unity III
Featured Business Terminal User Guide
Standard Release (November 1988)

NORTEL
NORTHERN TELECOM

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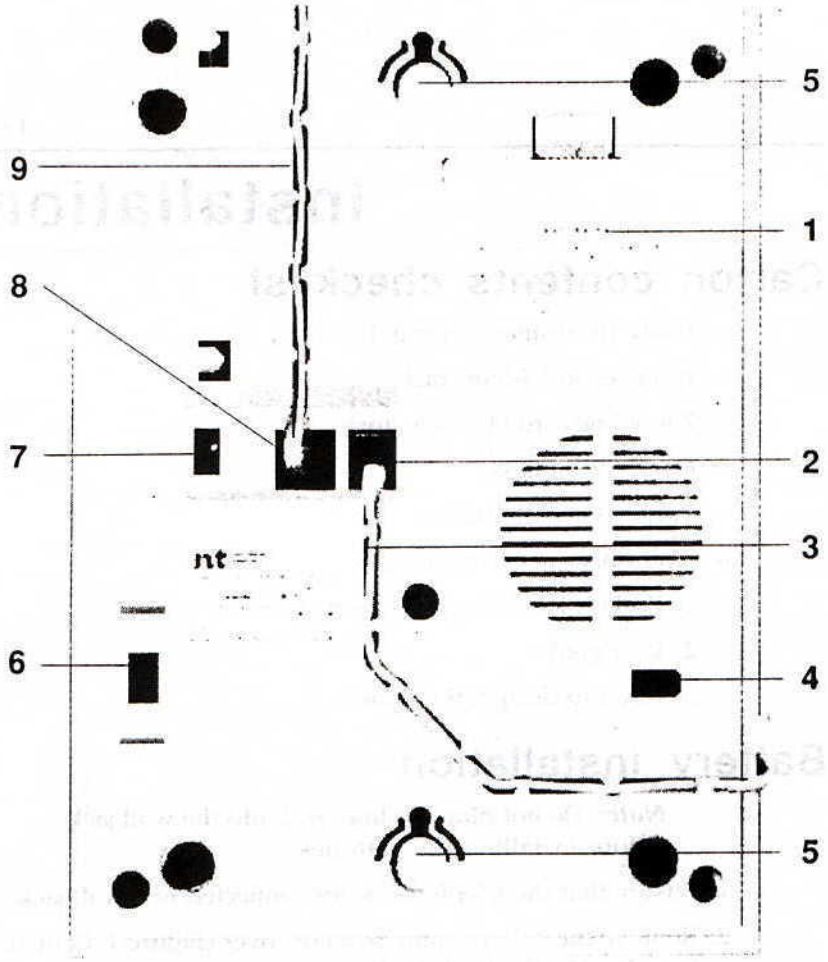
Unity III Featured Business Terminal Features Summary

- Four programmable memory keys for automatic dialing
- Visual indicators for ringing, message waiting, on-hook dialing/hold and low battery
- **[LINK]** key for hookswitch flash
- Line release key **[RLS]**
- Select Number Redial **[SNR]**
- **[HOLD]** key/listen on hold
- Do-not-disturb
- Message Waiting
- Hearing aid compatibility
- Tone/pulse selection
- Adjustable ringer volume
- Scratch-resistant matte finish
- Wall-mountable with optional wall-mount kit
- Console/Standard (Csl/Std) selection
- VICS compatibility*
- **[PROGRAM]** key

***A word about our VICS...**

The Virtual Integrated Communications System (VICS) combines the Unity Controller with a variety of Unity business telephones for use in PBX and Centrex environments. Contact your Northern Telecom account manager or call our toll free Customer Service number at 1-800-558-9936. In Tennessee, call 615-883-9220.



1. **Battery compartment cover**
2. **Handset cord jack**
3. **Handset cord channel**
4. **Console/Standard (Csl/Std) switch**
5. **Wall-mount slot**
6. **Tone/Pulse switch**
7. **CO/PBX switch**
8. **Line cord jack**
9. **Line cord channel**

Figure 1

weak, the Low Battery indicator (foldout, item 7) will light when the handset is off-hook. It is important to change them soon to retain numbers stored in memory. Even with dead batteries, the Unity III will operate as a conventional telephone. You can receive incoming calls and make outgoing calls in tone mode only.

Cord connections

Note: Before installing your Unity III, verify that the RJ11 telephone jack is properly wired for this type of telephone. Plugging the Unity III into a jack wired for proprietary type telephones such as the Meridian SL-1 or the Meridian SL-100 may cause harm to your telephone.

To connect cords:

1. Insert the handset cord into the handset cord jack on the bottom of your Unity III. Refer to Figure 1, item 2.
2. Route the coiled cord through the handset cord channel. Refer to Figure 1, item 3.
3. Plug the other end of the handset cord into the handset.
4. Insert the flat 4-conductor line cord into the line cord jack on the bottom of your phone. Refer to Figure 1, item 8.
5. Route the line cord through the line cord channel. Refer to Figure 1, item 9.

