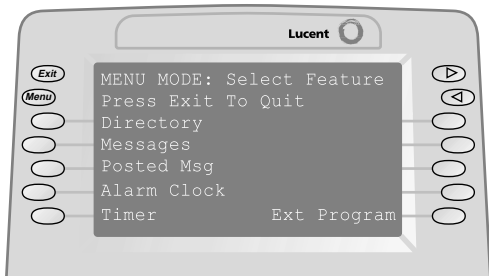


Displays

4424LD+

4424LD+ Display

- 7-line by 24-character.
- **Menu**—Takes you to MENU MODE screen (see figure below).
- **▶** button—Takes you to next screen.
- **◀** button—Takes you to previous screen.
- **Exit**—Takes you to Home screen showing date and time.
- Ten softkeys—Use to select items from display.



When you press **Feature**, a screen like the following appears with features to be selected.

