Lucent Technologies
Bell Labs Innovations

CIB 3078
10-, 22-, and 34-Button BIS Voice
Terminals

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10-, 22-, and 34-Button BIS Voice Terminals

Using the Built-In Speakerphone (BIS) voice terminals (Figure 1) you can make and receive intercom and outside calls without lifting the handset. In addition, these voice terminals can access the advanced features that your communications system provides. This document contains installation and administration information, as well as user information for display features (for BIS-22D and BIS-34D voice terminals). The back cover of this booklet is a User's Card for using both the Speakerphone and the Hands-Free Answer on Intercom (HFAI) features. Keep it handy for quick reference.

Your voice terminal comes with the following components:

- Voice terminal body (with display unit installed, if you have a 22- or 34-button voice terminal with Display)

- Handset

- Handset cord

- Modular voice terminal cord

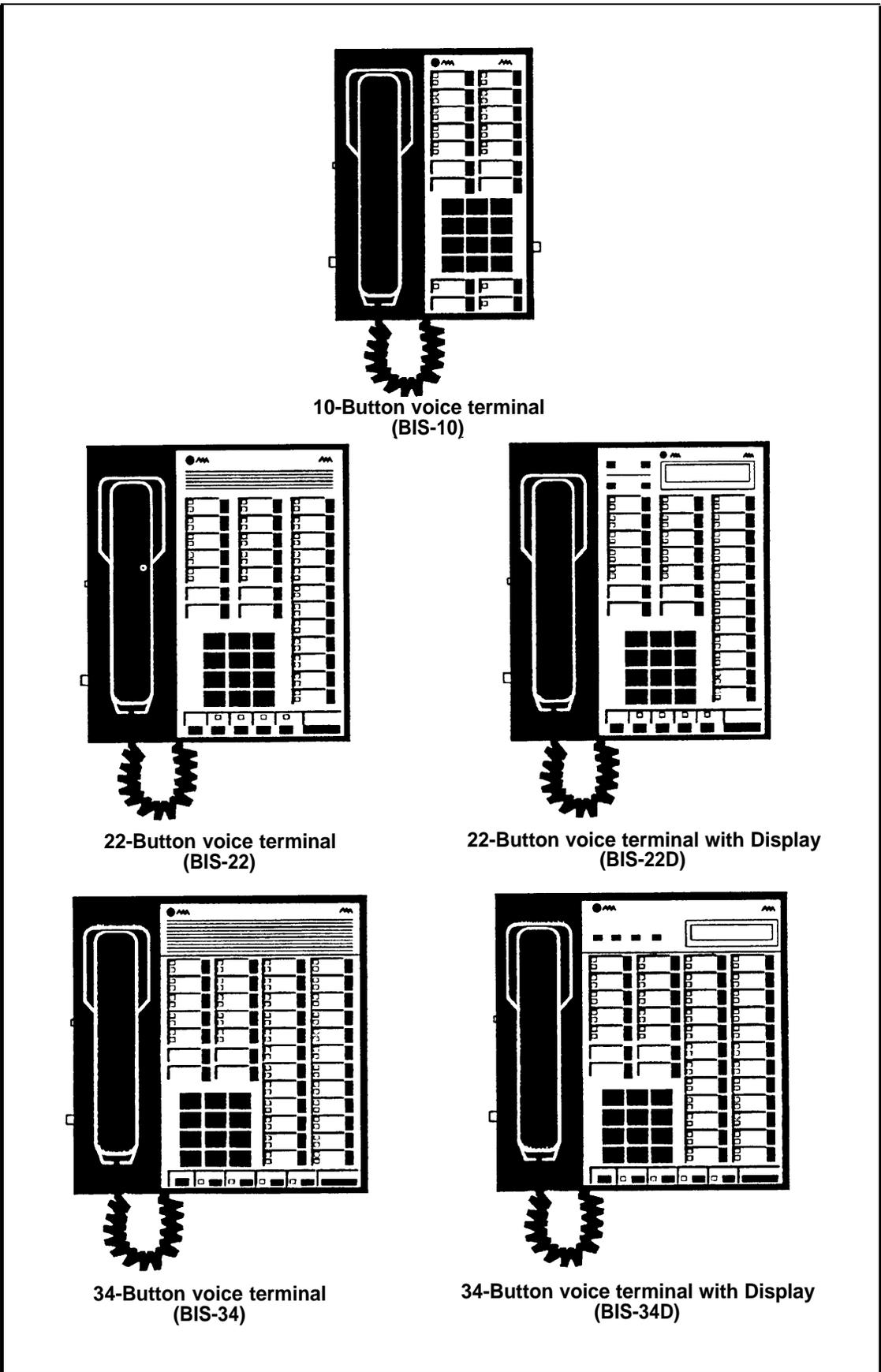- Plastic desk stand/wall mount assembly (with rubber feet attached)

