

**tone  
COMMANDER®**

# 8810 ISDN Telephone User Guide





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# Introduction

Tone Commander 8810 ISDN Telephone is an easy to use multiline terminal with advanced automatic setup capabilities.

Features of the 8810 include:

- AutoSPID and Parameter Download
- Call Log
- Call Timer
- Last Number Redial
- Speed Dial
- Hot Key Dialing
- Direct Station Select
- 100-entry Call Directory
- Flexible Ringing Options
- Message Waiting Indication
- Voice Mail Control Keys
- Automatic Switch Type Detection
- Ringing Control for Shared Lines
- Desktop or Wall Mounting
- Large Graphic LCD Display
- On-screen Electronic Key Labels
- Integrated Speakerphone
- Voice Announce
- Handset or Headset Operation
- Headset Activation Button
- Dedicated Headset Jack

Your telephone may be equipped with some of the following options:

- **8030X Button Expansion Module** – adds 30 multifunction keys
- **8001TA RS-232 Terminal Adapter** – interfaces the phone with any TAPI-compliant Windows application
- **8002TA Analog Port Terminal Adapter** – provides an analog port for a standard analog telephone device
- **8003TA Terminal Adapter** combines the features of the 8001TA and 8002TA in a single unit

## Using This Manual

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A brief description of all controls and indicators is presented on the following three pages. Instructions for using your telephone are in the **Operation** chapter (page 5).

Many telephone features can be customized – see the **User Options** chapter (page 19).

# Controls and Indicators

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- 1) **Display** – shows the multifunction key labels, call states, caller ID, dialed digits, network call control messages, and elapsed time during calls. When not on a call, the date, time of day, and softkey options are displayed. The display is described in detail on page 5. The viewing is primarily set by selecting the high or low base mounting position (page 22). Viewing angle display clarity can be altered by adjusting the display contrast (page 49).
- 2) **Multifunction Keys** – select call appearances, activate network features, or dial personal speed dial numbers. Red and green indicators on the keys show call appearance and feature status. The optional 8030X Button Expansion Module provides 30 additional multifunction keys.

Call Appearance State	Indication
Idle	OFF
Call Ringing	Green – flashing
In Use by You	Green – on steady
On Hold by You	Green – winking
In Use at Another Terminal	Red – on steady
On Hold at Another Terminal	Red – winking

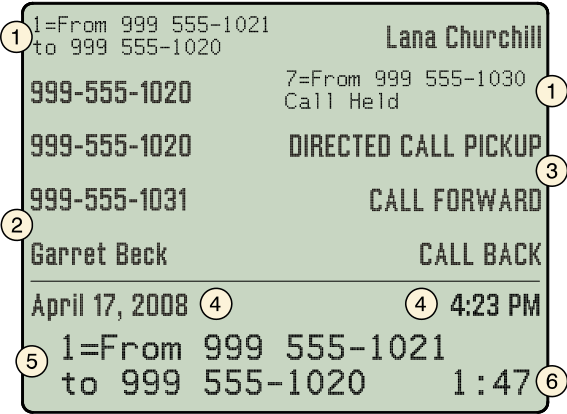
- 3) **Softkeys** – select the function displayed above the key on the bottom line of the display.
- 4) **Navigation (Arrow) Keys** – navigate within menus. In editing modes, the **▶** key moves the cursor one position to the right and the **◀** key moves the cursor one position to the left. The **▲** and **▼** keys are used to shift between pages on multi-page screens. The **OK** key exits the current menu, saves any changes made, and then returns to the previous menu options.
- 5) **Message Waiting Indicator** – a bright red indicator is lit when messages are waiting, controlled by the network (pages 12 and 20).
- 6) **LOG Key** – displays Call Log options (page 13).
- 7) **SETUP Key** – enters Setup Mode (page 25).
- 8) **INFO Key** – displays version and configuration information about the 8810 and installed options. The Local Inspect function can be accessed from this key (page 21).
- 9) **DIR (Directory) Key** displays the Call Directory (page 16).
- 10) **Volume Keys** – adjust the receiver/speaker volume when on a call; adjust the ringer volume when on-hook (page 19).
- 11) **MUTE Key** – mutes the microphone when using the speakerphone or handset/headset. A red indicator on the key is lit when mute is active (page 17).
- 12) **SPKR (Speaker) Key** – activates the speakerphone. A green indicator on the key is lit when the speakerphone is in use (page 17).

- 13) **Dial Pad** – dials telephone numbers, and sends DTMF tones to external equipment such as voice mail systems. The dial pad is also used for text and number entry during setup.
- 14) **TRAN (Transfer) Key** – places the current call on hold, and selects an idle call appearance for transferring the call. A second press completes a transfer (page 10).
- 15) **CONF (Conference) Key** – adds other parties to a conference call (page 10).
- 16) **DROP Key** – removes the last party added to a conference call, or disconnects you from a call and returns new dial tone when not in conference mode (page 11).
- 17) **HOLD Key** – places a call on hold (page 9).
- 18) **VMAIL (Voice Mail) Key** – accesses network voice mail services (page 20).
- 19) **HEADSET Key** – activates the headset. A green indicator is lit when the headset is in use (page 19).
- 20) **Headset Jack** – a jack on the underside of the telephone connects to an optional standard headset.
- 21) **Handset Jack** – a jack on the underside of the telephone connects to the included handset.
- 22) **Microphone** – used for hands-free (speakerphone) calling; located under the right front corner of the telephone.
- 23) **Telephone Identification Label Area** – indented area for a directory number label. Use ½” x 1¾” adhesive labels (Avery 8167 / 5267 or equivalent).

# Display

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Call information, multifunction key labels, time and date, and other information is shown on the 8810 display. The example below is a typical display of call activity. Other information, shown throughout this manual, is displayed when using the Call Directory, the Call Log, the Info display, and when viewing or changing various setup options.



- 1) **Call Information** – the calling/called number and call state are shown in small text next to each in-use call appearance key. For the active call, this information is also shown in large text on the bottom two lines of the display.
- 2) **Multifunction Key Labels** – keys assigned to call appearances (page 27) are automatically labeled with the directory number after an ISDN Parameter Download from the Telco central office. You can also enter a more descriptive label, such as a user name.
- 3) **Feature Activator Key Labels** – Feature Activator keys (page 30) are automatically labeled after a Parameter Download, or you can manually enter a custom key label.
- 4) **Current Date and Time** – are always displayed on this line.
- 5) **Active Call** – the bottom two lines show information for the active call (the call currently connected to the handset/headset/speaker). Softkey options are displayed when the phone is idle.  
This display area is also used to show menu options during setup; current softkey functions are displayed in the bottom line.
- 6) **Call Timer** – the total connected time for the active call is shown in the lower right corner of the display.

# Operation

## Placing a Call

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### Selecting a Call Appearance

If your telephone is idle and the Call Preference option (page 47) is set to *Idle* or *Ringin*g, an idle call appearance will be automatically selected when you go off-hook, or the speakerphone will be activated when you press a Speed Dial, DSS, REDIAL, or dial pad key while on-hook.

### Automatic Call Appearance Selection



*Handset mode:* Lift the handset, press the **SPKR** key, or press a dial pad key to automatically select an idle call appearance.



*Headset mode:* Press the **HEADSET** key, or press a dial pad key to select an idle call appearance.



See page 48 for handset/headset mode selection.

### Manual Call Appearance Selection



Press an idle (unlit) call appearance key.

### Dialing



Dial the number with the dial pad.

The dialed number will be displayed briefly, and then the network will confirm the dialed digits in the display.

The call duration timer begins when you are connected.

### Hot Key Dialing



Begin dialing by pressing a dial pad key while on-hook.

An idle call appearance, if available, will be selected automatically.

## Last Number Redial

The Redial feature dials the last number that was dialed with the dial pad or a Speed Dial key. Digits dialed after a call is connected are not saved.



Select REDIAL to redial the last number dialed.

Dialing from the Call Log – refer to page 13.

Dialing from the Call Directory – refer to page 16.

## Using Speed Dial Keys

Speed Dial keys automatically dial a series of up to 24 digits when pressed. If your telephone is on-hook, an idle call appearance will be selected before dialing. If you are already on a call, the digits will be dialed using DTMF tones on that call.