Console/Standard (Csl/Std) switch

If your telephone is to operate behind a Northern Telecom Unity Controller console, set the Csl/Std switch (Figure 1, item 4) to the console ("Csl") position .

If your Unity III is used with a PBX, Centrex or key system, set the Csl/Std switch (Figure 1, item 4) to the standard ("Std") position.

Tone/pulse selection

Your Unity III comes from the factory with the Tone/Pulse switch (Figure 1, item 6) set in the "Tone" position. If necessary, you can change to pulse (rotary type) dialing mode by setting the switch to the "Pulse" position.

CO/PBX switch

The slide switch on the bottom of your Unity III labelled "C" and "P" is the CO/PBX switch (Figure 1, item 7). It is set to the "C" position at the factory. In general, this is the proper setting if your phone is not part of a PBX system. If you use your Unity III as part of a PBX system, set the switch to the "P" position. However, you can set the switch to whichever position allows you to hear the best.

Wall-mounting

If you intend to wall-mount your Unity III, order the optional wall-mounting kit [part no. A0340840 (Ash) or part no. A0340839 (Black)]. This kit contains an adapter "wedge" that connects to the two mounting slots (Figure 1, item 5) on the bottom of the telephone. The kit contains detailed instructions.

Directory number label installation

The accessory pack in your Unity III carton contains three (3) peel-off labels. You can type or print your telephone number on them.

To install the label:

1. Insert a paper clip into the hole on the right side of the clear plastic directory number cover (item 11 on the fold-out at the end of this user guide) and push to the left.
2. When the plastic is bowed enough to remove, grasp and remove it.

3. Print or type your telephone number on a label.
4. Peel the label from the backing and place it on the telephone.
5. Snap the clear plastic directory number cover back in place.

Operation

Note: For locations of all feature keys and visual indicators, refer to the foldout at the end of this user guide.

Making calls

To make calls in the conventional manner, simply pick up the handset and dial manually. If you have programmed the **[SNR]** key or memory keys, you can press them for automatic dialing of stored numbers.

On-hook dialing

1. Press the Line key. The light beside it comes on.
2. Dial manually or press **[SNR]** or a memory key.
3. Pick up the handset when the party answers.

[RLS] Release

You can press the Release key **[RLS]** key to perform three functions.

When the handset is off-hook:

- Press the **[RLS]** key to take a call off hold.
- If the call is not on hold, you can press the Release **[RLS]** key instead of hanging up. You can dial again when you have a dial tone (approximately two seconds).

[HOLD]

To put a call on hold, press the **[HOLD]** key and hang up. The indicator beside the Line key will flash rapidly. To return to the call, pick up the handset.

If you put a call on hold and don't hang up the handset, press the Release **[RLS]** key to take the call off hold.

Listen on hold

The Unity III has another feature called "Listen on hold." After you've pressed the **[HOLD]** key and hung up the handset, you can press the Line key to hear the party at the other end of the line. This feature is especially useful if you yourself have been put on hold.

Volume adjustments

There are two volume control switches on the Unity III. You can adjust speaker volume with one and ringer volume with the other.

Speaker volume control

To adjust speaker volume for on-hook dialing:

1. Press the Line key or lift the handset.
2. Tap the right side of the switch to increase volume. Tap the left side to decrease volume.

   Note: Regardless of speaker volume, handset receive volume remains unchanged.

Ringer volume control

The ringer volume control is a 3-position slide switch mounted on the front edge of the Unity III (Figure 2).

For maximum ringer volume:

– Slide the switch so that the "**II**" mark will align with the

scribe on the front edge of the Unity III.

For soft ringer volume:

- Slide the switch so that the "I" mark aligns with the scribe on the front edge of the Unity III.

To turn off the ringer:

- Slide the switch so that the "**O**" mark aligns with the scribe on the edge of the Unity III. If your phone is part of a VICS configuration, turning off the ringer gives the centralized answering position a "Do-not-disturb" signal.

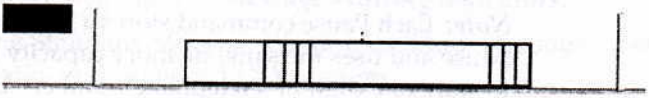


Figure 2

Storing numbers/commands

You can program each of the four memory keys to store telephone numbers or feature access codes up to 24 digits long. Stored numbers will remain in memory as long as the batteries in your Unity III are good.

> *Note:* Consult your local telephone company or telecommunications coordinator for feature availability and access codes.

To program memory keys to store telephone numbers:

1. Press and hold the **[PROGRAM]** key.
2. Press and release the memory key you want to program.
3. While you're still holding the **[PROGRAM]** key, dial the phone number or Custom Calling feature code you want to store.

4. Repeat steps 2 and 3 to continue programming other memory keys.
5. Release the **[PROGRAM]** key when you finish programming.

