

British

TELECOM

TX14 FeaturePhone user's guide

**SX2000**

# **SX2000**

TX14 FeaturePhone user's guide

**Introduction**

**The TX14 FeaturePhone**

**Line operation display**

**Operating notes**

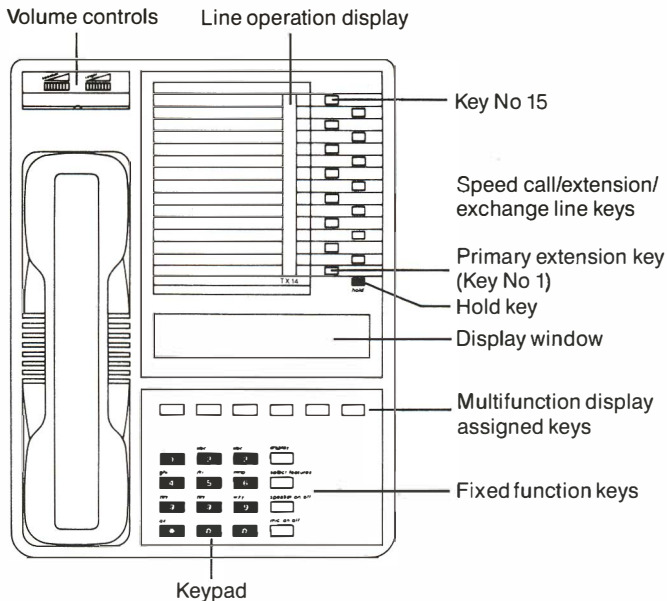
**Introduction**

The **TX14 FeaturePhone**, referred to throughout this publication as the **TX14**, is a microprocessor controlled electronic telephone. It operates all the features of a normal telephone and in addition makes available many more special features including 15 keys which may each control an incoming or outgoing line. Any of the 15 keys not allocated to a line appearance may be programmed with a personal speed call number.

There are seven different types of line which may have an appearance at your **TX14**. These are more fully explained in the Reference section. This serves to give great flexibility in handling calls, such as the ability to pick up a call ringing another extension, alternative lines on which to make calls when your own line is busy, and fast transferring or conference connection, all achieved with the press of a single key.

Use of the **TX14** is made extremely easy by the line operation display, which allows you to monitor the use of any of the lines appearing at your **TX14**, and by the main display which shows easy to follow prompts at all stages of call handling. The **TX14** also has a built in speaker and microphone which you may use to handle calls Hands free with the added option of switching this facility on or off at any time during a call.

Altogether the **TX14** largely eliminates the need to remember access codes to use the phone system facilities, with the added enhancement of its own many unique features.



note The pitch of the ringer on your TX14 can be adjusted by means of a screw accessible through a hole in the base.

Your TX14 will always have at least one line connected to it, appearing as the primary extension key. This line appearance may also be connected to and used by other TX14 extensions. You may also have other extension lines and/or exchange lines appearing at your TX14. The line operation display will show the status of any line connected to your TX14 by displaying a symbol when the line is in use. The type of symbol and the way in which it is displayed will identify how the line is being used.

Blank display

Line is free

Alternating between



and



Incoming call on line

Solid square stays ON



Line is busy at this TX14

Solid circle stays ON



Line is busy at another extension

Solid square alternating ON/OFF



Call on hold at this TX14

Solid circle alternating ON/OFF



Call on hold at another extension

Hollow black square stays ON



Speed call programming indication

- **Hands free operation:** You can establish a call without lifting the handset and carry on a conversation using the **TX14** internal speaker and microphone. You can cut off the microphone, using the **MIC ON/OFF** key, to consult privately during Hands free operation. When the microphone is on, the words **MIC ON** are displayed.
- **Handset operations:** You can establish a call with the handset lifted or, having made a call Hands free, then lift the handset for privacy. You can change to Hands free by pressing the **SPEAKER ON/OFF** key and replacing the handset.
- **Alternative lines:** When you have more than one line connected to your **TX14**, if you want to make a call and your own line is busy, you can select an alternative line by pressing the appropriate line key before dialling the number.
- **Entering letters:** When you use the Call by name feature, the function of the keypad changes to allow you to enter letters instead of numbers. For example on key 2; press once for A; twice for B and three times for C.
- **Displays:** The normal display shows the time and date which is set by the operator for the complete system. Also shown are the labels for the display assigned key functions available when there are no calls being handled. The display will change to show messages, call information during call handling and prompts during programming. The labels for the display assigned keys will also change according to the requirement or the status of the **TX14** at the time.
- **Display assigned key functions:** A function is assigned to a key when the function label is displayed above it as a prompt. If a function is not displayed, either it is not available for the procedure you are using, or it is barred by your Class of service.