Use Speed Dial keys to dial frequently-called numbers, to activate network features that include a directory number, and to speed up dialing of access numbers for voice mail, auto attendant, and similar systems.

Any unused multifunction key can be programmed as a Speed Dial key – see page 31.



Press a Speed Dial key to dial a number.

The dialed digits will be shown in the display.

## Using DSS Keys

DSS keys are a special type of Call Appearance/Directory Number keys that are programmed with speed dial numbers to provide Direct Station Selection. When the call appearance is idle or busy, DSS keys act like Speed Dial keys, to call a station. When ringing, DSS keys act like CA/DN keys, to answer a call.



Press an idle DSS key to dial the selected station number.

If the station associated with the DSS key is ringing, the call appearance will be answered.

Any Call Appearance/Directory Number key can be programmed as a DSS key – see page 28.

## Answering a Call

---

When a call is ringing, the display will show the calling number (if available) and the called number.



*Handset mode:* Lift the handset or press the **SPKR** key to answer the ringing call shown in the display.



*Headset mode:* Press the **HEADSET** key to answer the ringing call shown in the display.

See page 48 for handset/headset mode selection.



To answer a different ringing call, press the ringing Call Appearance key before going off-hook.

## Call Preference

If the Call Preference option (page 47) is set to *Ringing*, your telephone will automatically answer the ringing call shown in the display when you lift the handset or press the **SPKR** key.

## Ringling Control

The Ringling Control option (page 46) determines how calls ring at your telephone. Individual call appearances can be set to always ring, never ring, or ring after a delay.

## Bridging a Shared Call Appearance ---

You can bridge (connect to) an active call on a call appearance that is shared with other terminals, unless call privacy is enabled at the network.



Lift the handset, press the **SPKR** key, or press the **HEADSET** key.



Press the busy (red) Call Appearance key for the call you want to bridge.

The call duration timer begins when you are connected to the call.



To disconnect from the call, replace the handset, press the **SPKR** key, or press the **HEADSET** key. The other parties will remain connected.



## Holding Calls ---



Press the **HOLD** key or another Call Appearance key to place the currently connected call on hold.

The held Call Appearance indicator will wink with a green light.



Press the held Call Appearance key to return to the call.

## Transferring Calls

---

Use this feature to transfer an active call to another party.



Press the **TRAN** key while on an active call.

The current call is placed on hold, and an idle call appearance is automatically selected. The *TRAN* indicator flashes (on some network switch types, the *CONF* indicator may light instead of the *TRAN* indicator).



Dial the party you want to transfer the call to with the dial pad or a Speed Dial key. Wait until the called party answers to announce the call, or transfer it immediately before the called party answers.



Press the **TRAN** key again to complete the transfer.

## DSS Transfer



While on an active call, press the **TRAN** key.



Press the DSS key for the destination party.



Press the **TRAN** key to complete the transfer.

## Conferencing Calls

---

You can initiate multi-party conference calls. Conferences are limited to 3 or 6 parties, depending on your network configuration.

### Conferencing a New Call



Press the **CONF** key while on an active call.

The current call is placed on hold and an idle call appearance is automatically selected. The *CONF* indicator lights.



Dial the party you wish to add to the conference.



After the added party answers, press the **CONF** key to conference all parties together.

Repeat the above steps to add another party.

## Conferencing a Held Call



Press the **CONF** key while you are on an active call with another call on hold.

The current call is placed on hold and an idle call appearance is automatically selected. The **CONF** indicator lights.



Press the Call Appearance key for the held call you wish to add to the conference.



Press the **CONF** key to conference all parties together.

Repeat the above steps to add another party.

## Dropping the Last Party



Press the **DROP** key to remove the last party added to a conference.

## Terminating a Conference



Replace the handset, press the **SPKR** key, or press the **HEADSET** key to terminate a conference, removing you and all other parties.



Depending on your network configuration, other parties in the conference may remain connected or be disconnected.

## Using Network Features ---

Feature Activator keys access features provided by the telephone network. A feature is active when the key's red indicator is on.

Some commonly available features are listed below. Consult your service provider for more information.

### Call Forwarding

Forwards ringing calls to another number. When the Call Forward key indicator is lit, incoming calls will be forwarded.

### Privacy

Prevents other users from bridging on your active call.

### Group Call Pickup

Answers a call ringing at another telephone in your workgroup.

### Directed Call Pickup

Answers a call ringing at a specified telephone.

### Automatic Callback (Recall)

Calls you when a dialed busy station becomes idle, then redials the station when you answer.

### Message Waiting

Lights the Message Waiting indicator on your telephone when you have a voice mail message. Press the **VMAIL** key retrieve voice mail messages – see page 20.

***Voice mail services are provided by your telephone company; consult your service provider for the access number and operation instructions.***

## Using the Call Log

---

### What does the Call Log Do?

The call log maintains a running list of the last 100 incoming or outgoing calls from your telephone. You can view the caller ID number (if available), the date and time of the call, and elapsed time for connected calls.

### Types of Calls in the Call Log

**Unanswered Incoming Calls** – calls that rang at your telephone, and were not answered. Forwarded calls are not logged.

**Answered Incoming Calls** – calls that were answered at your telephone.

**Outgoing Calls** – calls originating from your telephone.

### Viewing the Call Log

**LOG**

Press the **LOG** key.

```
SELECT CALL LOG TYPE
UNANS ANSWD  OUT   ALL
```

A password may be set to prevent unauthorized entry into your call log. When prompted for a password, enter your password with the dial pad. Press the **OK** key after entering the password.

To change or remove the password, please refer to page 50.



Select the type of call you want to view – UNANS (unanswered), ANSWD (answered), OUT (outgoing), or ALL (shows unanswered, answered, and outgoing calls).

The display will show the calling party number, called number (or name if the call appearance key has been labeled), call appearance number that the call was received on, time and date of the call, and the call duration.

FROM: 999-555-1001

ON: 555-1025 (CA3)

TIME: 9:11 AM

DATE: 1/24/2006

DURATION: 00:01:35

January 24, 2008

4:32 PM

CALL LOG TYPE: ALL CALLS  
DIAL DELETE DIR TYPE



To view a previous (older) call in the log, press the Down Arrow key.



To return to the last displayed (newer) call in the log, press the Up Arrow key.



To delete the displayed call from the log, select DELETE.



To add a caller to the Call Directory, select DIR. You will then be prompted to select a key and enter a key label – see page 29.



To view other call types, select TYPE, and then select a call type.

## Shortcut to the Unanswered Call Log



If any calls ringing at your telephone were unanswered, UNANS will appear in the display. You can select UNANS to enter directly into the Unanswered call log. After you have viewed the unanswered call log, the UNANS display indication will clear until new calls are received.

# Dialing a Call Log Entry

- With the call you want to dial showing in the call log display, select DIAL.



An idle call appearance will be automatically selected. The directory number from the log will be shown in the second line of the display. For outgoing calls, all digits that were dialed to complete the original call are shown.

- <sup>WXYZ</sup>9
- 1

Add any required prefixes, such as '9' for outside line access and '1' for long distance, and then press the softkey under the directory number to dial the digits displayed.



# Using the Call Directory

---

## What is the Call Directory?

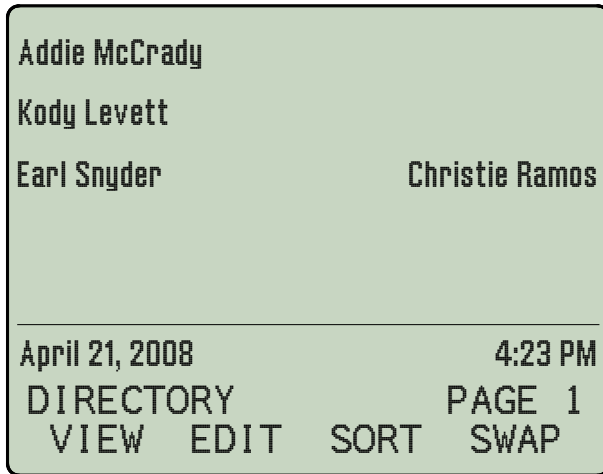
The Call Directory is a softkey-based speed dialing system that can store up to 100 entries. A name display identifies each entry. Use the directory to store frequently-dialed numbers when additional Speed Dial keys are not available.

