

# **SOPHO ErgoLine D325/D330/D340**

MULTILINE APPLICATION NOTE



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# SOPHO ErgoLine D325/D330/D340

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**SOPHO®**

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Great care has been taken to ensure that the information contained in this handbook is accurate and complete. Should any errors or omissions be discovered or should any user wish to make a suggestion for improving this handbook, they are invited to send the relevant details to:

**PHILIPS BUSINESS COMMUNICATIONS  
PRODUCT QUALITY & SUPPORT  
P.O. BOX 32  
1200 JD HILVERSUM  
THE NETHERLANDS**

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## CHAPTER 1

# Introduction

## What is "MultiLine functionality"?

The MultiLine functionality described in this document is available on ErgoLine models D325, D330 and D340 from software version 1.07 onwards.

MultiLine functionality enables users of these ErgoLine phones to perform routine telephony operations by pressing a single line key on the phone. These operations include:

- Making a call
- Answering a call
- "Parking" a caller
- Transferring a call.

Each line key has an LED. This LED shows the status of the phone line with which that line key is associated. The LED messages indicate the following statuses:

- Line not in use
- You are using a line
- Another person is using a line
- A caller is "parked" on a line
- An incoming call is on the line, which can be answered.

So, MultiLine functionality enables you to control and monitor phone activity on your lines (and the lines of other users, where this has been configured). You can perform any of the telephony operations listed above, by pressing the correct line key on your phone.

For example, if the status LED shows an incoming call on a certain line, you can accept the call by pressing the corresponding line key on your phone.

When you accept the call, the status LED for that line changes to show that you are using the line.

If, during the conversation with that caller, you press the line key, the caller is parked. Once again, the status LED changes to show this.

If you press the line key while a caller is parked, you "unpark" them and resume your conversation. Again, the status LED changes accordingly.



## What's in this manual?

This manual describes, in general terms, how to use the call handling functions described previously.

ErgoLine phones can be set up in an infinite variety of configurations to suit the needs of any working environment. For this reason it is not practical to provide examples which are specific to your organisation or the exact setup of your phone.

This manual *will* help you to understand the LED messages that are displayed on your phone and which line key(s) you press to perform a particular task (accept call, park caller, transfer caller, etc).

The manual consists of the following chapters:

- **1 Introduction** - states the objectives of this manual and provides an outline of its contents.
- **2 Before you start** - introduces key concepts and terminology which is used in this manual. Including:
  - The idea of a "group" of ErgoLine phones
  - The LED messages which appear on the phones
  - how to perform various telephony functions by pressing the Line keys on your phone.
- **3 MultiLine Functionality - examples** - includes some "real life" examples, showing groups of phones, and how they interact to handle calls. As calls are received, transferred, "parked" and put "on hold", the activities performed by various members of the group and resultant changes to the LED displays on their phones are described in detail.
- **Appendix A - Glossary** - defines terms and jargon which appear in the manual.
- **Appendix B - Quick Reference table** - includes all of the possible LED Line Status messages that may be displayed on your phone. For each status message, the function that may be performed by pressing the related Line key at that point is given.



## CHAPTER 2

# Before you start

This chapter introduces concepts and terms which you should understand before attempting to follow the examples given Chapter 3.

More experienced ErgoLine users may prefer to skip this chapter and move directly to Chapter 3.

## The ErgoLine group

The term "group" refers to two or more ErgoLine phones which are connected to the PABX. In addition, they may be configured so that it is possible for a group member to call a colleague by pressing a single line key on their phone.

MultiLine functionality has other applications, which are described in this manual:

- A key could be assigned to an outside line. This would be useful, for example, at an insurance broker's. Three ErgoLine phones could be configured to receive calls to a shared external line used for "insurance quotations". When a customer calls the line for an insurance quotation, status LED's on all three phones will indicate that a customer is calling for an insurance quote. The first staff member who is free can accept the call by pressing that line key on their phone. When this happens, the status LEDs on the other two phones change to show that the line is busy. The other staff members know that the call is being dealt with and that the line is busy, so they cannot use it to make external calls.
- A key on a receptionist's phone could be set up, to monitor her boss's personal line. When a visitor arrives, or a caller wishes to talk to him, she can see whether he is "busy" by looking at the status LED for his personal line.

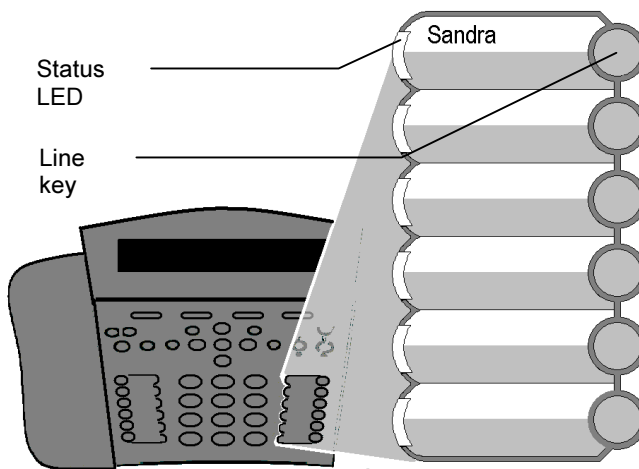
## Line keys

*Note: The keys on the ErgoLine phone can be assigned to a variety of functions (including the MultiLine functionality*

which is described in this manual. Your supervisor or Administrator will tell you which are the MultiLine keys on your phone).