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## **TX14 FeaturePhone user's guide**

**Call another extension**

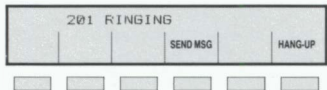
**Call by name**

**Call an external number**

**Making a call**

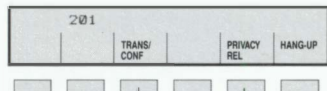
For Hands free operation, using the speaker and microphone, make your call without lifting the handset. To obtain privacy, use the handset as normal, or lift it after the call is connected. To change to Hands free, press the speaker key and replace the handset. If your own line is busy, you can use any alternative line available at your TX14 by pressing the appropriate line select key.

### To call another extension



Key the extension number. Look at the display and follow any prompted options as necessary. The display shows the number called, or the number to which that extension's calls have been forwarded. When you call another TX14 your extension number appears on its display.

### Call is answered



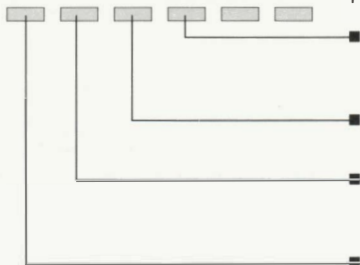
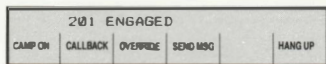
### PROMPTED OPTIONS

- Press **PRIVACY REL**, this permits another user (with an appearance at their TX14 of the line you are using) to join in your conversation. You are protected from such intrusion when **PRIVACY REL** is displayed
- You can transfer the call or set up a 3-party conference — see Transferring a call or 3-party conference.



## Extension is busy

Use one of the prompted options or hang up.

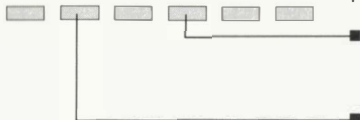
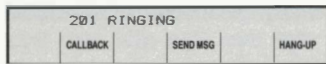


### PROMPTED OPTIONS

- Press **SEND MSG** (to another TX14), this will display CALL 200 to the other TX14 user when **READ MSG** is used (see also Facilities, Message).
- Press **OVERRIDE**, if your Class of service permits, you may intrude on the extension.
- Press **CALLBACK**, when the busy extension is free, your extension will display CALLBACK and ring, then the other extension will ring.
- Press **CAMP ON**, camp on tone will be heard, remain off hook, when the other extension becomes free it will ring and you will hear ring tone.

## Call is not answered

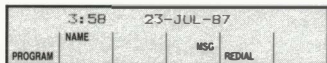
Use one of the prompted facilities or hang up.



### PROMPTED OPTIONS

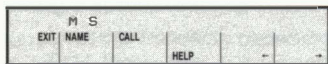
- Press **SEND MSG** (to another TX14), this will display CALL 200 to the other TX14 user when **READ MSG** is used (see also Facilities, Message).
- Press **CALLBACK**, when the extension becomes free after it is next used, your extension will display CALLBACK and ring, then the other extension will ring.

Your TX14 has a feature which allows you to make a call to an extension user by name, provided the name is listed in the system internal directory.



Press **NAME** to set the keypad to enter letters. Key the initial letter of the name, by pressing the letter keys as appropriate.

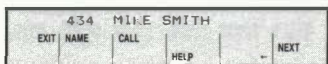
Press  $\rightarrow$  to move one space right, or twice to leave a space.



Press  $\leftarrow$  to move back to make a correction. For example, to enter M S: Press 6 once, Press  $\rightarrow$  to move to the next letter, then Press 7 three times.

As soon as you key sufficient information for the system to identify a name in the directory, your TX14 will display the name and extension number. If it is the one you want:

Press **CALL** to call the number.

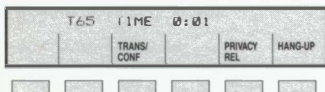


If the letters you enter correspond to more than one entry in the directory, NAME NOT UNIQUE will flash on the display. You can then search the directory for the correct entry.

### PROMPTED OPTIONS

- Press **NEXT** to move to the next entry.
- Press  $\leftarrow$  to move back to the previous entry.
- Press **HELP** to read the first name in the directory which matches the entry.
- Press **CALL** to call the displayed number.
- Press **NAME** to start a new entry.
- Press **EXIT** to abandon the procedure.

