TONE COMMANDER®

8610 / 8620 ISDN Telephone

User Guide

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Introduction

Tone Commander 8610 and 8620 ISDN Telephones are easy to use multiline terminals with advanced automatic setup capabilities.

Features of the 8610 and 8620 include:

- AutoSPID and Parameter Download
- Call Log
- Call Timer
- Last Number Redial
- Speed Dial
- Hot Key Dialing
- Direct Station Select
- Call Directory
- Automatic Switch Type Detection
- Message Waiting Indication
- Ringing Control for Shared Lines
- Flexible Ringing Options
- Desktop or Wall Mounting
- Integrated Speakerphone
- Voice Announce
- Handset or Headset Operation

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

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 20).

Controls and Indicators

1) **Display** – shows the call state, 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 viewing is primarily set by selecting the high or low base mounting position (page 20). Viewing angle display clarity can be altered by adjusting the display contrast (page 38).

2) **Softkeys** – select the function displayed above the key on the second line of the display.

3) ***CALL* Key** – selects the Call Identification Display, Call Log, and Call Directory modes (pages 8, 12, and 15).

4) ***SETUP* Key** – enters Setup Mode (page 23).

5) ***DONE* Key** – exits the current menu, saves any changes made, and returns to the previous menu options.

6) ***MORE*** ▸ **Key** – cycles through the menu option groups in Setup Mode.

7) **Message Waiting Indicator** – a bright red indicator is lit when messages are waiting, controlled by the network (page 11).

8) **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 or an **Activated Feature**	Red – on steady
On Hold at Another Terminal	Red – winking

9) **Volume Keys** – adjust the receiver/speaker volume when on a call; adjust the ringer volume when on-hook (pages 18 and 19).

10) ***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 16).

11) ***SPKR* (Speaker) Key** – activates the speakerphone. A green indicator on the key is lit when the speakerphone is in use (page 16).

12) **Dial Pad** – dials telephone numbers, and sends DTMF tones to external equipment such as voice mail systems. The dial pad is also used for number entry during setup.

13) ***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 9).

14) ***CONF* (Conference) Key** – adds other parties to a conference call (page 9).

15) ***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 10).

16) ***HOLD* Key** – places a call on hold (page 8).

17) **Microphone** – used for hands-free (speakerphone) calling; located in the front right corner of the telephone.

18) **Handset/Headset Jack** – a jack on the side of the telephone connects to the handset or a standard headset.

19) **Telephone Identification Label Area** – indented area for a directory number label. Use ½″ x 1¾″ adhesive labels (Avery 8167 /5267 or equivalent).

Operation

Placing a Call

Selecting a Call Appearance

If your telephone is idle and the Call Preference option (page 36) is set to *Idle* or *Ringing*, 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

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

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 14.

Dialing from the Call Directory – refer to page 15.

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 28.

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 26.

Answering a Call

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

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

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

Call Preference

If the Call Preference option (page 36) 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.

Ringing Control

The Ringing Control option (page 35) 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 or press the ***SPKR*** 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 or press the ***SPKR*** key. The other parties will remain connected.

Displaying Call Appearance Information

Press the ***CALL*** key.

Select ID *(Shortcut – you can skip this step and immediately press Call Appearance keys)*.

Press Call Appearance keys.

Network call information will be displayed for currently active Call Appearance keys.

"NO CALL INFORMATION" and the assigned directory number, if available, will be displayed for idle keys.

Press the ***CALL*** or ***DONE*** key when finished.

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.

Note: *Complete an in-progress call transfer before answering another call.*

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 or press the ***SPKR*** key (if using the speakerphone) to terminate a conference, removing yourself 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. ***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

CALL Press the ***CALL*** key.

```
        CALL MENU
 DIR    LOG    ID
```

Select LOG.

> 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 ***DONE*** key after entering the password.
>
> To change or remove the password, please refer to page 39.

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

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

A key indicator will alternately flash red and green to identify the call appearance that was used for the logged call.

To view a previous (older) call in the log, select ←BACK.

To return to the last displayed (newer) call in the log, press the ***MORE*** ▸ key.

To delete a call from the log, select DELETE.

```
 9:42a 4/15 999-555-1234
DELETE DIAL  TIME  ←BACK
```

To view the elapsed call time for answered calls, select TIME.

```
00:25:12    999-555-1234
DELETE DIAL  DATE  ←BACK
```

To return to the time and date display, select DATE.

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.

```
3=Dial:
                9995551234
```

Add any required prefixes, and then press the softkey under the directory number to dial the digits displayed.

```
3=91
                9995551234
```

Using the Call Directory

What is the Call Directory?

The Call Directory is a softkey-based speed dialing system that can store up to 36 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 nine screen pages, with four entries per page. The current directory page number (1-9) will be shown at the upper right of the display.