**Note:** The process of assigning keys on your phone to particular functions is not discussed in this document. Talk to your Supervisor, your System Administrator or a Philips representative, if you need more information on these subjects.

The exact number of keys on your phone depends on the model of phone you are using, and whether it has been extended with additional keys. The following diagram shows a bank of keys on a typical ErgoLine phone.



**Figure 1 - Detail of ErgoLine keys and their status LEDs**

The keys on your phone that have been assigned for MultiLine functionality are referred to as *line keys*. Line keys all work in a similar manner, as described below.

Each line key is assigned to a line. Typically, this will be a direct phone line between yourself and a colleague (or a line for customers to call your organisation). As you can see from the diagram, there is a status

LED for each line key. The status LED indicates the current condition (or status) of the line.

When the status LED for a particular line is OFF, this signifies that the line is available for use. You can make a call using that line by pressing the line key.

*Note: In the remainder of this document, the status LED is referred to as "the LED".*

For example, you would press the line key that is marked in the previous diagram, to call **Sandra**. When you press the **Sandra** line key, the **Sandra** LED begins to flash slowly. This indicates that you are using the line. If another group member shares the line to Sandra, the **Sandra** LED on their phone will show that the line is busy.

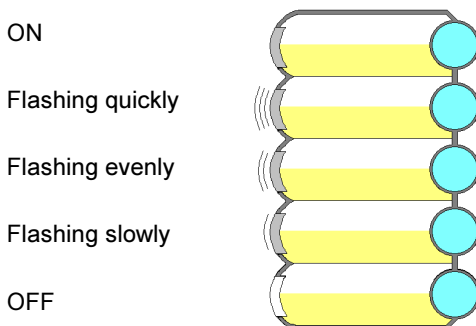
When you hang up the phone. The **Sandra** LED goes OFF. This indicates that the line is available for use again. The **Sandra** LED on the phone of any other group member who shares this line will also go OFF, so they also know the line is available.

The following table shows all of the possible LED states, the line statuses they signify and what operation is performed by pressing the line key while that message is displayed.

LED State	Message	Press line key to:
ON	The line is being used by another person (or people)	You can not use this line.
Flashing quickly	An incoming call is on the line	Talk to the caller.
Flashing evenly	The line is parked	Talk to the caller who is parked on the line.
Flashing slowly	You are talking to a caller on this line	Park the caller.
OFF	The line is not in use	Call the extension assigned to that button.

**Table 1 - Status LED messages**

The scenarios in the following chapter demonstrate how the LEDs on phones change as members of the group perform various activities. In this manual, graphics are used to depict the different LED messages. *Figure 2* shows these graphics.

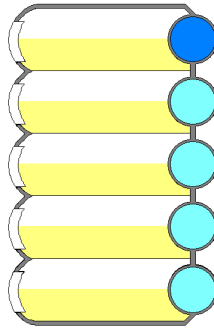


**Figure 2 - Graphic symbols used to represent LED states in this manual**

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During the scenarios, to show when a line key is pressed by a user, it is shaded darker than the other line keys. This is shown in the following diagram.

This line key has just  
been pressed



**Figure 3 - The line key pressed is shaded darker than the other keys**





## CHAPTER 3

# MultiLine functionality - examples

This chapter provides some examples of a group of ErgoLine (type D325, D330 or D340) phones in an office environment. By reading through the examples, you will see how the LED states on the phones in the group change to show the activity on the phone lines.

The scenarios also demonstrate how users can handle calls in various states, by pressing the line keys.

## Scenario 1 - A working day

This example is set in the purchasing department of a Grace Brothers' publishing company. The organisation of the group is shown below:

### Purchasing Department

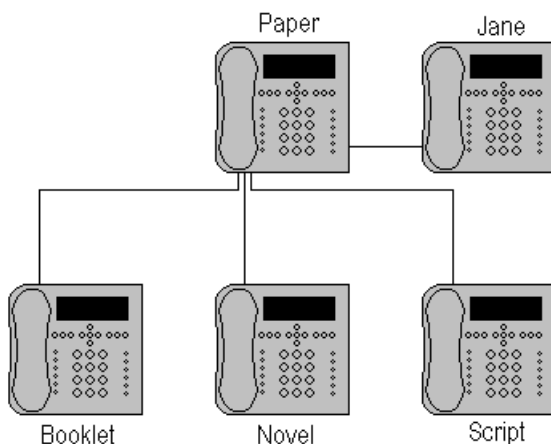
Mr J.Paper - Head of department

Jane Art - Mr Paper's secretary

Ms Booklet - Music literature purchasing

Mr Novel - Detective novel purchasing

Mrs Script - Medical book purchasing.



**Figure 4 - The MultiLine Connections at Grace Brothers'**

As you can see, Mr Paper has a direct line to all his buyers and to his secretary, Jane Art. The secretary monitors all of Mr Paper's lines, including her own line with him. All buyers have a direct line to Mr Paper. However, they do not have direct lines to other buyers.