Directory entries are displayed on 10 screen pages, with 10 entries per page. The current directory page number (1-10) will be shown under the time display.

## Dialing from the Call Directory

**DIR**

Press the **DIR** key.



**JKL**  
**5**

To see a different directory page, select a page by pressing a dial pad key (1-9, or 0 for page 10), or press the Up Arrow or Down Arrow key until the desired page is displayed.



Press the multifunction key that is next to the number you want to dial.

**DIR**

To exit the Call Directory, press the **OK** key or the **DIR** key.

To add or change directory entries, see page 39.

## Using the Speakerphone

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The speakerphone feature allows two-way hands-free conversation and on-hook dialing.

### Placing and Answering Calls

The Call Preference option (page 47) determines the behavior of your telephone when the **SPKR** key is pressed. If this option is set to *Idle* or *Ringing* and your telephone is idle, an idle call appearance will be automatically selected when you press the **SPKR** key. In headset mode only (page 48), the speakerphone also activates when you press a Speed Dial or DSS key while on-hook.

With the Ringing option selected, you can answer a ringing call appearance by pressing the **SPKR** key.

### Muting the Microphone

You can mute the microphone for privacy. The other party will not be able to hear you, but you can still hear the other party.



Press the **MUTE** key to disable or enable the microphone. The indicator light on the **MUTE** key is on when the microphone is muted.

Muting is turned off when you change from speakerphone to handset or headset use.

The microphone is located at the right front corner of the telephone.

For proper speakerphone operation, make sure that the telephone is placed directly on a hard surface, and the microphone is unobstructed.

## Using Voice Announce

---

The Voice Announce feature may be used to provide hands-free call announcing of screened calls when your phone is on-hook and idle. Incoming calls that meet specific predefined criteria that have been set up by your telephone installer can be answered automatically by the speakerphone. The microphone can be automatically disabled for announcing only, or enabled to allow two-way conversations. You can enable or disable Voice Announce at any time.

### Enabling/Disabling

When the phone is idle, the display will show the current Voice Announce state.

*The Voice Announce state is shown only if Voice Announce keys have been set up by your telephone installer.*



Press the softkey beneath the VA display to enable or disable Voice Announce.



### Receiving Voice Announce Calls

Calls selected for voice announcing will be answered automatically if your phone is on-hook and idle. You and the caller will hear a double beep if your microphone is muted, or a single beep if your microphone is enabled. The call will disconnect when the caller hangs up. After the call has been answered, you can pick up the handset for a private conversation, turn muting on or off, press the **SPKR** key to disconnect, and perform other normal call operations. **Voice Announce is disabled when you are on an active call with the handset, headset, or speakerphone.**

**CAUTION** – If Call Announce is enabled for a calling directory number, the caller should not transfer calls unscreened (blind) to your telephone, otherwise the transferred call will be answered using Voice Announce.

# Using a Headset

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## Headset Mode Operation

Your telephone can be set for handset or headset use (see page 48). With a headset, the **HEADSET** key is used as the hookswitch. All dialing that automatically selects a line will connect to the headset.

## Optimizing the Phone to Match Your Headset

Headset models may vary in their microphone sensitivities and receive levels. Your telephone provides adjustments for transmit and receive levels to accommodate most headsets – see page 48.

## Adjusting the Receive Volume

---

The Volume keys (speaker icon) adjust the receive volume level for the handset, headset, and speakerphone while you are on a call.

The telephone stores individual preset volume settings for the handset and headset. Volume settings return to the programmed preset levels after a call is completed. See page 48 to change the preset values.

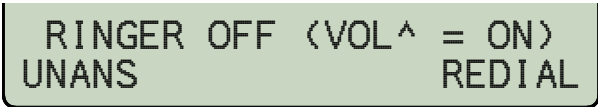
Changes to speakerphone volume levels while on a call are retained after the call is completed.

## Adjusting the Ringer Volume

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The Volume keys adjust the ringer volume while you are not on a call. The telephone will ring once with the new ringer volume setting, and the new setting will be shown briefly in the display.

When the volume is at the lowest setting, the phone will display "RINGER OFF" when idle.



Press the Volume Up key while you are not on a call to enable the ringer.

# Using Voice Mail

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Voice mail services are provided by the telephone network.

*Note:* You must first program your voice mail access number before this feature will work – see page 34.



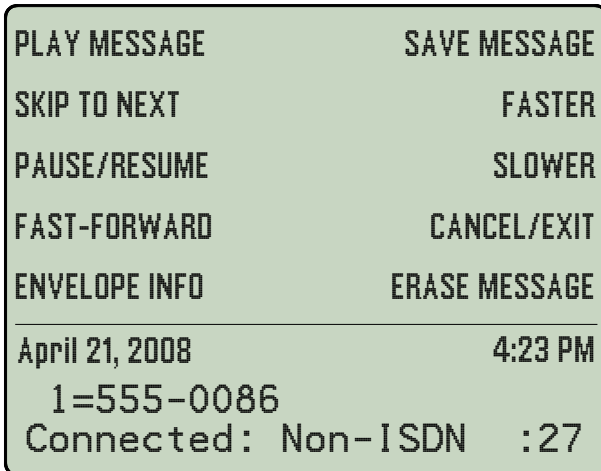
The Message Waiting indicator on your phone is lit bright red when you have messages waiting.



Press the **VMAIL** key to connect to your voice mail system.

When connected, multifunction keys can be used to access common voice mail functions while listening to messages.

Default voice mail menu keys are shown below. You can customize the key labels, positions, and the codes sent to the network – see page 35.



To switch between the voice mail menu display and the normal active call display, press the **VMAIL** key.

When finished, terminate the voice mail call by hanging up the handset, pressing the **SPKR** key, or pressing the **HEADSET** key.

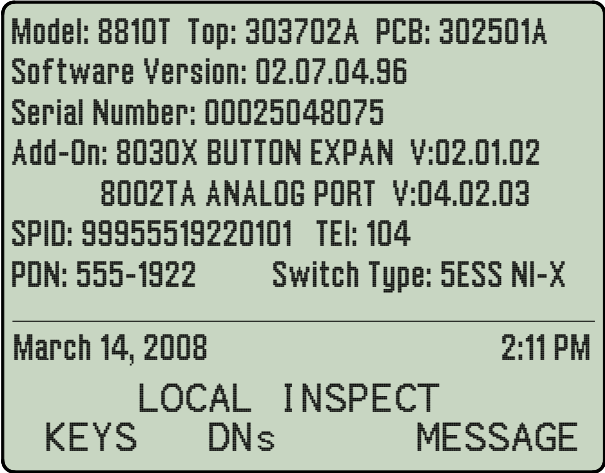
# Displaying Telephone Information ---

**INFO**

Press the **INFO** key to display information about your telephone, network, and installed options.

The display will show:

- Telephone model number, hardware and software versions, serial number
- Add-On model numbers, software versions (software version not shown for 8001TA)
- SPID (ISDN Service Profile Identifier)
- TEI (ISDN Terminal Endpoint Identifier)
- PDN (Primary Directory Number)
- Network Switch Type



The Info screen also provides a shortcut to the Local Inspect function – please refer to the 8810 Installation Instructions, doc. #13-280118.

**INFO**

Press the **INFO** key again or lift the handset to return to the normal active call display.

# User Options

## Adjusting the Telephone Angle

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The stand can be installed in two positions for desktop use. Select the position that provides the best screen readability and easy control operation for the phone's location.

- If you need to remove the stand, press it down to disengage the snap tabs, and then lift off the stand.

The low desktop stand position is shown; the removal procedure is the same for high desktop and wall mount positions.



### Stand Removal

- Rotate the stand as needed; refer to the pictures on the following page.
- To install the stand, insert the tabs on the telephone into the large openings in the stand's upper slots, and then press the stand toward the top of the telephone until it locks into place.

If your telephone includes an 8030X Button Expansion Module, use the double-width stand supplied with the 8030X.