## Manual dialling



Key the exchange line access code (usually 9) or the private circuit access code (usually 7).

Listen for dial tone.

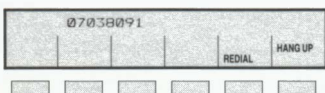
Key the external number required.

The display will show the number as you key it in, then the duration of the call in minutes.

## Using a speed call key

You can assign frequently dialled extension or external numbers to the speed call keys on your TX14. Please refer to the Programming section which explains how to save speed call numbers.

- If external numbers are saved without the appropriate access code, key the code before pressing the speed call key.



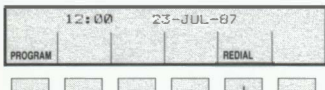
Press the speed call key assigned to the number you want to call.

When a speed call key is programmed for the final digits to be entered manually, you must then key the required number of digits to complete the call.

## Using a system speed call number

In addition to your personal numbers, you may also use the system speed call numbers. (Your System Manager/Administrator should hold a list of these numbers and their codes.)

## Last number redial



Key the internal directory code for the number

- Press **REDIAL**, the last exchange line number manually dialled from your TX14 (not speed call) will be redialled automatically.

## Call an external number

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## TX14 FeaturePhone user's guide

Normal ringing of bell

Callback ringing of bell  Auto answer

Answering a call

## Appearance line calls

There will be no indication in the display window, check the line operation display to identify the calling line.

## To answer the call



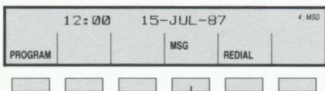
Lift the handset or, Press the speaker ON/OFF key for Hands free-operation, then Press the indicated line key (you may find that this is not necessary on your system).

### PROMPTED OPTIONS

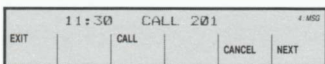
- Press **PRIVACY REL** this permits another user (with an appearance at their TX14 of the line you are using) to join in your conversation. You are protected from such intrusion when **PRIVACY REL** is displayed.
  - Press **TRANS/CONF** to transfer the call or set up a 3-party conference — see Transferring a call or 3-party conference.
- Press **HANG UP** to terminate your call.

## Callback ringing

Three short rings identifies a callback message. The feature prompt MSG will flash to indicate that a caller has left a callback message.



■ Press **MSG**.



The display will show the extension number and name of caller. For example M SMITH on extension 201 called you at 11.30.

### PROMPTED OPTIONS (if displayed)

Press **READ MSG** to display number of messages waiting (see Message centre guide, if you have this facility connected to your system).

■ Press **NEXT** to read the next callback message.

Press **←** to display the time and extension number and name of the caller.

■ Press **CANCEL + EXIT** to clear message and display.

■ Press **CALL** to ring the caller's number.

■ Press **EXIT** to revert to normal operation and leave message(s) in place.

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## Auto answer

If you have set up the automatic answer feature, incoming calls will be automatically connected through your TX14's speaker and microphone after 1 warning ring (see Supplementary Features, Auto answer).

Callback ringing  Auto answer

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TX14 FeaturePhone user's guide

Conference

Transfer

Conference  Transfer

You can use the conference facility to join with up to seven other parties in a telephone conference. One of the other parties may be on an exchange line.

214 S. JONES				
NAME	TRANS/ CONF			HANG-UP

Key the first extension number, or external number.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

■ Press **TRANS/CONF**.

Listen for transfer dial tone.

201 K. SMITH				
SWAP	CONF		CANCEL	RELEASE

Key the extension, or external number, for the third party.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

■ Press **CONF** to join all three parties in conference.

Repeat the procedure as necessary to add other parties to the conference.

202		201		
SWAP	CONF		CANCEL	RELEASE

### PROMPTED OPTIONS (if displayed)

Press **CALLBACK** to set up Callback on a busy extension.

Press **SEND MSG** to send a Callback message to a busy TX14 extension.

Press **CANCEL** to abort a call to a busy or unanswered extension.

Press **SWAP** to alternate between the current call and the one on temporary hold.

Press **SPLIT** to speak privately to one party in a 3-party connection.

Press **RELEASE** to withdraw from the conference leaving the other parties connected.

202 + 201				
SPLIT				HANG-UP

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------



## To transfer a call to another number

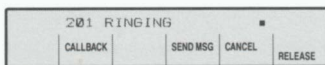
Inform the caller of your intention.