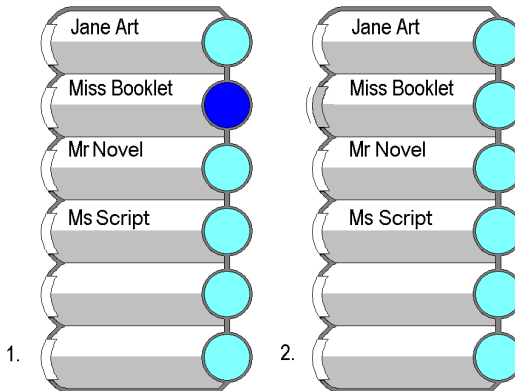
In this scenario, the following MultiLine activities are performed:

- Making a direct line call
- Receiving a direct line call
- Monitoring the status of a line (to see if another person is using it)
- Parking a line call, to answer another line call
- Making a normal call by dialling an extension.

## Make a direct line call

Mr Paper calls Miss Booklet

1. Mr Paper would like to talk to Miss Booklet. He looks at his line keys and sees that the **Miss Booklet** LED is OFF. This means that the line is not in use, so he can make the call. To make the call, he presses the **Miss Booklet** line key.
2. The **Miss Booklet** LED begins to flash slowly. This shows that he is now using the line. Note that the line remains "in use" from the time he first presses the line key until both parties have hung up, or (if she doesn't answer) until he hangs up.



**Figure 5 - Mr Paper calls Miss Booklet**

The line key graphics in this document (see above) show the activities of MultiLine users and the LED messages in a "shorthand" format that is easy to follow. For clarity, the first few graphics are explained in more detail (below). After you have read the first few examples, the graphics should help you to follow the sequence of key presses and LED messages in the scenarios easily.

**Take a few minutes to read the next few paragraphs carefully, to ensure a thorough understanding of the line key graphics.**

*Figure 5 - Mr Paper calls Miss Booklet* shows the activity on the line keys of Mr Paper's phone and the LED status shows the changes in line status. The graphic shows two drawings of the line keys on his phone. The drawings are marked 1 and 2. These drawings show:

1. The activity performed - in this case, pressing the **Miss Booklet** line key.
2. The message displayed by the **Miss Booklet** LED on Mr Paper's phone after he has pressed the **Miss Booklet** line key.

Note that some of the scenarios include more than 2 steps. In such cases, subsequent line key diagrams within that scenario are numbered 3 and 4; 5 and 6, etc.

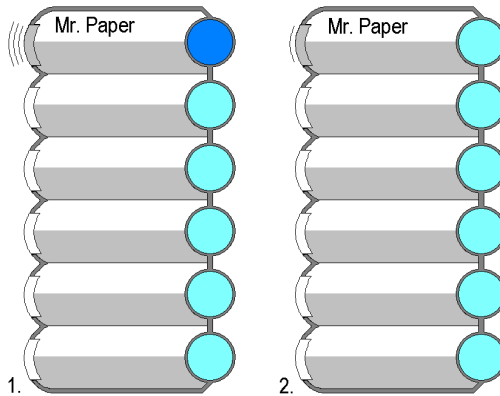
The caption which appears below the line key graphic explains what activities are being shown and who is performing them. In this case, the caption is "Mr Paper calls Miss Booklet."

So you know that this line key graphic shows the sequence of actions performed by Mr Paper to call Miss Booklet. You can also see that the line keys shown in the graphic are those on Mr Paper's phone, as the text "Mr Paper" is underlined in the caption.

You may want to take another look at *Figure 2 - Graphic symbols used to represent LED states in this manual* and *Table 1 - Status LED messages*, to remind yourself of the 5 LED states and the symbols used to represent these states in the line key graphics.

## Receive a direct line call

1. Miss Booklet notices that Mr Paper is calling her phone, because the **Mr Paper** LED begins to flash quickly. To answer the call, she presses the **Mr Paper** line key.
2. When she answers the call, the **Mr Paper** LED begins flashing slowly, showing that she is using the line to Mr Paper.



**Figure 6 - Miss Booklet answers the call from Mr Paper**

This diagram shows the activity on Miss Booklet's phone and the LED status . The line key drawings show the order of events, from left to right:

1. The **Mr Paper** LED flashing quickly - she has an incoming call from him. She presses the **Mr Paper** line key
2. The **Mr Paper** LED flashing slowly, showing that she is using the line.

The caption for this line key drawing is "Miss Booklet answers the call from Mr Paper." So you can deduce that this line key graphic shows the actions of Miss Booklet (on Miss Booklet's phone).

## Status monitoring

Jane, the secretary, has some keys on her phone that have been set up so she can see if lines to Mr Paper are busy. As you can see from the following diagram, she can see if there is any activity on the lines between Mr Paper and the other members of staff. This function is called *status monitoring*.

1. Jane receives a visitor for Mr Paper. Before she calls him, she checks her phone to see if he is busy. She notices that the **Paper-Booklet** LED is ON, signifying that the line is in use. So she tells the visitor Mr Paper is busy and offers him a coffee while he waits...