**Low Desktop Position**



**High Desktop Position**

## Handset Retainer Clip

For low desktop position use, the handset retainer clip should be installed in the default position, without the tab protruding into the hookswitch area.



Install the handset retainer clip as shown below for wall mount use or high desktop positions, where the handset may be inadvertently bumped from the cradle. Pull out the clip as shown, rotate the clip 180°, and then re-insert the clip. The tab should protrude into the hookswitch area.



# Labeling Keys

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Multifunction keys on the 8810 are labeled on the display screen – see page 29.

8030X label templates for Microsoft Word can be downloaded from **www.tonecommander.com**. If your telephone is equipped with an 8001TA or 8003TA Terminal Adapter, you can use the **8610/8620/8810 User Setup Program** to set up key labels, Speed Dial keys, Voice Mail Menu keys, and the Call Directory using a Windows PC interface.

A space is provided beneath the handset for a directory number label. Use ½" x 1¾" adhesive labels (Avery 8167/5267 or equivalent).

# User Options Menu

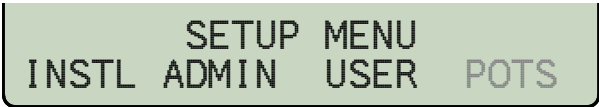
---

The following personal preference options can be changed from the User Options menu:

- Time and Date
- Multifunction Keys
- Call Directory
- Personal Ringing
- Call Preference
- Handset/Headset Mode
- Preset Volume Levels
- Display Contrast
- Call Log Password

You can enter the User Options menu when the phone is idle or during an active call.

**SETUP** Press the **SETUP** key.



Select **USER**.





When ► appears in the upper line of the display, you can press the Left or Right Arrow key to see additional menu selections.



The arrow keys also move the cursor position when entering text or numbers.

*Note:* The PREF option is only available with National ISDN.

For a list of all selections available from the User Options menu, see the **User Options Menu Tree** (page 53).

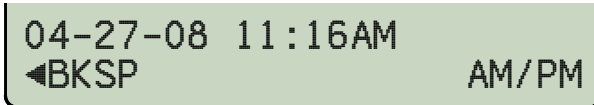
## Setting the Time and Date

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From the User Options menu, select CLOCK.  
(**SETUP** → USER → CLOCK)

The current time and date will be displayed, with the cursor flashing on the first digit.



Enter new digits for the date and time with the dial pad. The cursor will advance automatically as each digit is entered. Time must be entered in 12-hour format. AM/PM is changed with a softkey.

*If you need to make corrections, select <BKSP (backspace) or the Left Arrow key to move the cursor to the left.*

*The Right Arrow key moves the cursor to the right.*



When all changes have been made, press the **OK** key to return to the User Options menu or press the **SETUP** key to exit Setup Mode.

## Setting Up Multifunction and Voice Mail Keys —

From the User Options menu, you can enter key labels, set up Speed Dial and DSS keys, and enable call origination for Feature Activator keys.

*Call Appearance and Feature Activator keys must be assigned by a Parameter Download or from the Installation Options menu.*



From the User Options menu, select KEYS.

(**SETUP** → USER → KEYS)

The status indicator for each key will indicate the current setting:

**Green** – Call Appearance or DSS

**Red** – Feature Activator

**Off** – Unused or Speed Dial



On the phone or Button Expansion Module, press the multifunction key to be programmed.

The selected key's indicator will alternately flash red and green.

The following key settings can be changed from the User Options menu:

**Key labels** – enter on-screen labels for multifunction keys (not available for keys on the 8030X Button Expansion Module; these keys use printed labels).

**Call Appearance/DSS** – select CA/DN or Direct Station Selection mode, enter a dialing string for DSS.

**Feature Activator** – add a CALL option to originate a call when sending the Feature Activator code.

**Speed Dial** – enter a dialing string for one-button speed dialing.

**Voice Mail** – customize dialing strings and labels for the voice mail menu keys, and customize the dialing string for the **VMAIL** key.

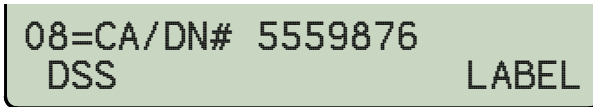
Programming procedures for each key type are described below.

## DSS Keys

DSS keys are a special type of Call Appearance/Directory Number keys that are programmed with speed dial numbers to provide Direct Station Selection. When the call appearance is idle or busy, DSS keys act like Speed Dial keys, to call a station. When ringing, DSS keys act like CA/DN keys, to answer a call. The LED indicator on the key shows the status of the station's call appearance (idle, ringing, hold, busy).

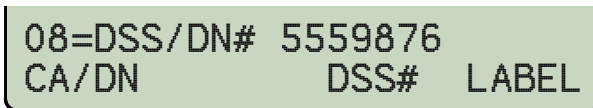
Shared call appearances for stations you wish to monitor must be configured on your ISDN line. You must program the DSS number to dial the monitored station on your phone (even if Parameter Download is provided).

The Call Appearance number, key mode (CA or DSS), and Directory Number will be shown in the upper line of the display. If the key is not currently set up as a DSS key, the DSS softkey option will appear.



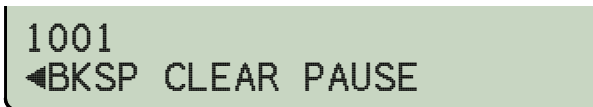
08=CA/DN# 5559876  
DSS LABEL

- Select DSS to enable the DSS option on this CA/DN key. *The number shown on the upper line is the Call Appearance / Directory Number, not the DSS dialing string.* You can change the key back to standard CA/DN operation (no DSS) by selecting CA/DN.



08=DSS/DN# 5559876  
CA/DN DSS# LABEL

- Select DSS#.



1001  
◀BKSP CLEAR PAUSE

- Using the dial pad, enter the number you would dial to call the monitored station.

- "Smart" pauses are entered with the PAUSE softkey, and are shown in the display as a **P** character. The first pause in a dial string will delay dialing until the call is answered; additional pauses delay dialing for one second. Enter multiple pauses to increase the delay time.

If you need to make corrections while entering numbers, select ←BKSP (backspace) to delete the previous digit. CLEAR removes all digits, allowing you to start over.

## Key Labels

Call Appearance keys are automatically labeled on the display with the directory number after a Parameter Download, and after manually changing an unused key to a Call Appearance key. If a directory number has not been entered for a key, the key will be labeled with the Call Appearance number, for example, “CA 1”. You can customize the labels by entering user names or other identifiers with the dial pad.



Select LABEL.

```
LBL=Sales Dept.  
←BKSP CLEAR 123 NUMBER
```



Using the dial pad, enter a label (20 characters max.) to identify the key.

The label entry mode default for Call Appearance keys is numeric, as indicated by ‘123’ in the display above the 3<sup>rd</sup> softkey. To enter uppercase (ABC) or lowercase (abc) characters, press the softkey, and then select the desired label entry mode.

```
KEYPAD=NUMERIC (123)  
123 ABC abc
```

When entering uppercase or lowercase characters, spaces and punctuation can be entered with the # and \* keys – press the key repeatedly until the desired character is displayed. In numeric mode, use \* to enter hyphens, and # to enter spaces. You can also enter a space by pressing the Right Arrow key to move to the next character position.

After entering a character or number, the flashing cursor will advance to the next character. Press the Left or Right Arrow key if you want to manually move to another character position.

If you need to make corrections while entering the name, select ◀BKSP (backspace) to delete the previous character. CLEAR removes all digits, allowing you to start over.



Press the **OK** key to return to the CA/DN menu.



Press the **OK** key to return to the key selection menu or press the **SETUP** key to exit Setup Mode.

## Feature Activator Keys

Feature Activator keys must be assigned by your telephone installer. You can change the key label and call origination feature from the User Options menu.

*The CALL feature is not used with Lucent 5ESS Custom ISDN and Avaya Definity Custom ISDN.*

```
10=NETWORK FA#59 (CALL)
CALL LABEL
```



Select CALL if a call needs to be originated when the feature is activated. When enabled, (CALL) will appear in the upper line of the display as shown above.