Dialing from the Call Directory

CALL Press the ***CALL*** key.

```
        CALL MENU
 DIR    LOG    ID
```

Select DIR *(Shortcut – you can skip this step and press a dial pad key to select a directory page).*

```
DIRECTORY          PAGE1→
Jim G  Home
```

MORE JKL 5 To see a different directory page, select a page by pressing a dial pad key (1-9), or press the ***MORE*** ▸ key to cycle through the nine pages until the desired page is displayed.

Press the softkey that is under the number you want to dial.

CALL To exit the Call Directory, press the ***CALL*** key again.

Using the Speakerphone

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

Placing and Answering Calls

The Call Preference option (page 36) 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, or the speakerphone will be activated 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 use.

> The microphone is located at the front right 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

Headset Mode Operation

Your telephone can be set for handset or headset use (see page 37). With a headset, the ***SPKR*** key is used as the hookswitch, and the speakerphone feature is disabled.

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 37.

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 37 to change the preset values.

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

Adjusting the Ringer Volume

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" instead of the date and time when idle.

```
RINGER OFF (VOL^ = ON)
                REDIAL
```

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

Adjusting the Telephone Angle

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

Label the multifunction keys with the telephone number, feature name, speed dial party name, or other appropriate designation. A perforated label sheet is provided with the telephone.

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.

Install the key label overlays by inserting the tabs into the openings on the phone.

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.

Press the ***SETUP*** key.

```
        SETUP MENU
INSTL ADMIN  USER  POTS
```

Select USER.

```
USER OPTIONS            →
CLOCK  KEYS   DIR  RING
```

When → appears in the top line of the display, you can press the ***MORE*** ▸ key to see additional menu selections.

```
USER OPTIONS              →
PREF VOICE DISPLY PASSWD
```

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 41).

Setting the Time and Date

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.

```
04-27-08 11:16AM
←BKSP                AM/PM
```

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) to move the cursor to the left.*

The ***MORE*** ▸ *key moves the cursor to the right.*

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

Setting Up Multifunction 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:

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.

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 top 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
```

Select DSS to enable the DSS option on this CA/DN key. You can change the key back to standard CA/DN operation (no DSS) by selecting CA/DN.

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

Select DSS#.

```
1001
←BKSP CLEAR PAUSE
```

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

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.*

“Smart” Pauses

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.

DONE

Press the ***DONE*** key twice 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 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
```

Select CALL if a call needs to be originated when the feature is activated. When enabled, (CALL) will appear in the top 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.

DONE

Press the ***DONE*** key twice 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.

```
←BKSP   FA  PAUSE
```

Enter digits (24 maximum) with the dial pad.

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

```
5553491000
←BKSP CLEAR PAUSE
```

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.*

“Smart” Pauses

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.

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.*

```
←BKSP   FA  PAUSE
```

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’.

```
F579871234
←BKSP CLEAR PAUSE
```

When all digits have been entered, press the ***DONE*** 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 28.

```
5553491000
←BKSP CLEAR PAUSE
```

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

```
←BKSP   FA  PAUSE
```

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

Setting Up the Call Directory

Up to 36 numbers can be stored in the Call Directory. Directory entries are similar to Speed Dial keys, but are accessed from a display menu. Place your most frequently-dialed numbers on Speed Dial keys, if available, and put other numbers in the directory.

Directory entries are displayed on nine screen pages, with four entries per page. The current directory page number (1-9) will be shown at the upper right corner of the display.

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

Select a directory page by pressing a dial pad key (1-9), or press the ***MORE*** ▸ key to cycle through the nine pages until the desired page is displayed.

Select a directory entry by pressing the softkey below the name display.

You can edit an existing entry or add a new one by pressing the softkey below an entry position.

```
SELECT A SOFTKEY  PAGE1→
Jim G  Home
```

Using the dial pad, enter a name (5 characters max.) to identify the directory entry. Press the dial pad key repeatedly until the desired upper case letter, lower case letter, or number appears in the display. For example, to enter the letter 'L', press the ***5*** key 3 times. Spaces and punctuation can be entered with the # and ✱ keys.

After a short delay, the flashing cursor will advance to the next character. Press the ***MORE*** ▸ key if you want to manually move to the next character.

If you need to make corrections while entering the name, select ←BKSP *(backspace) to delete the current character and move back to the previous one.*

```
DIRECTORY NAME:Steve
←BKSP CLEAR  MOVE NUMBER
```

Select NUMBER.

Enter the number to dial with the dial pad. Dialing pauses are entered with the PAUSE softkey – see page 28.