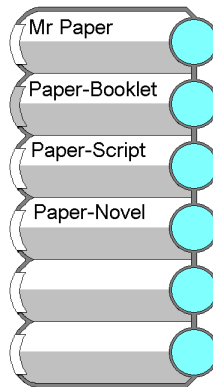


Figure 7 - Jane checks to see if Mr Paper is using the phone

## Park a line call, to answer another line call

1. Mr Novel calls Mr Paper, by pressing the **Mr Paper** line key on his phone.
2. The **Mr Paper** LED begins flashing slowly, showing that Mr Novel is using the line to Mr Paper.

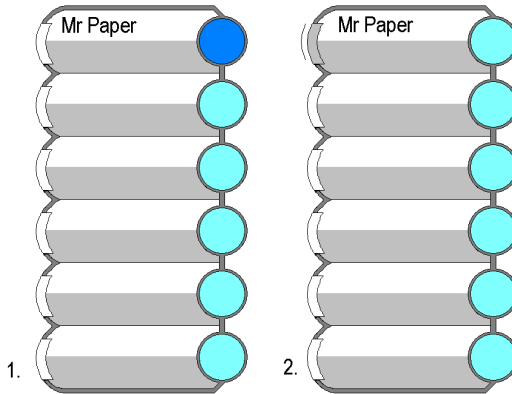


Figure 8 - Mr Novel calls Mr Paper



3. While he is talking to Miss Booklet, Mr Paper sees there is an incoming call from Mr Novel, because the **Mr Novel** LED begins to flash quickly. He parks Miss Booklet (park line call) by pressing the **Miss Booklet** line key.
4. The **Miss Booklet** LED is flashing evenly, indicating that she is now parked.

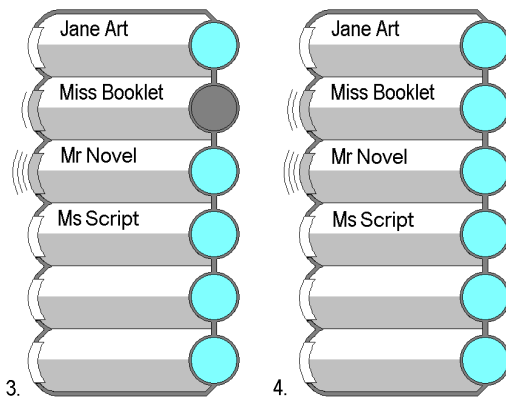
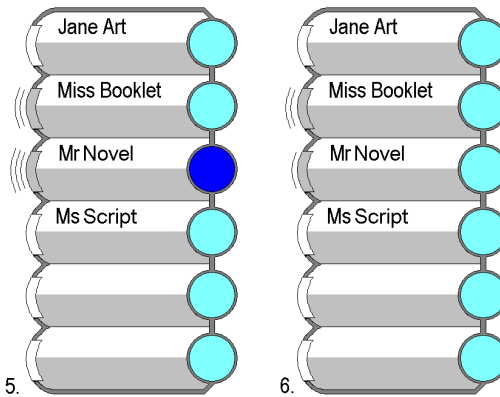


Figure 9 - Mr Paper sees incoming call and parks Miss Booklet

5. On Mr Paper's phone, the **Miss Booklet** LED is flashing evenly, indicating that Miss Booklet's call is "parked" on the line. Mr Paper answers the call from Mr Novel (answer second line call) by pressing the **Mr Novel** line key.
6. The **Mr Novel** LED is flashing slowly, indicating that they are talking. The **Miss Booklet** LED continues to flash evenly, as she is still "parked" on that line.



**Figure 10 - Mr Paper answers Mr Novel's call**

## **Make a normal call by dialling an extension**

Miss Booklet, who has been parked by Mr Paper, hangs up (disconnects). When she does:

The **Mr Paper** LED on her phone goes OFF, signifying that the line is available for use.

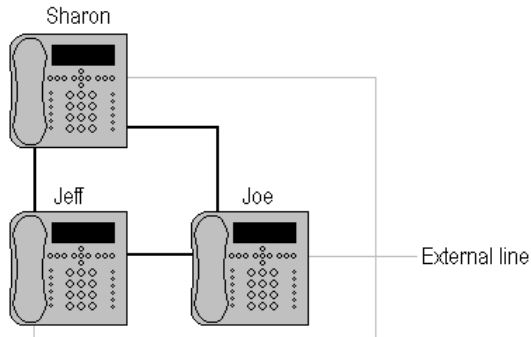
The **Miss Booklet** LED on Mr Paper's phone goes OFF as well, so he knows Miss Booklet is no longer parked on the line.

The **Paper-Booklet** LED on Jane Art's phone, which she uses to monitor the line between them, goes OFF also.

Miss Booklet calls Ms Script by dialling her extension. There is no MultiLine connection between these two people, and the connection is made via the PABX. This is a normal telephone operation, not a MultiLine function. So no LED messages are displayed on either phone.

## Scenario 2 - A secretary and 2 bosses

This scenario is set in the executive suite of an oil company. The group diagram shows the MultiLine connections between a secretary, and two managers.