With CALL enabled, the feature is always activated within the context of a call. Features that need to originate a call include Call Forward (on Siemens EWSD), ICM intercom (on Nortel DMS-100), and Call Pickup.

If the phone is on-hook when a Feature Activator key with CALL enabled is pressed, a new call will be originated. If the phone is already off-hook when the feature key is pressed, the feature will be activated within the context of the current call.



Select LABEL to enter a predefined or customized key label – see page 29.



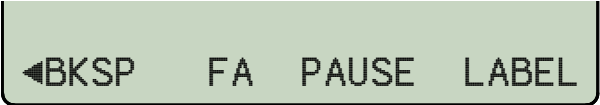
Press the **OK** key to return to the key selection menu.

# Speed Dial Keys

**Speed Dial** keys facilitate dialing for voice mail, auto attendant and similar applications. Pressing a Speed Dial key with no active call will originate a call on an idle call appearance and dial the selected number. If a Speed Dial key is pressed while connected on an active call, the speed dial number is dialed on that call. Speed dialing can be used in conjunction with manual dialing. Any unused multifunction key can be designated as a Speed Dial key. Speed Dial keys can also include network feature activator codes.

Speed Dial keys can be programmed with up to 24 digits including 0-9, #, \*, and "Pause". The keys must be programmed at the terminal; they are not set by a Parameter Download.

Dialing strings can include network feature activator codes, to simplify the use of features such as Directed Call Pickup and Call Forwarding.

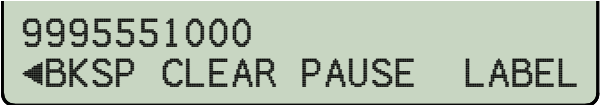


Enter digits (24 maximum) with the dial pad.



"Smart" pauses are entered with the PAUSE softkey, and are shown in the display as a P character. The first pause in a dial string will delay dialing until the call is answered; additional pauses delay dialing for one second. Enter multiple pauses to increase the delay time.

After entering the first digit, pause, or feature activator, the FA softkey will be replaced by CLEAR.



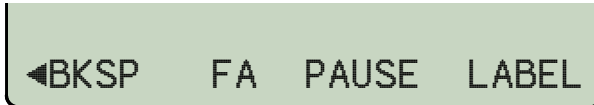
*If you need to make corrections while entering numbers, select <BKSP (backspace) to delete the previous digit.*

*CLEAR removes all digits, allowing you to start over. A Speed Dial key will revert to 'Unused' if saved with a cleared dial string.*

## Feature Activator Codes

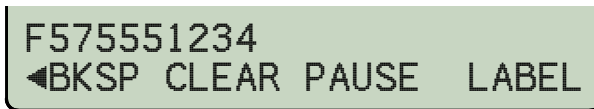
Feature activator codes are assigned by your network service provider. Consult with your network service provider for the required codes.

- Feature Activator (FA) numbers are entered with the FA softkey, and are shown in the display as an **F** character. **F** must be the first character in the dialing string; the two numeric digits immediately following the **F** indicate the network feature activator code. The FA softkey is only available when no digits have been entered.



After entering **F**, the FA softkey will be replaced by **CLEAR**.

In the example below, the Speed Dial key sends feature code '57' (Call Forward) followed by the directory number '555-1234'.



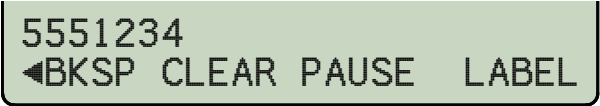
## Key Labels

- Select **LABEL** to enter a customized key label – see page 29.
- When the feature activator code and label have been entered, press the **OK** key to return to the key selection menu.

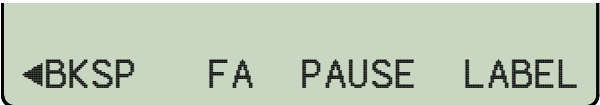
# Unused Keys

Any Speed Dial key can be changed to an Unused key by clearing the dialing string.

Any Unused key can be changed to a Speed Dial key by adding a dialing string – see page 31.



- Select CLEAR to remove the dialing string. The key is converted to an Unused key.



- **OK** Press the **OK** key to return to the key selection menu.

# Voice Mail Keys

## Voice Mail Access Key

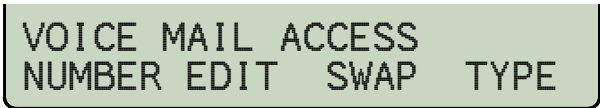
*Note:* The **VMAIL** key must be programmed to dial the voice mail access number in order for this feature to work properly. “Smart” pauses and PIN codes can be included in the number.



From the Installation Options menu, select KEYS.  
(**SETUP** → INSTL → KEYS)

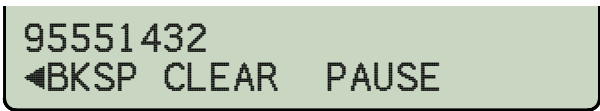


Press the **VMAIL** key.  
The Message Waiting indicator will flash.



Select NUMBER to view or change the **VMAIL** key speed dial number. This is the number that is dialed to access your voice mail system.

The currently programmed dial string, if any, will be shown in the display.



Enter digits (24 maximum) with the dial pad.



“Smart” pauses are entered with the PAUSE softkey, and are shown in the display as a **P** character. The first pause in a dial string will wait until the call is answered; additional pauses delay dialing for one second. Enter multiple pauses to increase the delay time.

*If you need to make corrections while entering numbers, select ◀BKSP (backspace) to delete the previous digit. CLEAR removes all digits, allowing you to start over.*



When all digits have been entered, press the **OK** key.

## Voice Mail Menu Keys

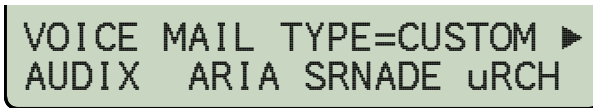
Multifunction keys can be programmed to speed dial common voice mail access functions when connected to the voice mail system.

Presets are provided for several voice mail systems. You can load one of the presets and, if needed, change individual keys, or start with a blank menu and customize all keys.

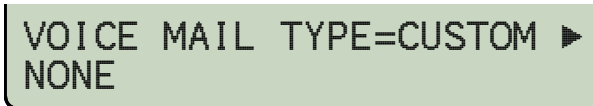


Select **TYPE** to load a preset or clear all keys.

The display will show the current preset type, or “CUSTOM” if any keys have been edited.



```
VOICE MAIL TYPE=CUSTOM ▶  
AUDIX  ARIA  SRNADE  uRCH
```



```
VOICE MAIL TYPE=CUSTOM ▶  
NONE
```



Select **AUDIX**, **ARIA**, **SRNADE**, **uRCH**, or select **NONE** to clear all Voice Mail Menu keys, and then select **YES** to confirm your selection.

The presets are compatible with the following voice mail systems:

- AUDIX – Audix, Intuity Audix, Avaya Modular Messaging
- ARIA – Octel Aria, Octel 250/350, Intuity Aria, Avaya Unified Messenger
- SRNADE – Octel Serenade, Octel 200/300, VMX
- uRCH – uReach

*Note:* These presets will function correctly only when the voice mail system is in message playback mode. This mode is normally accessed from the keypad. If you wish, you can customize one of the Voice Mail Menu keys (page 37) to enter message playback mode. Consult your voice mail user’s guide for the required code.



Press the **OK** key to select a preset and exit this menu.

Presets are listed in the tables on the following page.