Press **TRANS/CONF**, this puts the call on temporary hold and you will hear Transfer dial tone.

The display will show a black square alternating ON/OFF to remind you that the call is on hold.

Press **NAME** to use the call by name feature or Key the number to which the call is to be transferred.



If the selected extension rings and you do not need to introduce the caller:

Press **RELEASE** to connect the call to the new number.

### PROMPTED OPTIONS (if displayed)

Press **NAME** to use the Call by name feature.

Press **CALLBACK** to set up Callback on the extension if busy or no reply.

Press **SEND MSG** to send a Callback message if the extension is another TX14.

Press **CANCEL** to abandon the call to the new number and return to the original caller.

Press **RELEASE** to connect the call to the new number (wait for an answer first, if announcement is required).

Press **CONF** to join all three parties together in conference mode.

Press **SWAP** to alternate between parties.

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## TX14 FeaturePhone user's guide

Some of the features of the TX14 require data to be programmed before they can be used.

You can program this data into your TX14 according to your own requirements and review and/or change it as required.

During programming, the TX14 may display a HELP key label. When the key is pressed, this will bring an explanatory message onto the display.

**Call forwarding (Diversion)**

**Speed call keys**

**Reminder**

**Display programmed data**

**Programming data into the TX14**

You can program your TX14 to Call forward (divert) your incoming calls to another number according to certain conditions.

- You can choose to Call forward internal and external calls separately to different destinations.
- You can Call forward only internal calls to an external number, and then only if that number has been programmed as a speed call number.
- You can activate and cancel Call forwarding by using the Supplementary features facility. (These are features that the TX14 provides using the Select features key.)

### To set up Call forwarding

12:10		23-JUL-87	
PROGRAM	NAME	MSG	REDIAL

--	--	--	--	--	--

■ Press **PROGRAM**.

PROGRAM . . .					
EXIT		CALL FWD	REMINDER		SPEED CALL



■ Press **CALL FWD**.

ALWAYS DIVERT ?					
EXIT				NO	YES



The display will change to show the type of Call forwarding available:

- ALWAYS DIVERT — Call forward all calls.
- WHEN NO ANSWER — Call forward on no reply.
- WHEN SET'S BUSY — Call forward on busy.
- WHEN BSY/NO ANS — Call forward on busy/no reply.

#### PROMPTED OPTIONS

- Press **YES** to set the Call forwarding displayed.
- Press **NO** to display the next type of Call forwarding.
- Press **EXIT** to abandon the procedure.

FORWARDING TO :					
EXIT	SAVE				



The display then shows a prompt to enter a destination number.

Enter as appropriate:

- the extension number to which calls are to be forwarded
- the operator access code
- the speed call key for the number to which calls are to be forwarded
- a System speed call code (if your COS permits).

#### PROMPTED OPTIONS

- Press ← to move back to change an incorrect entry.
- Press **SAVE** to store the Call forwarding data.
- Press **EXIT** to abandon the procedure.

Repeat the procedure for any other Call forwarding you require to program.

You can program any of the line keys, which are not used for line appearances, as speed call keys.

note When you use several numbers from the same exchange you can save on the use of speed call keys if you program only part of the number, leaving the final digits, to be keyed manually.

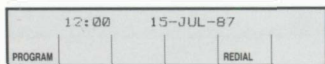
For example, 9 01 246 XXXX.

Key **9** **0** **1** **2** **4** **6**, then

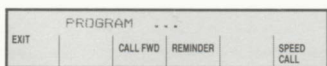
Key **\*** **3**, then

Key **4** to indicate that 4 manual digits are needed.

### To program a speed call key



Press **PROGRAM**.

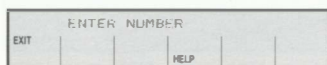


- Press **SPEED CALL**.



The display will show a prompt to enter a speed call key.

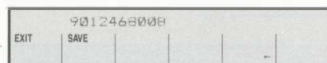
Press the speed call key you wish to program.



The display will change to a prompt to enter a number.

Key the number you wish to store (include any access code if required) for example: 9 01 246 8008 (see also note above), or

Press **REDIAL** (if displayed) if the number you wish to store is the last external number you dialled.



The number will be displayed as you key it in.

#### PROMPTED OPTIONS

- Press ← to move back to change an incorrect entry.
- Press **SAVE** to store the number when you are satisfied it is correct.
- Press **EXIT** to abandon the procedure.