**Figure 11 - Connections between The Colbys and their secretary**

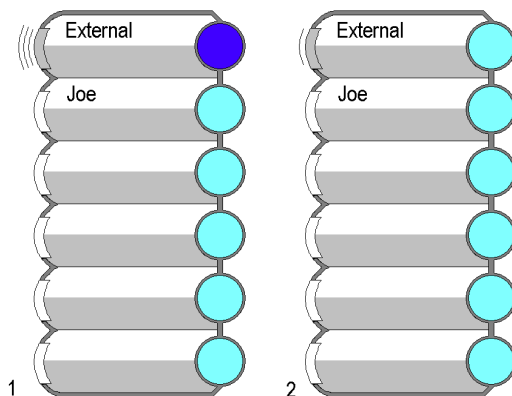
The oil company is run by brothers Jeff and Joe Colby. Sharon is their secretary. The brothers are connected by a direct line, which Sharon monitors. Sharon also has direct lines to both Jeff and Joe. All three of them have access to a shared external line, which can be used to make and receive external calls. (In figure 11, connections to the external line are shown in grey.)

In this scenario, the following MultiLine activities are performed:

1. Answering an external call
2. Parking and unparking a line
3. Direct answer for only line call.

## Answering an incoming call on the External line

1. There is an incoming call on the **External** line. On all three phones, the **External** LED begins flashing quickly. At this point, Joe, Jeff or Sharon could answer the call. Jeff answers the call, by pressing the **External** line key on his telephone.
2. Jeff's **External** LED begins to flash slowly, indicating that he is using the line.

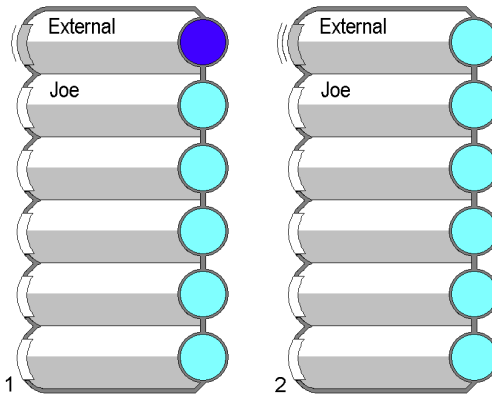


**Figure 12 - Jeff takes the external call**

*Note: Because the external line is shared, the LEDs on Joe's and Sharon's phones light, to indicate that the line is in use by somebody else.*

## Parking and Unparking a line

1. The caller wants a large order to be confirmed. Jeff wants to check with Joe first, so he parks the caller, by pressing the **External** line key again.
2. The **External** LED begins flashing steadily, indicating that a caller is parked on that line.



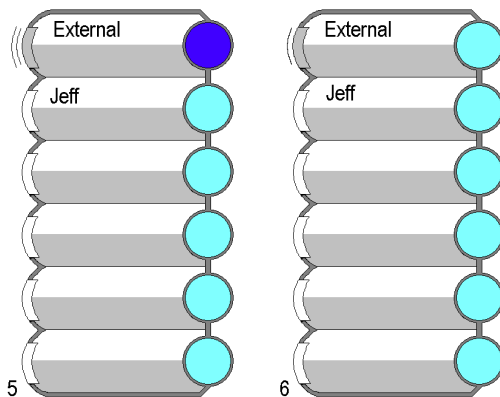
**Figure 13 - Jeff parks the external caller**

*Note: Because the **External** line is shared, this LED status is also displayed on Joe's and Sharon's phones.*

Jeff calls brother Joe, by pressing the **Joe** line key. Joe accepts the call by pressing the **Jeff** line key. Joe says he needs to speak to the caller, who is still parked on the **External** line. Jeff hangs up, leaving Joe to unpark the caller.

*Note: To avoid repetition, line key graphics showing Jeff calling, Joe answering and Jeff hanging up are not shown.*

3. Joe can see that the caller is still parked, because the **External** LED is flashing evenly. He presses the **External** line key on his phone.
4. Joe is now connected to the caller. The **External** LED on his telephone begins to flash slowly, indicating that he is using the line.



**Figure 14 - Joe unparks the caller**

*Note:* The **External** LEDs on Jeff's and Sharon's phones are **ON**, indicating that the external line is in use by another person.

## Direct answer for only line call

This facility can be enabled or disabled (turned ON or OFF) by changing the settings of the telephone. The procedure for changing these settings is described in the *user guide* which accompanies your phone.

When there is only one incoming line call, you can answer it by simply picking up the telephone handset. If there is more than one incoming line call, you must select the call you wish to answer by pressing the line key in the normal manner.

1. Jeff calls Sharon by pressing the **Sharon** line key.
2. Sharon knows that Jeff is calling because the **Jeff** LED is flashing. The phone may also be loudringing or softtringing, depending on the setup of the **Jeff** linekey on her telephone. Procedures for setting up these facilities are provided in the *User Guide* for your phone.
3. Because this is the only incoming line call and the "Direct answer for only line call" facility is enabled on her telephone, she answers the call by lifting the handset.

