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- 801
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#### STATION GROUPS
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- 502
- 503
- 504

#### Paging Zones - Dial 55 Plus
- All Internal Zones
- All External Zones

*All External Zones and Internal Zone 0

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- 02 Out On A Call
- 03 Out To Lunch
- 04 Leave A Message
- 05 Page Me
- 06 Out Of Town
- 07 In Tomorrow
- 08 Return Afternoon
- 09 On Vacation
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- 12
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- 19

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- HF-13 Door Lock Release
- 16 + xxx Speed Dialing
- 17 + xxx Save And Recall Number
- 18 + xxx New Call (Recall)
- 19 + xxx Last Number Redial
- 400 + xxx Cancel Do Not Disturb
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- 42 + xxx Cancel Message You Left
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- HF-44 Callback
- HF-46 Busy Station Ceep-Do
- HF-48 Conference
- HF-49 Account Code
- HF-50 + xxx Cancel Programmed PFG
- HF-51 + xxx Send Fax To C/F or PFX
- HF-52 + xxx Send Fax To C/F or PFX
- 600 + xxx Cancel All Call Forward
- 601 + xxx Set Forward All Calls
- 602 + xxx Set Forward Busy
- 603 + xxx Set Forward No Answer
- 604 + xxx Set Fwd Busy/No Answer
- 605 + xxx Set Forward On DND
- 606 + xxx Set Forward Follow Me
- 607 + xxx Pick Up Ringing Conversation
- 608 + xxx Pick Up Group
- 61 + xxx Universal Number
- 62 + xxx Authorization Code

Note: HF Indicates Hookflash.
STANDARD TELEPHONE
USER GUIDE

for
OfficeServ™ 100, OfficeServ™ 500
and OfficeServ™ 7000 Series

May 2009

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ABOUT THIS BOOK

This booklet provides instructions for using an industry standard single line telephone set with the OfficeServ 100, OfficeServ 500, and OfficeServ 7000 Series systems. A variety of single line sets from many different manufacturers are available. Check with your service and installation company to ensure proper operation with the OfficeServ 100, the OfficeServ 500 and the OfficeServ 7000 Series systems.

Please take the time to study this guide and to become familiar with the operation of your standard telephone. Keep it handy. You may need to look up instructions for infrequently used features.

Learning to use your telephone correctly will make everyday telephone communications a breeze.

This book is written based on the factory default settings for the feature access codes. Sometimes, due to programming requirements, these codes may be changed. If you find that a feature code does not work as described in this book, please contact your installation and service company to determine the correct code.
THINGS YOU SHOULD KNOW

USER ORIENTATION

Lifting the handset on your telephone will provide the OfficeServ 100, the OfficeServ 500, and the OfficeServ 7000 Series systems with dial tone. This is also referred to as internal or intercom dial tone. To get an outside line from the telephone company, dial an access code, usually the digit “9.” To call another station in your system, simply dial its extension number. See your system directory list for other access codes and extension numbers.

HOOKFLASH

Throughout this guide, you will see references to “hookflash.” A hookflash is a momentary operation of the hookswitch required for a feature operation. Some telephones have a FLASH key. This key may be pressed instead of the hookswitch.

C.O. LINES

Lines from the telephone company are “C.O. lines.” Calls on these lines are referred to as “outside calls.” These C.O. lines are accessed by dialing an access code. For example, dial 9 to get a local outside line or dial 800–8XX for other line groups. Each line in the system is numbered beginning with 701, and then 702, 703, etc. To get a specific line, dial its three digit line number. If Least Cost Routing (LCR) is programmed into the system, you will only be required to dial 9.

DISTINCTIVE RINGING

The OfficeServ 100, the OfficeServ 500, and the OfficeServ 7000 Series systems provide distinctive ring patterns to your phone:

- Outside calls have a single ring tone repeated.
- Intercom calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a triple ring tone repeated.
SYSTEM TONES

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

Intercom Dial Tone—A steady tone that indicates you can begin dialing.