The display will then show a prompt to make the entry private.

#### PROMPTED OPTIONS

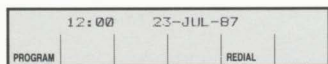
- Press **YES** to prevent the speed call key's number being displayed.
- Press **NO** to permit the speed call key's number to be displayed.

Repeat the procedure to program other speed call keys.

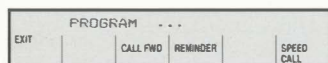
You can program your TX14 to give you a Reminder, for example of an appointment, by making it ring at a time you specify.

- Enter the time in 24 hour format. For example 0900 for 9am; 1430 for 2.30 pm.

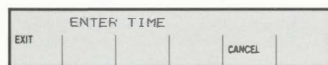
## To set up a Reminder call



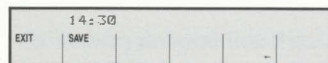
- Press **PROGRAM**.



- Press **REMINDER**.



The display will show a prompt to enter a time.



Key the digits, in 24 hour format, for the time you require.

### PROMPTED OPTIONS

- Press ← to move back to change an incorrect entry.
- Press **SAVE** to store the time.
- Press **EXIT** to abandon the procedure.

## To cancel a Reminder call

Press **PROGRAM**.

Press **REMINDER**.

Press **CANCEL**.

You can display and review the data programmed into your TX14.

- Prompts will appear only for the features which contain programmed data.

**To display programmed data** Press the **DISPLAY** key.



#### PROMPTED OPTIONS

- Press **REDIAL** to display the last manually dialed exchange line number.
- Press **REMINDER** to display the Reminder call time.
- Press **CALL FWD** to display Call forwarding details.  
Press a speed call key to display its stored number (unless privacy is invoked).  
Press a line appearance key to identify its line (when a line is busy, the identity of the calling party will be displayed).
- Press **EXIT** to restore the TX14 to normal operation.



# SX2000

TX14 FeaturePhone user's guide

**Message**

**Paging announcement**  **Night answer**

**Holding calls**

**Managers/Secretary working**

**Facilities**

The message facility allows you to send callback or advisory messages to other extension users, and to read similar messages which have been left on your **TX14**

- You can use the Callback feature when ringing an ordinary extension that is engaged or not answered
- You can send Callback messages to other **TX14** users
- There are up to twenty advisory messages programmed into the **SX2000** system. These can be displayed on your **TX14** and also read by other **TX14** users who call you
- You can read Callback messages while engaged on a call
- See **Message centre guide**, if you have this facility connected to your system

## To set up a Callback

When you call an extension and hear busy tone:

2013 BUSY				
CAMP ON	CALLBACK	SEND MSG	HANG-UP	

### PROMPTED OPTIONS

- Press **SEND MSG** to send a Callback message to another TX14. This message gives your name, number and the time you called.
- Press **CALLBACK** to set up a normal system callback to an extension that is busy or not answered.

## To set up an Advisory message

Press the **SELECT FEATURES** key.

12:35		4-JUL-87		
PROGRAM	NAME	MSG	REDIAL	

Press **MSG** then  
Press **SEND MSG**.

The display will show the first available advisory message.

12:00		OUT TO LUNCH		4-MSG
EXIT	ON			NEXT

### PROMPTED OPTIONS

- If you know the number of the message you want, key it in directly.
- Press **NEXT** to cycle through the messages until the one you want is displayed.
  - Press **ON** to activate the message, this will be replaced by OFF which allows you to cancel the message.
  - Press **EXIT** to abandon the procedure.

## Paging announcement

If your SX2000 system is installed with a public address facility, you may access it, if your Class of service permits.

- The paging system may be divided into zones. These can be accessed separately using zone codes. See your System manager/Administrator for details.

note You cannot make a paging announcement in Hands free mode.

### To make a Paging announcement

Lift the handset.



- Press **PAGE**.



The display will show a prompt to enter a zone code.  
Key the required zone code.



Make your announcement.

To finish:

- Press **HANG UP**, or replace the handset.

## Night answer

If your SX2000 is fitted with a night bell, you can answer incoming calls when the night bell rings.

- You cannot answer a night call Hands free.

### To answer a call ringing the night bell

Lift the handset.



- Press **NIGHT ANS** to connect the call to your TX14.

During a call, you can put the call on Hold, for privacy while you consult with a third party, to make another call or carry out another task.