Note: If you need to program a number with an embedded Link command, it must be the first digit. It should be immediately followed by a Pause command.

To insert a Pause command between a long distance access code and a long distance number:

– Press the **[HOLD]** key.

Note: Each Pause command stores a 1.5 second pause and uses the same memory capacity required to store one digit of a telephone number. Usually four Pause commands inserted between the long distance access code and the long distance number allow enough time to obtain a dial tone.

To insert a Tone command while programming a long distance access code:

– Press the octothorpe **[#]** key.

Note: This feature allows you to use computerized long distance carriers in areas where tone dialing is not available. The Tone command switches from pulse dialing for long distance access codes to tone dialing for your personal security ID. Each Tone command uses the memory capacity to store one digit of a phone number.

Visual ringing

Regardless of the ringer volume setting, the Visual Ringing indicator flashes in cadence with each incoming ring. If your Unity III is part of a Northern Telecom Virtual Integrated Communications System, the VICS Visual Ringing indicator alerts you for incoming calls. Refer to item 8 on the foldout at

the end of this user guide.

If your Unity III is part of a standard PBX system, the Standard Visual Ringing indicator flashes to bring incoming calls to your attention. Item 9 on the foldout is the Standard Visual Ringing indicator.

Message waiting

The centralized answering position attendant can send message waiting signals to your Unity III to activate the message waiting visual indicator.

There are two types of Message Waiting indicators:

- The Standard Message Waiting indicator (foldout, item 9) works with standard PBX systems.
- If your Unity III is part of a Northern Telecom Virtual Integrated Communications System (VICS), the Unity Controller attendant can send message waiting signals to activate the VICS Message Waiting indicator (foldout, item 10).

Low Battery indicator

The Low Battery indicator is in the same cluster with the Message Waiting and Visual Ringing indicators. See item 7 on the foldout at the end of this user guide. When the batteries are low, it comes on and stays on steady whenever the handset is off-hook.

> ***Note:*** It is important to change the batteries soon when the Low Battery indicator comes on. Otherwise, your Unity III will not work properly.

Battery replacement

> ***Note:*** Failure to follow these procedures will result in loss of numbers stored in memory.

To replace batteries:

1. Ensure that your Unity III is plugged into the wall jack.
2. Take the handset off-hook.
3. Turn the phone over and remove the battery compartment cover (Figure 1, item 1) by releasing the latch with a pen or paper clip.
4. Using an insulated device, remove the batteries.
5. Insert the new batteries.

   Caution: Do not touch the contacts (ends) when installing new batteries.

6. Replace the battery compartment cover.
7. Turn the phone back over and hang up the handset.

   Note: When removing your Unity III from service for an extended period of time, remove the batteries to prevent corrosion. Remember though, that once you unplug your phone and remove the batteries, you will have to reprogram your **[SNR]** and memory keys.

Repair instructions

Note: If your Unity III does not operate properly, check the batteries first. Batteries are rated for 1,000 hours use (at least one year). When batteries begin to fail, features will not operate properly. You will see the Low Battery indicator come on and stay on steady whenever the handset is off-hook. If the batteries are not replaced, your Unity III will still operate as a conventional telephone. You can still receive and make calls in tone mode.

If you experience trouble with this telephone, follow the procedures outlined below:

1. Determine if the problem is in your telephone.

   If the Unity III is covered by the Northern Telecom Inc. Warranty, follow the procedures set forth in the Warranty under "Purchaser's Responsibility" for obtaining repair or replacement of the telephone.

2. Repairs to the telephone may only be made by the manufacturer or authorized service agency. This applies at any time during and after the warranty period. If such unauthorized repair is performed, registration, connection to the telephone lines and the remainder of the warranty period all become null and void.

3. If through abnormal circumstances, harm to the telephone line(s) is caused, it should be unplugged until it can be determined if the telephone or the telephone line is the source. If the telephone is the source, it should not be reconnected until necessary repairs are made or the terminal is replaced.

4. Should the telephone company notify you that your terminal is causing harm, the terminal should be unplugged. The telephone company will, where possible, notify you that temporary discontinuance of service may be required. However, where prior notice is not possible, the telephone company may temporarily discontinue service if such action is necessary. In such cases, the telephone company must:

1. Promptly notify you of such temporary discontinuance.
2. Afford you the opportunity to correct the condition.
3. Inform you of your rights to bring a complaint to the FCC under their rules.

If this telephone is no longer covered by Northern Telecom Inc. Warranty and is not covered by a Telephone Company Maintenance Agreement, you may return it to the manufacturer for repair or refurbishment. You will be billed for any repairs. Manufacturer's policy and procedure for repair and refurbishment is available upon request either by writing to:

Northern Telecom Inc.
Product Service Center
720 Massman Drive
Nashville, TN 37210

or by calling the toll-free number: (800) 251-1758

In Tennessee call: (615) 883-9220

Repair to this equipment can only be made by Northern Telecom Inc. and its authorized agents and by others who may be authorized by the FCC.