RINGBACK TONE—Indicates the station you dialed is ringing.

Busy Tone—Indicates the station you dialed is busy.

DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.

Transfer/Conference Tone—Indicates your call is being held and you can dial another party.

Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.

Error Tone—A distinctive two level beeping tone indicates you have done something incorrectly.Try again.
OUTSIDE CALLS

MAKING AN OUTSIDE CALL

- Lift the handset and receive internal dial tone.
- Dial a C.O. line or line group access code.
- Receive outside dial tone and then dial the telephone number.
- Finish the call by replacing the handset.

If your system is programmed to require an authorization code before making a call:

- Dial * and a valid code. You will hear confirmation tone, followed by dial tone.
- Select a C.O. line.

If your system is programmed to require an account code before making a call:

- Dial 47 and a valid code.
- Hookflash and receive transfer tone. Select a C.O. line.

For more information see your system administrator.

ANSWERING AN OUTSIDE CALL

- Lift the handset. You are automatically connected to the ringing call.
- Finish the call by replacing the handset.

UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial 67. This device can operate in any system ring mode.

SENDING A FLASH

While you are on an outside call, hookflash, receive transfer tone and dial 49 to send a flash to the telephone company. This may be required for some custom calling features or CENTREX lines.

Note: Flash is not available on an ISDN circuit.
RECALL DIAL TONE

Hookflash and then dial 18 to disconnect your outside call and receive telephone company dial tone for a new call.

BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you select an outside line:

- While on that call, hookflash, receive transfer tone and dial 44.
- When the line becomes free, the system will call you back.
- Lift the handset, receive dial tone and dial the telephone number or the speed dial number again.

NOTE: A callback will be canceled if it is not answered within 30 seconds.
INTERCOM CALLS

CALLING OTHER STATIONS

- Lift the handset.
- Dial the extension number or group number.
- Wait for the party to answer.
- If you hear several brief tone bursts instead of ringback tone, the station you called is set for Voice Announce or Auto Answer.
- Begin speaking immediately after the tone.
- Finish the call by replacing the handset.

ANSWERING INTERCOM CALLS

- Lift the handset and you are automatically connected to the ringing call.
- Finish the call by replacing the handset.

BUSY STATION CALLBACK

When you call another station and you receive a busy signal:

- Hookflash, receive transfer tone, dial 44, receive transfer tone and hang up.
- When the busy station becomes free, your telephone will ring.
- Lift the handset to automatically call the now idle station.

NOTE: You have 30 seconds to answer or the callback will be canceled.

BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

- Hookflash, receive transfer tone and dial 45.
- The called station will receive off-hook ring or camp-on tone.
- You will hear ringback tone.
- Wait for the called party to answer.

The called station must release its first call or put it on hold before answering your camp-on.
CALLING YOUR SYSTEM OPERATOR

- Lift the handset and dial 0 to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.
CALL PROCESSING

HOLDING CALLS

- When you are connected to any call, hookflash, receive transfer tone and dial 11. The call will now be on hold. You may now make or receive a second call.
- To take the caller off hold, lift the handset and dial 11. You are now connected to the call. You may resume your conversation.

NOTE: A standard telephone can put only one call on hold at a time.

HOLD RECALL

If you leave a call on hold longer than the hold timer, the call will recall your station.

- When your phone rings, lift the handset to answer the recall.
- If you do not answer this recall within a pre-programmed period of time, it will go to the operator group.

RETRIEVING CALLS ON HOLD AT ANOTHER STATION

When a line is on hold at any other station:

- Lift the handset and dial 12 plus the extension number of the station that placed the call on hold—OR—dial 12 plus the line number if you know what it is.