- The line status display shows a black square alternating ON/OFF for a held call at your TX14, and a black square appears in the display window as a reminder that you have a call on hold.
- A held call on another TX14, with an appearance line on your TX14, shows a black circle alternating ON/OFF.
- You can retrieve any held call that has an appearance on your line status display.

### To put a call on Hold

TX14		0:01			
NAME	TRANS/ CONF	PRIVACY REL	HANG-UP		
□	□	□	□	□	□

Inform the caller of your intention.

Press the red **HOLD** key (you may find that this is not necessary on your system).

201					■
					CANCEL
□	□	□	□	□	□

The display will show a black square as a reminder that you have a call on hold.

### To retrieve a call from Hold

Look for the held call on your line status display.

Press the line select key for the held call, this will connect or reconnect the call to your TX14.

When you have a call on Hold and are engaged with another call, say an enquiry to another extension, you can add the held call to your current call in conference mode.

- Using this facility, you can transfer a call received on your Primary line to another appearance line on your TX14, and thereby clear your Primary line.

### To add a Held call

If you have a call on Hold which you wish to add to your current call:

201					
PAGE	NAME	ADD HELD	REDIAL	HANG UP	
□	□	□	□	□	□

- Press **ADD HELD**.

PRESS HELD LINE					
					CANCEL
□	□	□	□	□	□

When prompted:

Press the line select button on which the call is held.

CONFERENCE					
SPLIT	NAME	TRANS/ CONF	PRIVACY REL	HANG UP	
□	□	□	□	□	□

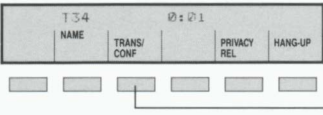
You are now in conference mode with the two other parties. The line on which the call was held will be idle. You can hang up leaving the other parties connected.

Two TX14 extensions can be connected in a Manager/Secretary working mode with a Call announce facility which acts like an intercom between the two extensions.

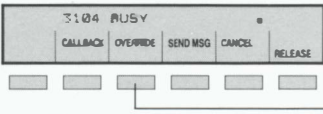
- A secretary can announce a call, using the TX14 speaker and microphone, to a manager who is already engaged on a call.
- The Call announce facility will not operate if the manager is making a call Hands free.

### To use the Call announce facility

When the manager's line is busy, and a new call arrives for the manager:



■ Press **TRANS/CONF**.



Key the manager's extension number, or Press the speed call key for the manager's extension (if programmed).

■ Press **OVERRIDE**.

The display shows **AUTO ANS** momentarily, followed by the manager's name and number.

Announce the call, when finished;

Press **CANCEL** to return to the caller.

Press **RELEASE** to put the call on Wait on busy on the manager's extension.

# SX2000

## TX14 FeaturePhone user's guide

When you press the **SELECT FEATURES** key the Supplementary features available at your **TX14** will be displayed in the top corners of the display window.

When you activate any of the Supplementary features, its name will remain displayed in the display window as a reminder.

**Call forwarding (Diversion)**

**Do not disturb**

**Auto answer**

**Callback message**

**Account code**

**Supplementary features**

You can program your TX14 with data for the Call forwarding of incoming calls. You then have the option, using this feature, to turn Call forwarding ON or OFF as required.

- You can select, from the Call forwarding you have programmed, which one(s) you wish to activate.

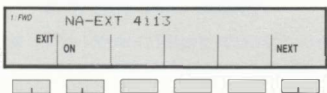
### To activate or cancel Call forwarding (FWD)



Press the **SELECT FEATURES** key.

The display will change to show a prompt to enter a feature number.

Key 1 the **FWD** feature number.



#### PROMPTED OPTIONS

- Press **NEXT** to proceed to the next forwarding feature that you have programmed.
- Press **ON** to activate the Call forwarding.  
Press **OFF** to cancel the Call forwarding if already set.
- Press **EXIT** to abandon the procedure.

**note** If you have programmed Call forwarding into your TX14, you may find that you can forward a ringing Primary line call by using the 'forced call forward' feature. If the **CALL FWD** prompt appears when your TX14 is ringing, and you do not wish to answer the call, press the **CALL FWD** softkey. The call will be forwarded to the appropriate destination you have pre-programmed. (See Programming Data into the TX14 — Call forwarding.)



You can invoke a Do not disturb feature, which stops the bell ringing on your **TX14**, so that you are not disturbed by incoming calls.

- With Do not disturb set, you can still monitor incoming calls on the line status display and make calls normally.
- The Do not disturb restriction may be overridden by the operator or an extension user authorised by Class of service.