Key #	AUDIX	
	Function / Label	Code
1	PLAY/REPLAY	20
2	SKIP TO NEXT	#
3	PAUSE/RESUME	3
4	FAST-FORWARD	6
5	ENVELOPE INFO	23
6	REWIND	5
7	FASTER	9
8	SLOWER	8
9	ACTIVITY MENU	*7
10	ERASE MESSAGE	*3

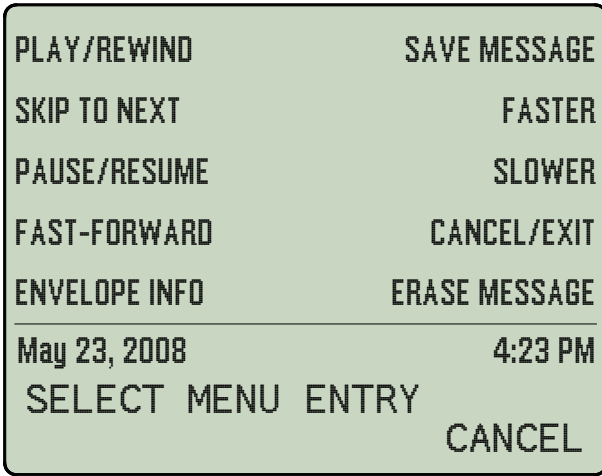
Key #	ARIA	
	Function / Label	Code
1	PLAY/REWIND	1
2	SKIP TO NEXT	#
3	PAUSE/RESUME	2
4	FAST-FORWARD	3
5	ENVELOPE INFO	5
6	SAVE MESSAGE	339
7	FASTER	6
8	SLOWER	4
9	CANCEL/EXIT	*
10	ERASE MESSAGE	337

Key #	SRNADE	
	Function / Label	Code
1	PLAY/PLAY NEXT	5
2	REWIND	2
3	PAUSE/RESUME	*
4	FAST-FORWARD	4
5	ENVELOPE INFO	8
6	SAVE MESSAGE	7
7	SPEED UP	*8
8	NORMAL SPEED	*3
9	EXIT MAILBOX	99
10	ERASE MESSAGE	3

Key #	uRCH	
	Function / Label	Code
1	PLAY/REPLAY	1
2	REWIND	7
3	PAUSE/RESUME	8
4	FAST-FORWARD	9
5	ENVELOPE INFO	#6
6	SAVE MESSAGE	2
7	FASTER	6
8	SLOWER	4
9	CANCEL/EXIT	*
10	ERASE MESSAGE	3



To customize Voice Mail Menu keys, select EDIT.



Press a multifunction key to change its label or speed dial number. Consult your voice mail user's guide for voice mail functions and their access codes.



Enter or change a key label with the dial pad keys – see page 29.



Select CODE to change the speed dial number assigned to the key. Function access codes for voice mail systems are typically one or two digits, although you can enter up to 24 digits per key. Multiple functions can be combined on a single key.

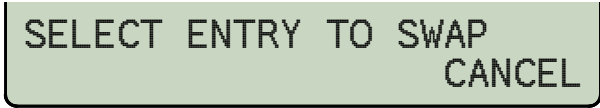


Press the **OK** key after entering the new code.

## Swapping Voice Mail Menu Key Positions

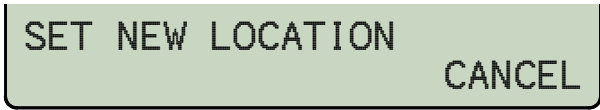


If you want to swap the positions of two Voice Mail Menu keys, select SWAP.



Press the first key that you want to swap. The selected key's indicator will alternately flash red and green.

CANCEL *aborts the swap operation.*



Press the key for the new position, or select CANCEL to exit without swapping.



## Viewing Call Directory Entries



Select VIEW.

The key label and speed dial number will be shown in the display.

```
NAME: Addie McCrady
555-1030
```



Press another multifunction key to view its directory entry, or press the **OK** key to return to the Call Directory setup menu.

## Editing Call Directory Entries



Select EDIT.

The current state of each key is shown by its status indicator.

**Green** – unused key, available for a directory entry.

**Red** – key that has already been programmed with a directory entry.



Press the key next to the entry that you want to edit. The selected key's indicator will alternately flash red and green.

```
NAME: Addie McCrady
◀BKSP CLEAR ABC NUMBER
```



Using the dial pad, enter a name (19 characters max.) that will be shown in the display – refer to page 29.



Select NUMBER or press the **OK** key.

```
◀BKSP FA PAUSE NAME
```



Enter the speed dial number with the dial pad.

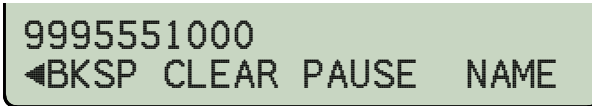
The number can be programmed with up to 24 digits including 0-9, #, \*, and "Pause".



"Smart" pauses are entered with the PAUSE softkey, and are shown in the display as a **P** character. The first pause in a dial

string will delay dialing until the call is answered; additional pauses delay dialing for one second. Enter multiple pauses to increase the delay time.

After entering the first digit, pause, or feature activator, the FA softkey will be replaced by CLEAR.



9995551000  
◀BKSP CLEAR PAUSE NAME

*If you need to make corrections while entering numbers, select ◀BKSP (backspace) to delete the previous digit. CLEAR removes all digits, allowing you to start over.*

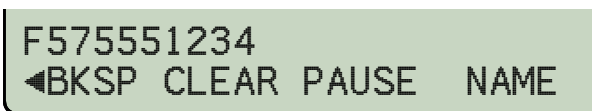
Dialing strings can include network feature activator codes, to simplify the use of features such as Directed Call Pickup and Call Forwarding.



Feature Activator (FA) numbers are entered with the FA softkey, and are shown in the display as an **F** character. **F** must be the first character in the dialing string; the two numeric digits immediately following the **F** indicate the network feature activator code. The FA softkey is only available when no digits have been entered.

After entering **F**, the FA softkey will be replaced by CLEAR.

In the example below, the Speed Dial key sends feature code '57' (Call Forward) followed by the directory number '555-1234'.



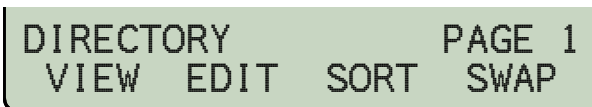
F575551234  
◀BKSP CLEAR PAUSE NAME



To return to the name entry screen after entering the number, or select NAME.



When finished editing this entry, press the **OK** key to return to the main Call Directory menu.



DIRECTORY PAGE 1  
VIEW EDIT SORT SWAP

## Deleting a Directory Entry

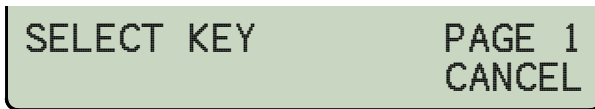


Select CLEAR from the EDIT → NUMBER screen, and then press the **OK** key to immediately delete a directory entry's name and number.

## Swapping Call Directory Entry Positions



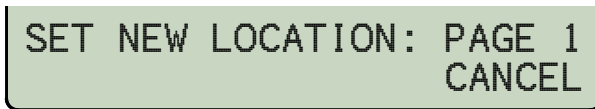
If you want to swap a Call Directory entry with another key position, select SWAP.



Press the first key that you want to swap. The selected key's indicator will alternately flash red and green.

If needed, first select the page with the dial pad or Up/Down Arrow keys.

CANCEL *aborts the swap operation.*



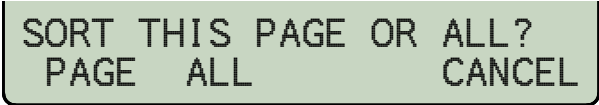
Press the key for the new position, or select CANCEL to exit without swapping.

You can move an entry to another page by first selecting the new page with the dial pad or Up/Down Arrow keys.

# Sorting Directory Entries

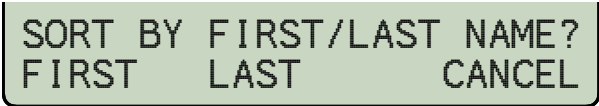
Directory entries can be sorted alphabetically.

- From the Call Directory setup menu, select SORT.

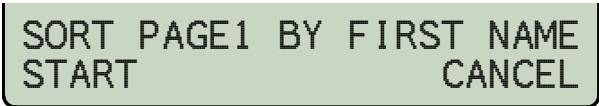


Select PAGE to sort only the displayed page, or ALL to sort the entire directory. Blank entries will be moved to the end of the list. ALL moves entries to other pages if necessary.

CANCEL *aborts the sort operation.*



- Select sorting by FIRST name or LAST name.



- Select START to perform the sort, or CANCEL to exit without sorting.

- Press the **OK** key or the **DIR** key when finished viewing or changing directory entries.