CONSULTATION HOLD

When you are speaking on an outside line and it is necessary to consult with another extension:

- Hookflash and receive transfer tone. Your call is placed on transfer hold.
- Dial an extension number.
- Consult with the internal party.
- Hookflash to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the hookflash will flip-flop between the outside and inside parties (except if the destination station is set for Auto Answer or Voice Announce, or the system has Transfer Cancel activated).
TRANSFERRING CALLS

Transfer is used to send any call to another extension in one of two ways. You can perform a screened transfer by informing the other extension who is calling or you can perform a blind transfer without notification.

- While you are speaking on a call, hookflash to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear ringing—OR—wait for the party to answer and advise the party of the call and then hang up. If the transfer is refused, you will be reconnected to the outside line when the station hangs up or you can hookflash to return to the outside party.

NOTE: After the inside party answers, you may alternate back and forth between the parties by hookflashing.

TRANSFER WITH CAMP-ON

When you are transferring a call to another station and it is busy, you may camp the call on to this station:

- While you are speaking on a call, hookflash to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear a busy signal. The called party will be alerted that a call is waiting.

TRANSFER CANCEL

If this feature has been activated on your system the Consultation Hold feature will not work. Instead, when you hookflash to return to the outside party after initiating a transfer, the internal party will be dropped allowing you to transfer the call to another destination. This is especially useful if the party you originally tried to transfer to was busy or did not answer.

TRANSFER RECALL

All calls that you have transferred (screened, unscreened and camped-on) will automatically recall to your station if they are not answered in a pre-programmed period of time.
CALL WAITING

If an outside call has been camped-on to your phone or another station is camped-on to you:

- You will receive camp-on tone indicating another call is waiting.
- Hookflash and then dial 11 to put the first call on hold.
- Hang up and the waiting call will ring.
- Lift the handset to answer.
- Complete this call by transferring it or hanging up.
- Lift the handset and then dial 11 to return to your first call.

SETTING UP A CONFERENCE

You may conference five parties (you and four other parties) in any combination of outside lines and internal stations in any order.

- While you are engaged in a conversation, hookflash, receive transfer tone and dial 46. You will receive conference tone.
- Make another call, either intercom or outside.
- After the called party answers, hookflash and receive conference tone.
- Make another call—OR—hookflash to join all parties.
- Repeat as necessary.

To drop a party from your conference call:

- Hookflash, receive confirmation tone and dial the extension or line number that is to be dropped.
- Receive conference tone and dial 46 to rejoin the other parties.

NOTES: To leave the conference, hang up. Control will be passed to the first internal station that was added. If there are no internal stations and you wish to leave outside lines connected together in a trunk to trunk conference, follow the instructions to drop a party and use your extension number. When the parties on the outside lines hang up, the lines will release automatically, proceeding disconnect supervision is supplied by the telephone company.

FORWARDING YOUR CALLS

You may forward your calls to other stations or groups of stations. When they are programmed, Forward All Calls will have priority over Forward Busy and Forward No Answer conditions.

To clear all call forward conditions set at your station, lift the handset and dial 600.

NOTE: It is not necessary to clear call forwarding to change your selection; simply enter a new forward command.
FORWARD ALL CALLS

To forward all of your calls to another station:

- Lift the handset and dial **601** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward All Calls, lift the handset and dial **600**—OR—dial another forward code, e.g., **604**.

FORWARD BUSY

To forward calls to another station when you are on the phone:

- Lift the handset and dial **602** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward Busy, lift the handset and dial **600**—OR—dial another forward code, e.g., **604**.

FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Lift the handset and dial **603** followed by the destination you want your call to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward No Answer, lift the handset and dial **600**—OR—dial another forward code, e.g., **604**.

FORWARD NO ANSWER/BUSY

To forward calls to another station when you do not answer or when you are on the phone:

- Lift the handset and dial **604**.
- Receive confirmation tone and hang up.

NOTE: This option will only work if Forward No Answer and Forward Busy destinations are already programmed.

To cancel Forward No Answer/Busy, lift the handset and dial **600**—OR—dial another forward code, e.g., **601**.
FORWARD FOLLOW ME

When you want all calls to your extension forwarded to the extension where you are now:

- Dial 606 plus your extension number.
- Receive confirmation tone and hang up.

