



eOn Digital Telephones User Guide



18-Button



30-Button

Note: If this telephone is being used behind an eQueue system, please refer to the eQueue User Guide.

2

3

18-Button Telephone showing pre-labeled buttons

- Handset cradle
- Message waiting
- Message send
- Music/mute
- Speaker
- Speaker

Call appearance buttons

- Call forward
- DND
- Memory
- Menu
- UP and DOWN buttons

- Hold
- Transfer
- Conference
- Park
- Page
- Release
- Keypad

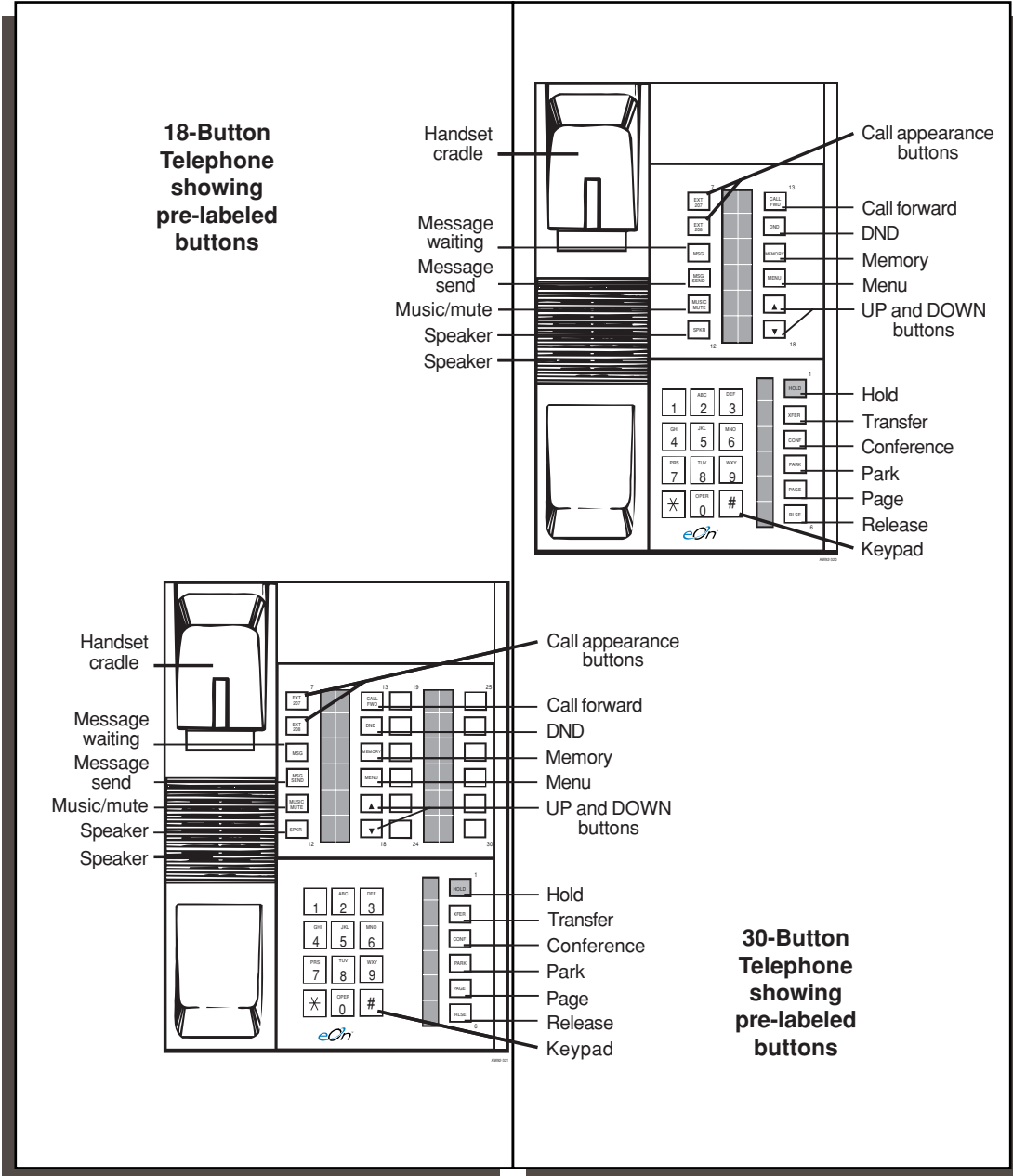
- Handset cradle
- Message waiting
- Message send
- Music/mute
- Speaker
- Speaker

Call appearance buttons

- Call forward
- DND
- Memory
- Menu
- UP and DOWN buttons

- Hold
- Transfer
- Conference
- Park
- Page
- Release
- Keypad

30-Button Telephone showing pre-labeled buttons



Making & Answering Calls

To make a call, pick up the handset and dial the number, beginning with an access code (such as 9) if required. To answer a call, pick up the handset when the phone rings and speak into it. If you're on a call and another call rings on your second extension, put the first call on hold, and press the extension button of the other call.