10-Button voice terminal
(BIS-10)

22-Button voice terminal
(BIS-22)

22-Button voice terminal with Display
(BIS-22D)

34-Button voice terminal
(BIS-34)

34-Button voice terminal with Display
(BIS-34D)

FIGURE 1   Built-In Speakerphone (BIS) voice terminals.

Installing Your Voice Terminal

The desk stand/wall mount contains three pieces: the Wall Support, Desk Support, and Base. If you have a 10-button or 22-button voice terminal, all three pieces are attached. If you have a 34-button voice terminal, the wall support and desk support are attached to each other. See Figure 2. Separate installation instructions follow for assembling the desk stand and the wall mount.

NOTE: Save the unused piece of the desk stand/wall mount for future use. For example, if you use the desk stand, save the wall support piece in case you want to mount the voice terminal on the wall at a later date.
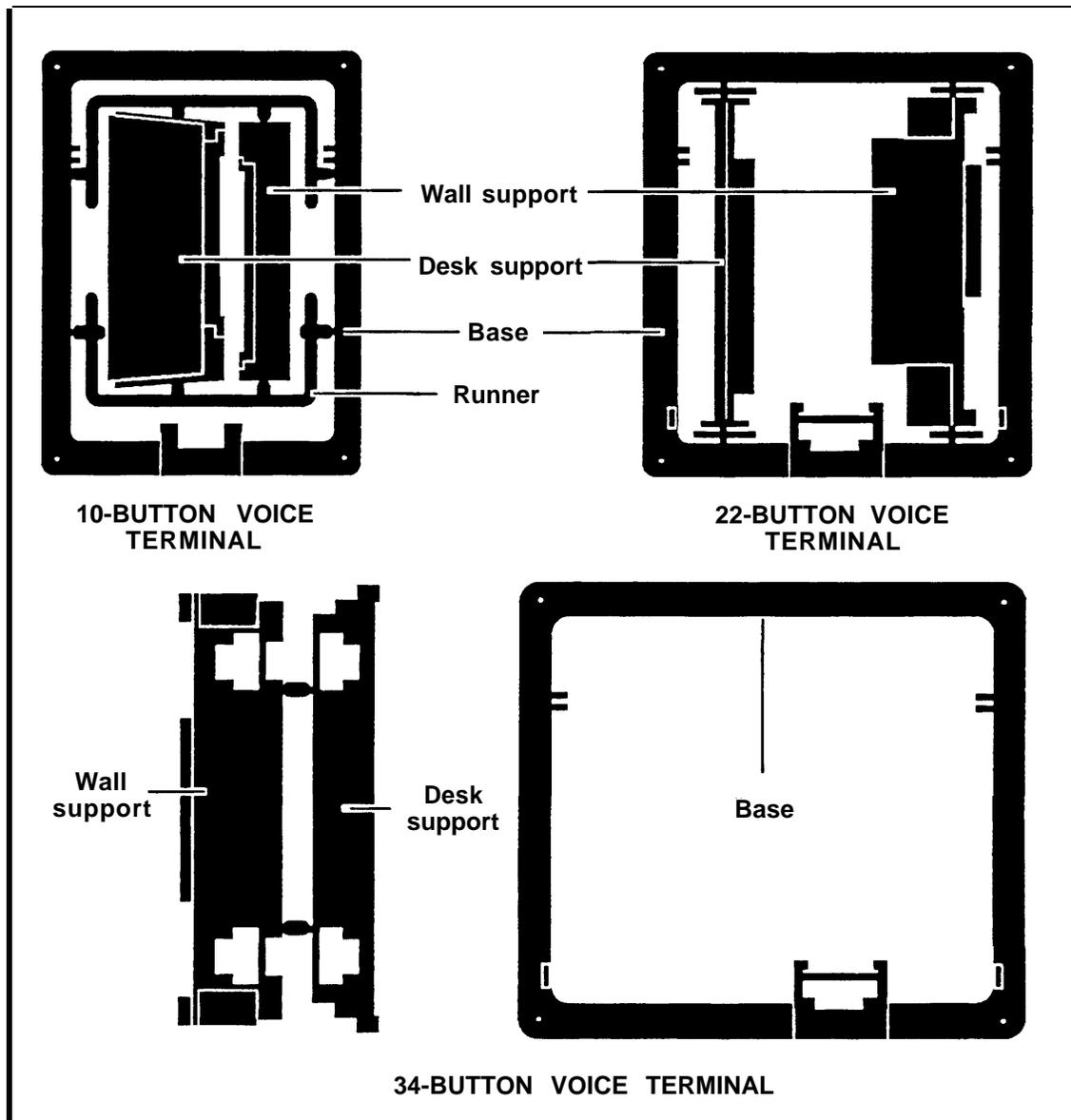