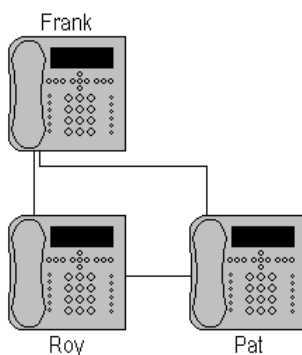


## Scenario 3 - The car lot

This scenario takes place in "Deals on Wheels" - a used car lot in Wilfred, East London. In the office are: the owner and manager, Frank; the salesman, Roy and their assistant, Pat.

In this scenario, callers are parked while the called person goes away from the phone, and unparked when the called person returns.

The phones, and their line keys, are shown in the following diagram.



**Figure 15 - Frank, Roy and Pat's MultiLine group**

## Parking and being parked

1. Frank calls Pat by pressing the **Pat** line key.
2. The **Pat** LED begins to flash slowly, indicating that he is using the line to Pat.

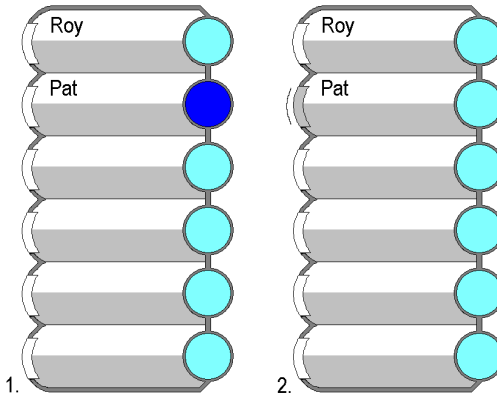


Figure 16 - Frank calls Pat

3. Pat sees there is an incoming call on the line because the **Frank** LED is flashing quickly. She presses the **Frank** line key to accept the call.
4. When she does this, the **Frank** LED begins to flash slowly, indicating that they are using the line.

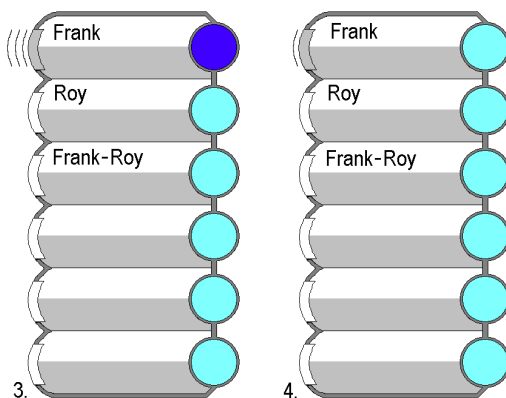
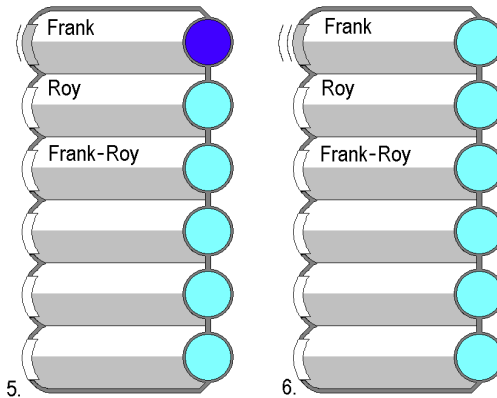


Figure 17 - Pat answers Frank's call

Frank asks her to check if she has the documents for a car that "Deals on Wheels" have just sold

5. Pat asks him to wait and parks the call while she looks for the documents. She presses the **Frank** line key to park his call.
6. The **Frank** LED begins to flash evenly, indicating that the line is parked. While he is parked, Frank hears "music on hold".



**Figure 18 - Pat parks Frank**

*Note: On Frank's phone, the **Pat** LED keeps flashing slowly. He is parked by Pat. However, the line is still in use by him.*

7. While he is parked on the line to Pat, Frank gets a call from Roy via their line. On Frank's phone, the **Roy** LED begins to flash quickly, indicating that Frank has an incoming call from Roy.
8. Frank accepts Roy's call, by pressing the **Roy** line key. The **Roy** LED flashes slowly, signifying that Frank is using the line. By accepting this call, Frank automatically "parks" Pat's call. The **Pat** LED starts flashing evenly, indicating that he has parked the line with Pat.

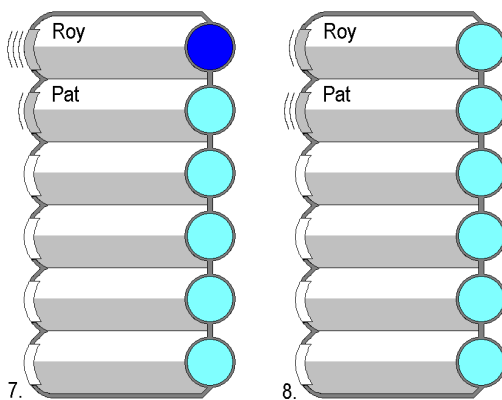


Figure 19 - Frank, while parked by Pat, is called by Roy.

(Accepting Roy's call automatically parks Pat.)