Using the Features*

VOICE MAIL: Press the MSG button, and follow the instructions. To send a message, press the MSG SEND button, followed by the number of the extension you want to send the message to.

MUSIC/MUTE: With the handset on-hook, press the button to toggle background music on/off and to select a music source. Press the UP/DOWN arrow to change volume. When you lift the handset, the music is automatically muted. During a call, press the MUSIC/MUTE button to turn off the microphone so that the other party cannot hear any conversation near your phone. Press the button again to resume 2-way conversation.

SPEAKER: Press SPKR to answer a call without using the handset—allowing a handsfree call. Pick up the handset at any time to activate it. If you dial without lifting the handset, the call is automatically handsfree. Use the SPKR button to allow a group of listeners to monitor a call.

CALL FORWARD: Press CALL FWD; enter the extension number to forward calls to; hang up. To return to normal operation, press CALL FWD again.

DO NOT DISTURB: Press DND and then dial a message number (0–9) if desired, or hang up (press the SPKR or RLSE button). To return to normal operation, press DND again.

MENU: This button is used in conjunction with the UP and DOWN buttons to select ringer cadence and volume, display contrast, and installation information. The UP and DOWN buttons can also be used during a call to increase speaker or handset receiver volume.

HOLD: Press the HOLD button to put call on hold. To return to a call on hold, lift the handset and press the button associated with the held call.

* Programming determines how each telephone functions. All features as described may not be available to you.

TRANSFER: Press XFER; when you hear tone, dial the number of the extension to which you are transferring the call; hang up or press RLSE.

CONFERENCE: *To set up a new conference*—Dial the first party. When answered, press CONF and call the next party, then press the CONF button again to connect the parties. Repeat until all parties are connected. To exit the conference, press RLSE or hang up. To connect a party on hold with a conversation in progress, press the EXT button associated with the held call and then the CONF button.

Meet-Me Conference—Use the dial access code plus trailing digits of the conference number to connect into a Meet-Me conference.

PARK: Press the PARK button to automatically park a call to the next available park zone. To pick up a parked call, dial the park zone number.

PAGE: Press the PAGE button for the zone(s) you want to reach, and speak into the handset. Hang up when finished.

RELEASE: Press RLSE to release a call from your phone.

CANCEL: Use this button to drop a party from a conference or to discontinue any function without hanging up.

CALL ANNOUNCE: A call made when the telephone is in the call announce mode activates the speaker and microphone at the target telephone if call announce is allowed. Press the CALL ANNOUNCE button to enter the call announce mode. To return to normal mode, press the busy CALL ANNOUNCE button.

To announce through a group of digital multi-line phones—Dial the All Call Announce feature code followed by the zone number for the group of phones you want to page.

CALL PICKUP: Use Direct Call Pickup (DCP) to answer all call announce, paging access, or an unattended ringing telephone with a prime extension. To answer a call to an extension, press the DCP button, or dial the DCP access code; dial the associated extension number. To answer other calls, press the DCP button, or dial the DCP access code; dial the access code and zone number associated with the call announce or paging access call.

LAST NUMBER REDIAL: Use the assigned dial access code (such as **) to redial your last external call.

HEADSET/HANDSET OPERATION: To change from handset to headset operation, use the feature button to switch between handset and headset mode. Calls are automatically connected to the headset jack (in the bottom of the phone) when the phone is in headset mode.

NIGHT SERVICE: To answer a call ringing into the night service, dial the access code plus the night zone number.

PERSONAL REPERTORY DIALING: You can store up to 255 personal numbers. *To store a number:* Dial the Rering access code plus the digit 2. Dial the keypad button number (0–9) or press the feature button that represents the personal repertory number. Dial the number to be stored (up to 48 digits). Hang up.

*To call a number using the button—*Press the Personal Repertory button.

*To call a number using the access code—*Dial the Rering access code plus the digit 3, and press the keypad button (0–9) that represents the personal repertory number.

*To call a number using the display to select and dial—*Dial the Rering access code plus the digit 9 and press the UP/DOWN buttons to move through the list of numbers on the display. Press the # (pound) button to dial the selected entry.

Dial Access Codes

- Call Announce _____
- Call Forward _____
- Call Park _____
- Call Pickup _____
- Night Service _____
- Rering _____



3860 Forest Hill-Irene Rd.
Memphis, TN 38125
(901) 365-7774
www.eoncc.com