### To activate or cancel Do not disturb (NO DIST'B)

1. FWD	DIAL. FEATURE #	4. BSG
2. NO DIST'B		5. ACC CODE
3. A/D/ANS		
EXIT		

Press the **SELECT FEATURES** key.

The display will change to show a prompt to enter a feature number.

Key 2 the **NO DIST'B** feature number.

2. NO DIST'B					
EXIT	ON				

#### PROMPTED OPTIONS

- Press **ON** to activate Do not disturb.
- If Do not disturb is already ON:  
Press **OFF** to remove the Do not disturb feature.
- Press **EXIT** to abandon the procedure.

The **NO DIST'B** feature will remain on the display as a reminder that the feature is active.

When Auto answer is invoked on your TX14, incoming calls will ring the bell ONCE ONLY, then the call will be automatically connected via the microphone and loudspeaker to be answered Hands free.

- You can obtain privacy by lifting the handset.
- Your TX14 returns to the idle state when a caller hangs up.
- Do not leave Auto answer active when you leave your TX14 as calls will be connected in your absence.

### To activate or cancel Auto answer (AUTO ANS)



Press the **SELECT FEATURES** key.

The display will show a prompt to enter a feature number.

Key 3 the **AUTO ANS** feature number.



#### PROMPTED OPTIONS

■ Press **ON** to activate Auto answer.

If Auto answer is already ON:  
Press **OFF** to remove the Auto answer feature.

■ Press **EXIT** to abandon the procedure.

The AUTO ANS feature will remain on the display as a reminder that the feature is active.

When you are sent a Callback message you may read the message Hands free, or if you are engaged on a call, with the handset lifted.

- The prompt MSG will appear in the corner of the display window to indicate there is a Callback message waiting, or message taken via Message Centre. (See Message Centre card if you have this facility connected to your SX2000 system.)

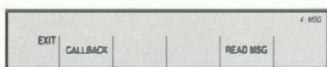
### To read a Callback message

Hands free

Press **MSG**.

Handset lifted

Press the **SELECT FEATURES** key.



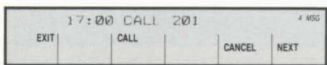
The display will show a prompt to enter a feature number.

Key 4 the **MSG** feature number.

The display will show the number of messages waiting.

#### PROMPTED OPTIONS (if displayed)

- Press **READ MSG** to display the first message.  
Press ← to display the extension number from which the Callback was sent.
- Press **CALLBACK** to set up a Callback call to the extension from which the Callback was sent.



- Press **NEXT** to read the next message (NEXT will only be displayed if there is more than one).
- Press **CANCEL** to delete the message.
- Press **CALL** to call the extension from which the message was sent.
- Press **EXIT** to abandon the procedure leaving the message in memory.

You may require to use Account codes when making certain calls, either to authorise the type of call, or to record the call for accounting purposes.

- An account code can be up to 12 digits long and can be saved as a speed call number.
- When used to authorise a call, an Account code must be entered before keying the number.
- When used for call logging only, an Account code may be entered before or during a call.
- An Account code will be shown on the display but does not generate any dialling tone.

### To enter an Account code (ACC CODE)

Press the **SELECT FEATURES** key.

The display will show a prompt to enter a feature number.

Key 5 the **ACC CODE** feature number.

Press the appropriate speed call key if the Account code is saved as a speed call number, or

Key the appropriate Account code number.

- Press ← to move back to clear an incorrect entry.

#### PROMPTED OPTIONS

- Press **SAVE** to store the code in memory.

- Press **EXIT** to abandon the procedure.



# SX2000

## TX14 FeaturePhone user's guide

### Line Appearances on the TX14.

There are 15 programmable keys on your TX14. Some of these may have been programmed during installation as any of the seven types of line appearance which may be allocated to your TX14.

Your primary extension number will have been allocated to key No 1 and any other line appearances to keys 2 to 15. You can monitor activity on your primary extension, and on any line appearances at your TX14, by using the line operation display.

Any of the keys 2 to 15 which are not used for line appearances are available for you to program as speed call keys.

[Extension line appearances](#)  [Exchange line appearances](#)

[Features](#)  [Glossary](#)

### **Primary extension**

Your primary extension line will always be allocated to key No 1. Any incoming or outgoing calls will normally use this line in preference to any other line appearing at your TX14. However, your extension number may have a line appearance at another extension so you should check on the line operation display, before making a call, that your primary extension line is not already being used.