9. Pat has found the documents that Frank asked for, so she un parks her call with Frank. Pat sees that the line between Frank and Roy is in use. She presses the **Frank** line key to un park his call and resume their conversation.
10. Although Pat has un parked Frank, she can hear and see she has been parked herself. Frank has parked her call while she was away. Because she's been parked herself, she hears the "music on hold". The **Frank** LED stays flashing slowly, to indicate the line is in use by her. It is now up to Frank to un park her when he is ready.

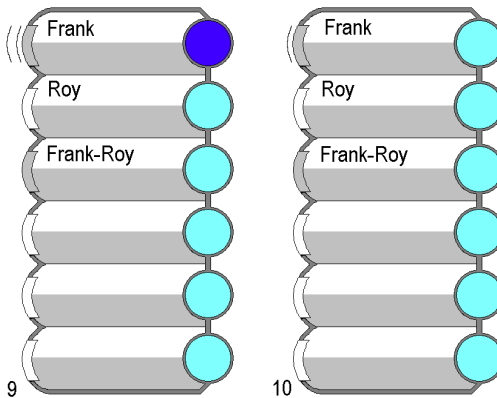
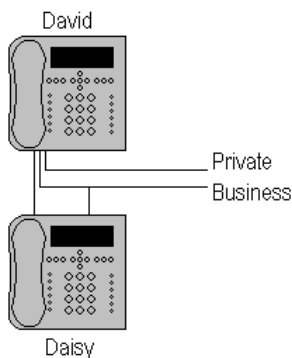


Figure 20 - Pat un parks Frank, and sees she's been parked herself

## Scenario 4 - One man and his secretary

This scenario shows an executive working with his secretary, for a firm called Coopers. The group diagram shows the Manager, David, connected to his secretary, Daisy. David also has a line for private calls and a line for business calls. Daisy's phone has been set up to monitor calls on David's business line (but she cannot monitor calls on his private line).



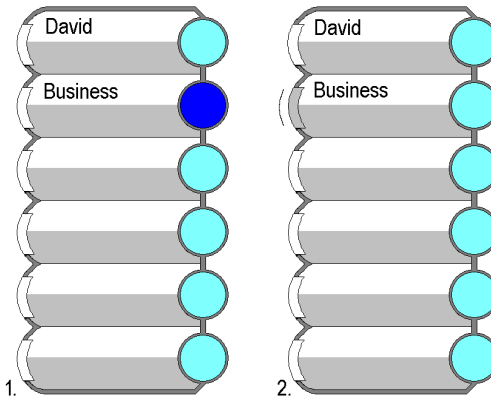
**Figure 21 - David and Daisy at Cooper's**

In this scenario, the following activities are performed:

1. Making an external call using an indirect line key
2. Receiving a private external call
3. Transferring a line call to a person whose phone is not connected to that line.

## Making an external call by using an indirect line key

1. Daisy uses the business external line to call a customer. She presses the **Business Line** key.
2. The **Business Line** LED begins flashing slowly, indicating that the line is in use. She keys in the telephone number of the customer.



**Figure 22 - Daisy calls a customer using the Business line**

*Note: David can see that the external business line is being used by somebody else, as the **Business** LED is ON.*

3. The customer sees that Coopers is calling, as "Coopers" appears on their telephone's display screen. *In order for the customer to see the identity of the caller, they must be using an ISDN phone, with a suitable display.*
4. Daisy ends the call by replacing the handset.



## Receiving a private external call

1. David receives a call on his **Private** external line. The **Private** LED begins flashing quickly, indicating the incoming call.
2. David presses the **Private** line key to accept the call. He realises that this is a private call, because of the line on which it has arrived. So he can answer "Hi, it's David," rather than "Good afternoon, Coopers, David speaking," which would be more appropriate for a business call. The **Private** LED begins flashing slowly, indicating that he is now using the line.

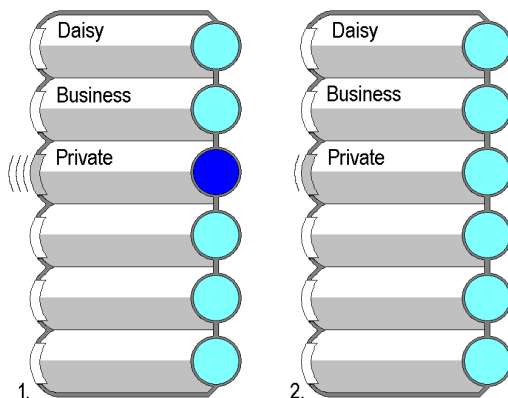


Figure 23 - David answers an incoming call on his private external line

## Transferring a line call to a person whose phone is not connected to that line

David is talking to a caller on his private external line (see last page).

He wants to transfer the caller to Daisy, but she has no access to the **Private** line. First, he presses the R-Key on his phone.

*Note: The Private line is put on hold. As this line is still actually in use by David, the LED keeps flashing slowly.*

1. He calls Daisy by pressing the **Daisy** key.
2. The **Daisy** LED begins flashing slowly, indicating that he is now using the line.