# Personal Ringing Options

---

## Ringling Tone

Your telephone has eight distinct ringing tones available. A single unique ringing tone can be assigned to each terminal, or individual unique ringing tones can be assigned to each call appearance. In office environments with multiple terminals, unique ringing tones for each terminal can help identify ringing stations. Individual unique ringing tones for each call appearance are useful for vision-impaired users, or for users that handle call answering for multiple clients.

- From the User Options menu, select RING.  
(**SETUP** → USER → RING)

- Select the TONE option.

All multifunction keys that are programmed for call appearances or DSS will have a steady green indication.

'ALL KEYS' will be shown in the upper line of the display if all keys are currently set to use the same ringing tone.

```
RINGING TONE=5  ALL KEYS  
KEYPAD 1-8 OR LINE KEY
```


If individual call appearances are using unique ringing tones, the setting for the first call appearance key will be shown in the upper line, and the call appearance key's indicator will alternately flash red and green.

```
RINGING TONE=3  KEY01  
KEYPAD 1-8 OR  ALL
```




To use the same ringing tone for all call appearance keys, select ALL (if shown in the display), and then press a dial pad key (1-8) to select a ringing tone and hear a sample of the tone.

```
RINGING TONE=6  ALL KEYS  
KEYPAD 1-8 OR LINE KEY
```



-  To use individual ringing tones, press a lit call appearance key, and then press a dial pad key (1-8) to select a ringing tone for the call appearance and hear a sample of the tone. Repeat for other call appearance keys.

```
RINGING TONE=4      KEY02
KEYPAD 1-8 OR      ALL
```



-  When finished, press the **OK** key to return to the Personal Ringing menu or press the **SETUP** key to exit Setup Mode.

## Off-Hook Ringing Options

Incoming calls ring at a muted volume level when you are off-hook on another call. You can select normal ringing or a single burst of the ringing pattern.

-  From the User Options menu, select RING.  
(**SETUP** → USER → RING)
-  Select the OFFHK option.  
The current off-hook ringing setting will be displayed.

```
OFFHOOK RING=SINGLE
NORMAL                               SINGLE
```

-  Select NORMAL or SINGLE to change the setting.
-  Press the **OK** key to return to the Personal Ringing menu or press the **SETUP** key to exit Setup Mode.

## Ringing Control for Individual Call Appearances




You can control the audible ringing at your telephone for each call appearance.

Call appearances set to ALWAYS will ring immediately. Use this setting for your primary call appearances.

NEVER completely disables ringing on the call appearance. Use this selection for monitored call appearances that are normally answered elsewhere.

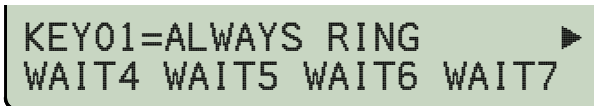
WAIT delays ringing at your telephone for 2 to 7 ringing cycles (6 seconds per cycle). Use this option for backup answering on call appearances that are primarily answered on other terminals.

Calls that do not ring, due to the ringing control selection, do not display call information and are not recorded in the call log.



-  From the User Options menu, select RING.  
(**SETUP** → USER → RING)
-  Select CONTROL.  
All multifunction keys that are programmed for call appearances or DSS will have a steady green indication.
-  Press a lit key to view its current ring control setting.



KEY01=ALWAYS RING ▶  
ALWAYS NEVER WAIT2 WAIT3



KEY01=ALWAYS RING ▶  
WAIT4 WAIT5 WAIT6 WAIT7

-  If you want to change the setting for the selected key, select ALWAYS, NEVER, or WAIT2-WAIT7.
-  Press the **OK** key to return to the Personal Ringing menu or press the **SETUP** key to exit Setup Mode.

# Call Preference Options

---

(National ISDN only)

Call Preference determines what happens when you lift the handset. press the **SPKR** key, or press the **HEADSET** key. For Lucent 5ESS Custom ISDN service, Call Preference is controlled by the network.

**RING** preference will automatically select the oldest audibly ringing call appearance; if there is no ringing call appearance, an idle one is automatically selected. Call appearances that are in an alerting state, but are not audibly ringing (refer to the Ringing Control setting above) are not selected.

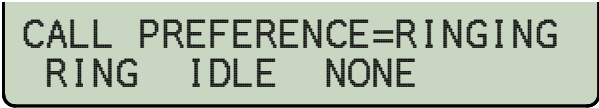
**IDLE** preference always automatically selects an idle call appearance, even if another one is ringing.

**NONE** disables automatic call appearance selection; you must manually press a Call Appearance key to originate a call.

Idle call appearances are always automatically selected for transfer and conference operations, and when initiating calls with a Speed Dial, DSS, REDIAL, or dial pad key.

Call Preference must be programmed at the terminal; it is not set by a Parameter Download.

- From the User Options menu, select PREF.  
(**SETUP** → USER → ► → PREF)



- Select RING, IDLE, or NONE.
- **OK** Press the **OK** key to return to the User Options menu or press the **SETUP** key to exit Setup Mode.

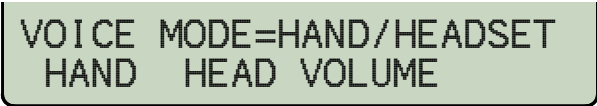
# Handset/Headset Configuration

---

## Handset/Headset Mode

Select handset or headset operation with this option. When in headset mode, all dialing that automatically selects a line will connect to the headset. In handset mode, the **HEADSET** key is not used.

- From the User Options menu, select VOICE.  
(**SETUP** → USER → ► → VOICE)



- Select HAND or HEAD to select handset or headset mode.
- Press the **OK** key to return to the User Options menu or press the **SETUP** key to exit Setup Mode.

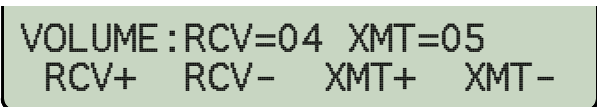
## Preset Volume Levels

Preset volume levels for handset and headset operation may be set to match a particular headset's transmission characteristics, or provide higher preset volume levels for hearing impaired users. Preset speakerphone volume level is set when the volume is changed during a call, and is not changed between calls.

The telephone is reset to preset volume levels whenever a call is originated or answered. Receiver volume levels set with the Volume keys are used only for the duration of a call.

This option sets preset volume levels for the current mode, handset or headset. Separate preset receive levels are stored for handset and headset modes. Transmit volume level is not adjustable for the handset.

- Select VOICE.
- Select VOLUME.  
The display will show the current preset volume settings.



## Receive (handset and headset)

- Select RCV- or RCV+ to adjust the receiver volume level. The new setting will be shown in the display.

## Transmit (headset only)

- Select VOICE.
- Select XMT- or XMT+ to adjust the headset's transmit volume level. The new setting will be shown in the display.
- **OK** Press the **OK** key to return to the Voice Mode menu or press the **SETUP** key to exit Setup Mode.

## Adjusting the Display Contrast ---

This setting adjusts the contrast of the display to compensate for viewing position and lighting conditions.

- From the User Options menu, select DISPLY. (**SETUP** → USER → ► → DISPLY)
- Select (-) to lighten the display (less contrast), or (+) to darken the display (more contrast). The display contrast will change, and a bar graph will show the new contrast setting.



- **OK** Press the **OK** key to return to the User Options menu or press the **SETUP** key to exit Setup Mode.

## Setting a Call Log Password

---

You can set a password to prohibit unauthorized entry into your Call Log.

- From the User Options menu, select **PASSWD.**  
(**SETUP** → **USER** → **▶** → **PASSWD**)

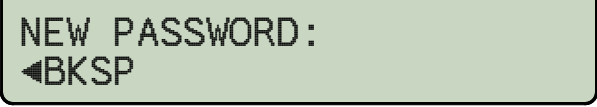
If a password is currently set, the display will prompt you to enter your password prior to making changes.



CALL LOG PASSWORD  
SET CLEAR

### Creating/Changing Your Password

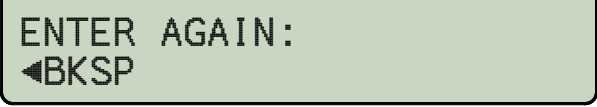
- Select **SET**.