If you want a specific extension's calls forwarded to your phone (Remote Call Forward):

- Dial 606 plus the desired extension number.
- Receive confirmation tone and hang up.

To cancel Forward Follow Me, lift the handset and dial 600—OR—dial another forward code, e.g., 601.

FORWARD DND

To forward your phone when you activate DND.

- Dial 605 followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

STATION CALL PICKUP

To pick up (answer) a call ringing at another station:

- Lift the handset and dial 65 plus the extension number of the ringing phone.

GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group:

- Lift the handset and dial 66 plus the desired group number.

GROUP NUMBERS

<table>
<thead>
<tr>
<th>01-20</th>
<th>OfficeServ 100 and OfficeServ 7100</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-99</td>
<td>OfficeServ 500 M</td>
</tr>
<tr>
<td>01-99</td>
<td>OfficeServ 500 L</td>
</tr>
<tr>
<td>01-99</td>
<td>OfficeServ 7200 and OfficeServ 7400</td>
</tr>
</tbody>
</table>

NOTE: Station and group pickup features cannot be used to answer recalls to a station, only new ringing calls and operator recalls.
DIALING FEATURES

SPEED DIALING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500–999 or from your personal list of numbers 00–49.

- Lift the handset and dial 16.
- Dial the desired speed dial number.
- The telephone number is automatically dialed for you.

NOTE: Your system may be set for 950 system-wide numbers. If so, the system speed dial access codes are 050–999 and the station speed dial codes are 000–049.

PROGRAMMING PERSONAL SPEED DIAL NUMBERS

To program personal speed dial numbers:

- Lift handset to go offhook.
- Dial 15105 the next available speed dial bin number (e.g. 01), a trunk or trunk group number and your speed dial digits.
- Listen for system dial tone and replace handset.

NOTE: It is much easier to have your System Administrator program these for you.

LAST NUMBER REDIAL

To redial the last telephone number you have dialed:

- Lift the handset and dial 19.

NOTE: Redial does not apply to intercom calls.

SAVE NUMBER WITH REDIAL

To save the number you have just dialed for later use:

- Before hanging up, hookflash, receive confirmation tone and dial 17.

To redial this saved number at any time:

- Lift the handset and dial 17. This step will select the same line and dial the number for you.

This telephone number is stored in memory until you save another. When you do, the new number will be saved and the old number will be erased.

NOTE: Save Number does not apply to intercom calls.
PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press#. All digits dialed after the # will be sent as tones.
PAGING AND MESSAGING

MAKING AN INTERNAL PAGE
To make an announcement through the keyset speakers in the idle condition:
• Lift the handset.
• Dial 55 plus zone number 0, 1, 2, 3 or 4.
• After the brief attention tone, make the announcement.

MAKING AN EXTERNAL PAGE
To make an announcement through the external paging speakers:
• Lift the handset.
• Dial 55 plus zone number 5, 6, 7 or 8—OR—dial 55 plus 9 to page all external zones.
• After the brief attention tone, make the announcement.

ALL PAGE
To page all designated keysets in internal zone 0 and all external zones at the same time:
• Lift the handset and dial 55 plus *.
• After the brief attention tone, make the announcement.

MEET ME PAGE/ANSWER
• Make a page by dialing 54 plus any zone and instruct the paged person to dial 56.
• After completing the page, hookflash and remain off-hook until the paged person dials 56 from any phone. The paged person will be automatically connected with you.

CALL PARK AND PAGE
When you have an outside call for someone who is not at his/her desk, you can park the call and page the requested party:
• While in conversation, hookflash and dial 55. The call is automatically parked at your station.
• Dial the desired page zone and make the announcement. Be sure to include your station number, for example, “Mr. Smith, park 201.”
RETRIEVING A PARKED CALL

To retrieve a call that has been parked for you:

- Lift the handset.
- Dial 10 plus the station number that was announced. You will be connected to the parked call.