### **Primary outgoing extension**

Your primary extension may have a second appearance on your TX14 with a capability of carrying outgoing calls only. It will be allocated to one of the keys 2 to 15 and allows you the facility of being able to make a call when your Primary extension is busy, such as with an incoming call, or has a call on hold.

### **Key extension**

A key extension may have an appearance at a number of extensions. It may be used by any one of them, but can carry only one call at a time. Any key extension with an appearance at your TX14 will be allocated to one of the keys 2 to 15 and the adjacent line operation display allows you to monitor activity on that line. Your use of a key extension line may be restricted to incoming or outgoing calls only and your TX14 may be programmed to ring immediately, after a delay or not at all when a key extension appearance number is called.

### **Multiple call (multicall) line**

A multiple call line may show up on more than one TX14. For example in a service department, a group of five TX14 extensions might each have their 'Service' line appearing as a multicall line (i.e. five extension numbers against one appearance line). When a multicall line rings, all idle appearances of the line ring simultaneously, and the call can be answered at any of the connected TX14. As soon as the call is answered, all other appearances of the line return to idle, ready to take the next call. Thus it is a multi-source, multi-server arrangement.

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### **Direct access trunk**

A designated exchange line (or private circuit) may appear as a direct access trunk at your TX14 on one of the keys 2 to 15. This trunk may also appear at, and be used by, other extensions but you can monitor its activity on your line operation display. Your use of a direct access trunk may be restricted to incoming or outgoing calls only and your TX14 may be programmed to ring immediately, after a delay or not at all when a direct access trunk appearance number is called.

### **Non transferable trunk**

An exchange line appearing at your TX14 on one of the keys 2 to 15 may be programmed such that a call connected on that line cannot be transferred. Otherwise its use is identical to that of a direct access trunk.

### **Single appearance trunk**

An exchange line which has an appearance at your TX14 on one of the keys 2 to 15, as a single appearance trunk gives you exclusive use of that line. Otherwise its use is identical to that of a direct access trunk.

ADD HELD	Adds a held call to your current call.
BACKGROUND MUSIC	Using the <b>↓</b> softkey, the music connected to the system will play through the <b>TX14</b> speaker. An incoming call will automatically override this or you can press <b>↓</b> again to stop the music.
CALLBACK	Sets up a return call from a party who is busy or does not answer.
CALL FWD	Manually divert an incoming call to a pre-programmed destination.
CAMP ON	Lets a party know you are waiting.
CANCEL	Cancels your current step in a procedure.
CONF	Adds a call on temporary hold to your current call.
HANG UP	Ends a call without replacing the handset, or when using Hands free.
MSG	Used to read messages. (Message Centre — see separate card.)
OVERRIDE	Allows you to break in on a call on a busy extension.
PAGE	Connects your <b>TX14</b> to the paging system, if installed.
PRIVACY REL	Allows another <b>TX14</b> user to join a current call on your line.
PROGRAM	Used to start setting up programmable features.
READ MSG	Used to read Callback or Advisory messages from other <b>TX14</b> extensions. (Message Centre — see separate card.)
REDIAL	Redials the last manually dialed external number.
RELEASE	Connects a transferred call and releases your <b>TX14</b> from the call.
SEND MSG	Sends a message to an extension which is busy or is not answered or leaves an advisory message on your <b>TX14</b> .
SPLIT	Used to speak privately to one party in a 3-party conference.
SWAP	Used to alternate between your current call and a call on temporary hold.
TRANS/CONF	Used to transfer a call or set up a 3-party conference.

Term	Meaning
Appearance line	A line which is accessible at your <b>TX14</b> but which may also be available at other extensions.
Automatic answer	A feature to connect an incoming call directly to the speaker and microphone of your <b>TX14</b> after only one warning ring.
Call forward	Diversion.
Camp on	Wait on busy.
Do not disturb	A facility to turn off the bell of your <b>TX14</b> so that it does not ring with incoming calls.
Group pickup	A group of extensions linked together such that any one of the group can pick up a call ringing any other extension in the group.
Hands free	Use of the <b>TX14</b> with the internal speaker and microphone, without lifting the handset.
Override	Executive intrusion.
Primary extension	The line connecting your extension to the <b>SX2000</b> phone system.
Ringer	Bell.
Speed call	Short code dialling call (abbreviated dialling).
Split	When in conference mode, to put one party on temporary hold in order to speak privately with the other party.
Swap	Alternate your call connection between a call on hold and a current call.