NEW PASSWORD :  
◀BKSP

- Enter a new 4 to 11 digit password with the dial pad.  
*If you need to make corrections, select ◀BKSP (backspace) to delete the previous digit.*

- Press the **OK** key.



ENTER AGAIN :  
◀BKSP

- Repeat the password when prompted to verify the new entry.

- Press the **OK** key.

“PASSWORD SET” will be displayed to confirm the new password.



PASSWORD SET

**Record your password for future reference.**



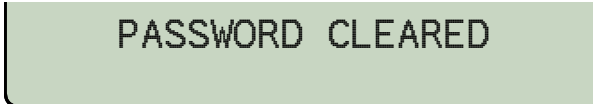
Press the **OK** key to return to the User Options menu or press the **SETUP** key to exit Setup Mode.

## Removing the Password



Select CLEAR.

“PASSWORD CLEARED” will be displayed to confirm that the password has been removed.



Press the **OK** key to return to User Options menu or press the **SETUP** key to exit Setup Mode.

## What to do if you lose your password

Contact your system administrator or call Tone Commander technical support at (800) 524-0024 in the event you misplace your password. You will need to report the serial number of your telephone to receive a new password.

Your telephone installer or system administrator can also use the RESET option in the Installation Options menu to remove all passwords. The Installation Options menu may be password protected. *This option will clear all call log entries, programmed numbers, and settings in your phone.*



# Appendix A

## User Options Menu Tree

### USER (User Options)

<b>CLOCK</b> (Set Time and Date) .....	page 26
<b>KEYS</b> .....	page 27
CA/DN Keys:	
<b>DSS</b> (Direct Station Select) .....	page 28
<b>DSS#</b> (Enter/Edit DSS Dialing String)	
<b>CLEAR</b> (Remove Dialing String)	
<b>PAUSE</b> (Dialing Pause)	
<b>CA/DN</b> (No DSS)	
Feature Activator Keys: .....	page 30
<b>CALL</b> (Originate a Call – National ISDN only)	
Speed Dial Keys: .....	page 31
<b>PAUSE</b> (Dialing Pause)	
<b>FA</b> (Feature Activator)	
<b>CLEAR</b> (Remove Dialing String)	
Unused Keys .....	page 33
Voice Mail Keys (press VMAIL key for this menu) .....	page 34
<b>NUMBER</b> (VMAIL key Dial String)	
<b>PAUSE</b> (Dialing Pause)	
<b>EDIT</b> (Voice Mail Menu Keys)	
<b>CODE</b> (Dial String)	
<b>SWAP</b> (Swap Voice Mail Menu Key Positions)	
<b>TYPE</b> (Menu Key Preset Type)	
<b>AUDIX</b> (Audix, Intuity Audix, Avaya Modular Messaging)	
<b>ARIA</b> (Octel Aria, Octel 250/350, Intuity Aria, Avaya Unified Messenger)	
<b>SRNADE</b> (Octel Serenade, Octel 200/300, VMX)	
<b>uRCH</b> (uReach)	
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<b>DIR</b> (Call Directory) .....	page 39
<b>VIEW</b> (View Directory Entries)	
<b>EDIT</b> (Add or Change Directory Entries)	
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<b>NUMBER</b> (Edit Dialing String)	

<b>SORT</b> ( <i>Sort Directory Entries Alphabetically</i> )	
<b>PAGE</b> ( <i>Sort Current Page</i> )	
<b>ALL</b> ( <i>Sort All Pages</i> )	
<b>CANCEL</b>	
<b>EXIT</b> ( <i>Exit Call Directory Setup</i> )	
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<b>SINGLE</b> ( <i>Single Burst</i> )	
<b>CONTROL</b> ( <i>Ring Control</i> )	page 46
<b>ALWAYS</b> ( <i>Ring Immediately</i> )	
<b>NEVER</b> ( <i>Never Ring</i> )	
<b>WAIT2</b> ( <i>Wait 2 Ring Cycles / 12 seconds</i> )	
<b>WAIT3</b> ( <i>Wait 3 Ring Cycles / 18 seconds</i> )	
<b>WAIT4</b> ( <i>Wait 4 Ring Cycles / 24 seconds</i> )	
<b>WAIT5</b> ( <i>Wait 5 Ring Cycles / 30 seconds</i> )	
<b>WAIT6</b> ( <i>Wait 6 Ring Cycles / 36 seconds</i> )	
<b>WAIT7</b> ( <i>Wait 7 Ring Cycles / 42 seconds</i> )	
<b>PREF</b> ( <i>Off-hook Call Preference – National ISDN only</i> )	page 47
<b>RING</b> ( <i>Answer Ringing Call</i> )	
<b>IDLE</b> ( <i>Select Idle Call Appearance</i> )	
<b>NONE</b> ( <i>Manual Call Appearance Selection</i> )	
<b>VOICE</b> ( <i>Voice Mode</i> )	page 48
<b>HAND</b> ( <i>Handset</i> )	
<b>HEAD</b> ( <i>Headset</i> )	
<b>VOLUME</b>	
<b>RCV+/-</b> ( <i>Receive Volume Up/Down</i> )	
<b>XMT+/-</b> ( <i>Transmit Volume Up/Down, Headset only</i> )	
<b>DISPLY</b> ( <i>Display Contrast</i> )	page 49
+ ( <i>Increase Contrast</i> )	
- ( <i>Decrease Contrast</i> )	
<b>PASSWD</b> ( <i>Call Log Password</i> )	page 50
<b>SET, CLEAR</b>	

## Appendix B

# Warranty and Service

### Tone Commander Product Warranty

For a period of one year from date of dealer purchase, but not to exceed 16 months from date of manufacture, Tone Commander Systems, Inc. (Tone Commander) warrants its products to be free from defects in material and workmanship under conditions of normal use and service. Tone Commander shall, at its option, repair or replace any defective product which, in its opinion, has not been misused, damaged, or improperly installed.

Repair or replacement under this warranty will be performed at Tone Commander's factory. Authorization must be obtained from Tone Commander prior to returning a product for repair. Freight must be prepaid for all units returned to Tone Commander. Units repaired under warranty will be shipped UPS Ground (or equivalent), freight prepaid by Tone Commander.

Products that are older than the warranty period, but less than 7 years old, or still manufactured by Tone Commander may be repaired at the factory for a flat rate charge. Repaired out-of-warranty units are warranted for 90 days from the date of repair.

The repair or replacement of a product under this warranty represents the entire obligation of Tone Commander; Tone Commander shall not be liable for any special or consequential damages resulting from or caused by any defect, failure, incapacity or malfunction of any of its products.

*The foregoing express warranty is in lieu of all other warranties, express or implied, including but not limited to any implied warranty of merchantability, fitness, or adequacy for any purpose or use, quality, productiveness or capacity; Tone Commander, to the extent permitted by law, hereby disclaims all such other warranties.*

# Appendix C

## UL/FCC Statements

### Important Safety Instructions

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

5. Read and understand all instructions.
6. Follow all warnings and instructions marked on the product.
7. Unplug the line cord before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
8. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
9. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
10. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
11. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
12. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
13. Never push objects of any kind into this product through any openings as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on this product.

14. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
15. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - A. When the power supply cord or plug is damaged or frayed.
  - B. If liquid has been spilled into the product.
  - C. If the product has been exposed to rain or water.
  - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - E. If the product has been dropped or the case has been damaged.
  - F. If the product exhibits a distinct change in performance.
16. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
17. Do not use the telephone to report a gas leak in the vicinity of the leak.

## **SAVE THESE INSTRUCTIONS**

## FCC Requirements

The Tone Commander Models 8810T and 8810U comply with Part 68 of the FCC Rules. The label affixed to this equipment contains, among other information, the FCC Registration for this equipment. You must, upon request, provide this information to your telephone company.

The following jacks must be ordered from the telephone company in order to interconnect this product with the public communication network: RJ49C.

If your 8810 causes harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

The 8810 is hearing-aid compatible (HAC) per Section 68.316, FCC Rules and Regulations.

If you have trouble with the 8810, please refer to the Troubleshooting section in this manual, or contact us at the address listed on the back of this manual for information on obtaining service or repairs. The telephone company may ask that you disconnect the telephone from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.



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