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.*

```
5551212
←BKSP CLEAR  PAUSE  NAME
```

When all digits have been entered, press the ***DONE*** key to return to the Select A Softkey menu or press the ***SETUP*** key to exit Setup Mode.

```
SELECT A SOFTKEY  PAGE1→
Jim G  Home Steve
```

Moving a Directory Entry

Select MOVE from the Name screen if you want to move a directory entry to a new location.

```
PICK NEW SOFTKEY  PAGE1→
Jim G  Home Steve
```

Press the softkey for the new location; select a new page first with the dial pad or the ***MORE*** ▸ key if moving to a different directory page.

Deleting a Directory Entry

Select CLEAR from the Name screen to delete a directory entry. The entry's name and number will be deleted immediately.

Personal Ringing Options

Ringing 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 top 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 top 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 ***DONE*** 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 ***DONE*** 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.

DONE

Press the ***DONE*** 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 or press the ***SPKR*** 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 → ***MORE*** ▸ → PREF)

```
CALL PREFERENCE=RINGING
 RING   IDLE   NONE
```

Select RING, IDLE, or NONE**.**

DONE

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

Handset/Headset Configuration

Voice Mode

Select handset or headset operation with this option. Speakerphone mode and the hookswitch are disabled in headset mode; the ***SPKR*** key is used in place of the hookswitch.

From the User Options menu, select VOICE.
(***SETUP*** → USER → ***MORE*** ▸ → VOICE)

```
VOICE MODE=HEADSET
 HAND  HEAD VOLUME
```

Select HAND or HEAD to select handset or headset mode.

DONE

Press the ***DONE*** 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.

```
VOLUME:RCV=04 XMT=05
 RCV+  RCV-  XMT+  XMT-
```

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.

Press the ***DONE*** 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 → ***MORE*** ▸ → 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.

```
CONTRAST [▓▓▓▓▓   ]
 (-)    (+)
```

Press the ***DONE*** 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 → ***MORE*** ▸ → 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 ***DONE*** key.

```
ENTER AGAIN:*****
←BKSP
```

Repeat the password when prompted to verify the new entry.

DONE Press the ***DONE*** key.

"PASSWORD SET" will be displayed to confirm the new password.

```
PASSWORD SET
```

Record your password for future reference.

SETUP Press the ***DONE*** 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.

```
PASSWORD CLEARED
```

DONE Press the ***DONE*** 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)*

CLOCK *(Set Time and Date)* ..... page 24

KEYS ..... page 25
CA/DN Keys:
DSS *(Direct Station Select)* ..... page 26
DSS# *(Enter/Edit DSS Dialing String)*
CLEAR *(Remove Dialing String)*
PAUSE *(Dialing Pause)*
CA/DN *(No DSS)*
Feature Activator Keys: ..... page 27
CALL *(Originate a Call – National ISDN only)*
Speed Dial Keys: ..... page 28
PAUSE *(Dialing Pause)*
FA *(Feature Activator)*
CLEAR *(Remove Dialing String)*
Unused Keys ..... page 30

DIR *(Call Directory)* ..... page 31

RING *(Personal Ringing)* ..... page 33
TONE *(Ringing Tone)* ..... page 33
ALL *(All Keys use the same Ringing Tone)*
OFFHK *(Off-Hook Ringing)* ..... page 34
NORMAL
SINGLE *(Single Burst)*
CONTROL *(Ringing Control)* ..... page 35
ALWAYS *(Ring Immediately)*
NEVER *(Never Ring)*
WAIT2 *(Wait 2 Ring Cycles / 12 seconds)*
WAIT3 *(Wait 3 Ring Cycles / 18 seconds)*
WAIT4 *(Wait 4 Ring Cycles / 24 seconds)*
WAIT5 *(Wait 5 Ring Cycles / 30 seconds)*
WAIT6 *(Wait 6 Ring Cycles / 36 seconds)*
WAIT7 *(Wait 7 Ring Cycles / 42 seconds)*

PREF *(Off-hook Call Preference – National ISDN only)* . page 36
- **RING** *(Answer Ringing Call)*
- **IDLE** *(Select Idle Call Appearance)*
- **NONE** *(Manual Call Appearance Selection)*

VOICE *(Voice Mode)* ..... page 37
- **HAND** *(Handset)*
- **HEAD** *(Headset)*
- **VOLUME**
  - **RCV+/-** *(Receive Volume Up/Down)*
  - **XMT+/-** *(Transmit Volume Up/Down, Headset only)*

DISPLY *(Display Contrast)* ..... page 38
- **+** *(Increase Contrast)*
- **-** *(Decrease Contrast)*

PASSWD *(Call Log Password)* ..... page 39
- **SET, CLEAR**

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 8610T, 8610U, 8620T, and 8620U 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 8610 or 8620 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 8610 and 8620 are hearing-aid compatible (HAC) per Section 68.316, FCC Rules and Regulations.

If you have trouble with the 8610 or 8620, 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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