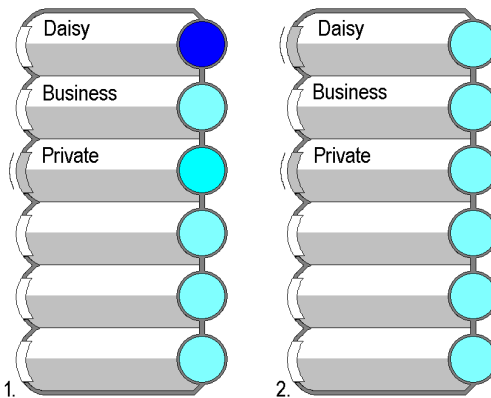
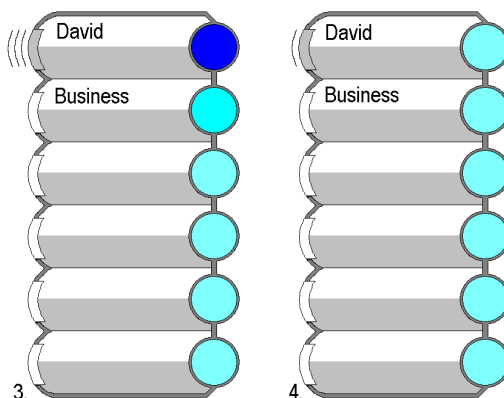


Figure 24 - David calls Daisy (having put the private caller on hold)

3. Daisy sees that there is an incoming call from David, because the **David** LED begins flashing quickly. She presses the **David** line key to accept the call.
4. The **David** LED begins flashing slowly, indicating that they are using the line.



**Figure 25 - Daisy accepts the call from David**

5. When Daisy answers the phone, David tells her he has his wife on hold. His wife would like to speak to Daisy. David replaces his handset. David's wife is now connected to Daisy.

The line between Daisy and David is not in use any more. The **David** LED on Daisy's phone goes OFF. Daisy is now using the private line. There is no **Private** line key on Daisy's phone (she does not normally have access to the Private line and is only able to use it because David has transferred a caller on *his* private line to her) so no **Private** line LED status is displayed on her phone. However, the **Private** LED on David's phone stays ON, indicating that the line is in use by other people. In this case, the other people are Daisy and David's wife.

## APPENDIX A

## Glossary

**Automatic Park** - when you are talking on a line and another incoming call arrives, by accepting the incoming call, you automatically "park" the first caller.

**Direct answer for only line call** - if this facility is enabled, when only one line call is incoming, you can answer that call by simply picking up the telephone handset (you do not need to press the line key first). If more than one line call is incoming, you must select the call you wish to answer by pressing the appropriate line key. The procedure for enabling and disabling the *direct answer for only line call* facility is described in the *User Guide* which accompanies your phone.

**Direct line key** - a key on the ErgoLine phone which has been assigned to a line between that phone and another ErgoLine phone in the group. Pressing the direct line key performs an operation on the line (make a call, accept a call, put a caller on hold). The function performed by pressing the line key depends on the status of the line when the key is pressed.

**Group** - a number of ErgoLine phones, typically in a single workplace, interconnected with shared lines so that the MultiLine functionality described in this manual can be used.

**Indirect line key** - a key on the ErgoLine phone that has been assigned to the external phone system, not to one user, or destination. You would use this key to connect to the external system, and then dial the number of the person you wish to call in the normal manner.

**Loudring f.3 sofrtrings** - while programming a line facility key there is a choice of different sofrtrings. You can replace 3 sofrtrings with a loudring using this facility. The procedure for making such changes is described in the *User Guide* which accompanies your phone.

**Monitor a line call** - lines can be set up so that certain group members can check the status of a shared line. The status message displayed by an LED on the phone shows whether a line is in use, a call is coming in or "parked" on the line or whether it is available for use.

**Park a line call** - when you are using one of the lines to have a conversation, and another incoming call arrives, you can "park" the original caller, by pressing the line key. "Parking" effectively places the caller "on hold" while you deal with the second caller.

**Softring** - A sound of one, two or three sofrings can be associated to line facility keys to indicate the status of the line facility. The sofringing volume is adjusted using the Volume up/down keys. See also *Loudring for 3 sofrings* in this glossary.

**Status monitoring** - An aspect of MultiLine functionality, which enables MultiLine users to see the status of a group line at a glance. The status message displayed by an LED on the phone shows whether a line is: in use; a call is coming in; a caller is "parked" on the line or whether the line is available for use. So, users can *monitor* the status of a line, by looking at the status LED for that line on the phone.

**Transfer a line call** - the act of handing a call over to another group member

**Unpark a line call** - retrieving a caller who has been "parked" so you, or another member of the group can resume the conversation with them.

## APPENDIX B

## Quick reference table

This table lists all of the possible line status LED messages which may be displayed by MultiLine Line keys. For each LED message, the table shows the status of the line which is indicated by that message and what operation is performed, when you press that Line key.

<b>LED State</b>	<b>Meaning</b>	<b>Press line button to:</b>
OFF	The line is not in use	Call the extension assigned to that button
Flashing slowly	You are talking to a caller on this line	Park the caller
Flashing evenly	The line is parked Caller has been parked by you, or somebody else with access to that line.	Talk to the caller who is parked on the line
Flashing quickly	An incoming call is on the line	Talk to the caller
ON	The line is being used by another person (or people)	You can not use this line. Pressing the Line key does nothing.