SETTING A MESSAGE INDICATION

When you are calling another station and no one answers or you receive a busy signal, you can set a message indication at that station. The MESSAGE key on keysets will flash and standard telephones will receive special dial tone and light their message lamp if their phone is equipped with one and they are on a 16DSL card.

- Hookflash and dial 43.
- Receive confirmation tone and hang up.

If the keyset you are calling is in the Auto Answer mode, you must use the following procedure:

- Hang up for at least two seconds.
- Lift the handset.
- Dial 41 plus the extension number.
- Receive confirmation tone and then hang up.

NOTE: A station can have up to and including five message indications. If you receive dial tone instead of confirmation tone, there are already five messages at this station. Try again later.

RETURNING MESSAGES

When you see your message indicating lamp flashing if your phone is equipped with one and your phone is connected to an 8MWSLI or a 16 MWSLI card or you lift the handset and receive special dial tone, another station has left a message for you. To return messages:

- Lift the handset.
- Dial 43. The first station that left you a message will be called automatically. If it is not answered, your message indication will remain.
- Repeat the prior step until all messages have been returned in the order received.
- Dial tone will return to normal when all messages have been returned.
CANCELING A MESSAGE

You can cancel a message indication that you have left at another station.

- Lift the handset.
- Dial **42** plus the extension number of that station.

To cancel all message indications left at your phone:
- Lift the handset and dial **42** plus your extension number.
- Replace the handset.

PROGRAMMED MESSAGES

When you will be away from your phone for any length of time, you may leave a programmed station message. Display stations calling you will see this message and be informed of your status or follow your instructions.

- Lift the handset and dial **48** plus any message code, **01–20** listed on the back of this user guide.
- Listen for confirmation tone and hang up.
- To cancel this message, lift the handset and dial **48 plus 00**.
CONVENIENCE FEATURES

DO NOT DISTURB
Use Do Not Disturb (DND) when you want to block calls to your keyset.
- Lift the handset and then dial 401.
- To cancel DND, lift the handset and then dial 400.

You are able to make calls while in the DND mode.

ANSWERING THE DOOR PHONE
When your station is programmed to receive calls from the door phone:
- You will receive three short rings repeatedly.
- Lift the handset and you will be connected to the door phone.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial 13 to release the lock.

CALLING THE DOOR PHONE
(Room Monitoring)
You can call the door phone and listen to what is happening outside or in another room.
- Lift the handset and then dial the extension number of the door box.
- You will be connected to the door phone. You can listen or have a conversation.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial 13 to release the lock.

ACCOUNT CODES
When enabled, your system allows calls to be changed to different accounts. You can enter account codes either by dialing the full code or by entering an account code “bin number”. The type of code used is set by your telephone system administrator. Codes can be entered at any one of the three different times:
To enter an account code before placing the call:
- Lift the handset and dial 47.
- Dial the account code or bin number (bin numbers are 3 digits, account codes may be a maximum of 12 digits, and # may be used).
- Receive confirmation tone and dial 9 and the telephone number.
To enter an account code by interrupting the conversation:

- While on an outside call perform a hookflash, receive confirmation tone, and dial 47.
- Dial the account code or bin number (bin numbers are 3 digits, account codes may be a maximum of 12 digits, and # may be used).
- Hookflash to return to the conversation.
- If you make an error, repeat the procedure with the correct code. Only the most recent account code dialed will be recorded.

To enter an account code after the outside party hangs up:

- Perform a hookflash, receive confirmation tone, and dial 47.
- Dial the account code or bin number (bin numbers are 3 digits, account codes may be a maximum of 12 digits, and # may be used).

NOTE: If you wait for the outside party to hang up, you must complete this procedure within 10 seconds. You cannot repeat if an incorrect number is entered.

