

# MAKING AND RECEIVING CALLS

Making and receiving calls is the basic purpose of any endpoint. With your Model 8520, you can make/receive intercom and outside calls and make emergency calls.

## Intercom Calls

Your extension number allows other people to place intercom calls to you, without dialing any extra codes. And, because every endpoint in your telephone system is assigned an extension number, you can call other people in your system quickly and easily.

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**NOTE:** Ask your system administrator for a list of extensions.

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## Placing Intercom Calls

### To place an intercom call:

1. With or without the handset lifted, dial an extension number.
2. *If your call goes through handsfree to an endpoint's speaker*, speak after you hear a double tone.

*If you hear continuous ringing*, wait for the call to be answered.

The telephone system allows you to place a non-handsfree call that will override handsfree mode on the extension you are calling. If you use the Ring Intercom Always feature to always send non-handsfree calls, the called party must pick up the handset to answer the call.

### To place a non-handsfree call that will ring at the other endpoint until answered:

Press **#** before dialing the extension number.

### To program your endpoint to *always* send non-handsfree calls using the Ring Intercom Always feature:

With the handset in the cradle, dial **3 7 7**. The current status is shown.

**If there is no answer or if the endpoint is busy when you place an intercom call, you can do any of the following:**

- *To leave a station message:* Press **MSG** and then hang up.
- *To leave a voice mail message:* Press **MSG** and wait for the message center to answer. (See [page 33](#) for more message options.)

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**NOTE:** This option is only available if the called endpoint has a voice mailbox.

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- *To camp onto a busy extension:* Stay on the line and wait for the endpoint to become available. Do not hang up. After the system timer expires, you hear music until the endpoint is available.

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**NOTE:** You cannot camp on to an endpoint if it is in DND mode.

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- *To request a callback (queue on to the endpoint):* Press **6** and hang up. When the endpoint is available, your endpoint rings. (To cancel the queue request before the callback, press **6**.)
- *To use the Off-Hook Voice Announce feature (if the called endpoint is programmed for it):* Do not hang up. After the busy signals stop, you are automatically connected and may speak. (If you hear music or if the endpoint is in DND mode, your off-hook voice announce call will not go through.) This allows you to talk to the endpoint user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. This feature is not available if your endpoint has the Ring Intercom Always feature enabled.

## Receiving Intercom Calls

Your endpoint can receive both intercom and non-handsfree intercom calls. If the handsfree feature is enabled on your endpoint, intercom calls are automatically answered. Non-handsfree intercom calls (see [page 19](#)) override the handsfree option.

If your handsfree feature is disabled, or if you receive a non-handsfree intercom call, you must pick up the handset or press a button to answer the call.

**To enable or disable your endpoint's handsfree answering feature:**

With the handset in the cradle, dial **3 1 9**.



**To receive an intercom call:**

*If the handsfree feature is enabled,* respond handsfree.

*If the handsfree feature is disabled,* press  or **IC**  or lift the handset for privacy.

**To receive a non-handsfree intercom call:**

*EITHER,* Lift the handset for privacy.

*OR,* Press  or **IC**  to answer the call.

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

**NOTE:** You must lift the handset if the caller has the Ring Intercom Always feature enabled.

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**To redirect a ringing call to another extension or to an outside number:**

1. Press  $\infty$  and dial **3 3 1**.
2. Enter the extension or outside number to which you want to redirect the call. See [page 28](#) for more information.

If the Off-Hook Voice Announce feature is enabled for your endpoint, when you hear a single tone and see an incoming call display, you can do one of the following:


- **To accept the call on the speakerphone without ending your current call:**  
When you hear a double tone, you may talk handsfree with the caller through the speakerphone. (The caller on the handset will be able to hear both you and the party on the speakerphone.)
- **To block the call from coming through the speaker:**
  - Press  to allow the incoming intercom call to camp on. The  button flashes, and the call is placed on hold.
  - Press  to place your endpoint in DND mode, if desired. (See [page 42](#) for more information about DND mode.)

## Outside Calls

With outside calls, you can talk to people who aren't members of your telephone system. When you make an outside call, however, you must dial any area codes or long distance digits that your telephone company requires.

### Placing Outside Calls


**To place an outside call:**


1. With or without the handset lifted, press .
2. Dial the desired number.

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**NOTE:** If you see a request for an account code and hear a single beep, you must dial an account code before you can place your call (see [page 64](#)).

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Depending on how your system is programmed, you may be able to use one of the following methods to select an outgoing line, instead of pressing the  button:

- Dial the Outgoing Call feature code (default is 8).
- Press an unlit  button, if you have one.
- Dial a Select Line Group feature code (the defaults are 92001-92208 but may differ depending on the software version).
- Dial the Automatic Route Selection (ARS) feature code (the default is 92000 but may differ depending on the software version).