**IN/OUT OF GROUP**

If your station is assigned to a hunt group, this feature will allow you to dial an *access code* plus the group number, e.g., 501, plus 0 to temporarily prevent your station from receiving any group calls. You will still be able to receive calls that are dialed directly to your station. To reenter the group, dial an *access code* plus the group number, e.g., 501, plus 1.

**LOCKING YOUR STATION**

<table>
<thead>
<tr>
<th></th>
<th>0 UNLOCKED</th>
<th>1 LOCKED OUTGOING</th>
<th>2 LOCKED ALL CALLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make outside calls</td>
<td>YES</td>
<td>NO (ACCESS DENIED)</td>
<td>NO</td>
</tr>
<tr>
<td>Receive outside calls</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Make intercom calls</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Receive intercom calls</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Make 911 calls</td>
<td>YES</td>
<td>YES*</td>
<td>NO</td>
</tr>
</tbody>
</table>

To lock your phone from making outgoing calls:

- Lift handset to go offhook and dial 15100 plus your station passcode (default 1234) then dial 1.
- Listen for system dial tone and replace handset. Your station is now locked from making outgoing calls.

Note*: When 911 is programmed, 911 emergency dialing is allowed for a LOCKED OUTGOING station.
To lock your station from making both internal and outgoing calls:

- Lift handset to go offhook and dial 15100 plus your station passcode (default 1234) then dial 2.
- Listen for system dial tone and replace handset. Your station is now locked from making both internal and outgoing calls.

To unlock your phone:

- Lift handset to go offhook and dial 15100 plus your station passcode (default 1234) then dial 0.
- Listen for system dial tone and replace handset. Your station is now unlocked.

**CHANGING YOUR STATION PASSCODE**

To change your station user passcode:

- Lift handset to go offhook then dial 15101
- Then dial your existing station passcode
- Then dial a new passcode (must be four digits)
- Listen for confirmation tone then replace the handset
# PERSONAL SPEED DIAL NUMBERS

<table>
<thead>
<tr>
<th>CODE</th>
<th>NAME</th>
<th>TELEPHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01</td>
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<td>06</td>
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FEATURES AND SPECIFICATIONS

LINE GROUPS
8 Local/LCR
800
801
802

STATION GROUPS
501
502
503
504

PAGING ZONES - DIAL 55 PLUS
0 All Internal Zones
1
2
3
4
5
6
7
8 All External Zones

*All External Zones and Internal Zone 0

PROGRAMMED MESSAGES
01 In A Meeting
02 Out On a Call
03 Out To Lunch
04 Leave A Message
10 Paging Zones
11 Out Of Town
12 In Tomorrow
15 Return Afternoon
16 Dry Vacations
17 Same Home
18
19
20

*Programmed Messages 16-20 not available on the OfficeServ 7100.

FEATURE ACCESS CODES
10 + xxx Pick Up A Parked Call
12 + xxx Pick Up A Held Call
HF-13 Door Lock Release
16 + xxx Speed Dialing
17 Save And Redial Number
18 New Call (Recall)
19 Last Number Redial
400 Cancel Do Not Disturb
401 Set Do Not Disturb
42 + xxx Cancel Message You Left
43 Return Message
44 HF-44 Callback
HF-45 Busy Station Camp-On
HF-46 Conference
HF-47 Account Code
48 + xxx Cancel Programmed MSG
HF-48 Send Back To E.D. or PDX
50 + xxx T3/4 Call Hold
600 Cancel All Call Forward
602 + xxx Set Forward All Calls
612 + xxx Set Forward Busy
624 + xxx Set Forward No Answer
640 + xxx Set Pod Busy/No Answer
650 + xxx Set Forward On DND
666 + xxx Set Forward Follow Me
67 + xxx Pick Up Ringing Extension
68 + xxx Pick Up Group
69 +.xxx Universal Answer
7 + Authorization Code

Note: HF Indicates Hookflash.

*Programmed Messages 16-20 not available on the OfficeServ 7100.