10-BUTTON VOICE TERMINAL

22-BUTTON VOICE TERMINAL

34-BUTTON VOICE TERMINAL

FIGURE 2 Unassembled desk stand/wall mounts for 10-, 22-, and 34-button voice terminals.

DESK STAND ASSEMBLY

Use the following instructions to assemble the desk stand. You will need a metal file for this installation.

1 Twist off the desk stand/wall mount pieces from each other. If you have a 10-button voice terminal, discard the runner. Use a metal file to smooth the rough edges where the pieces were attached to each other.

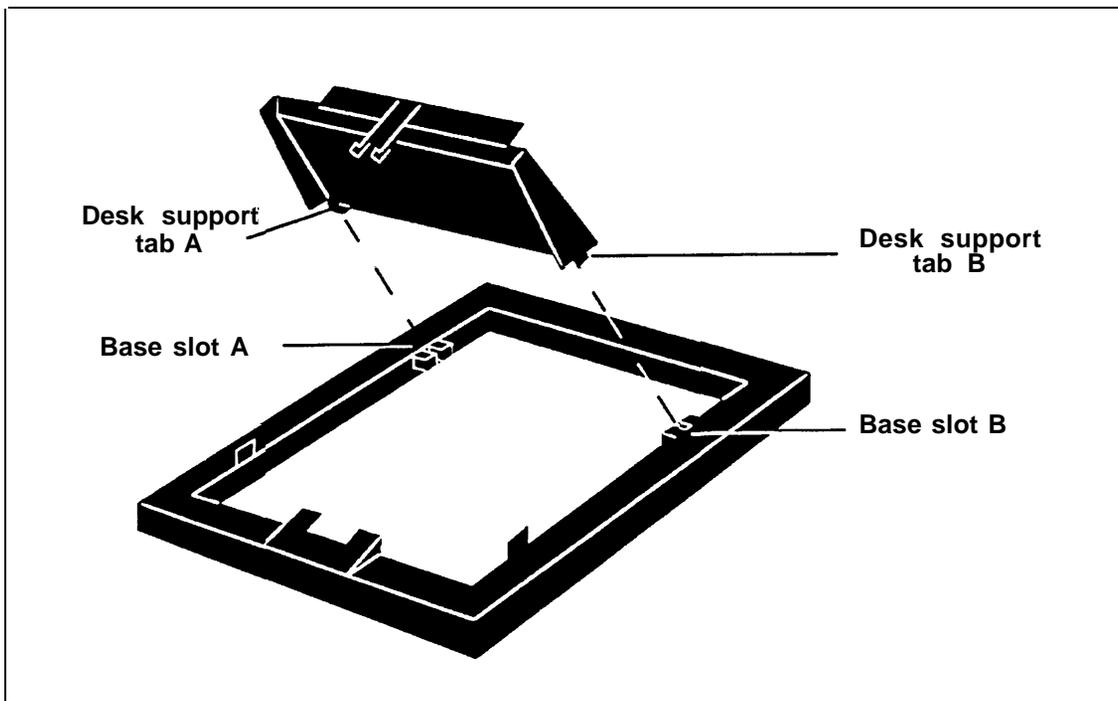2 Insert the tabs labeled A and B on the desk support into the slots labeled A and B on the base (Figure 3).

FIGURE 3   Assembling the desk stand (10-button voice terminal shown).

3 Turn the voice terminal upside down and position the stand on the voice terminal so that the stand's mounting slots fit just below the mounting tabs on the voice terminal (Figure 4). If you have a 34-button voice terminal, the stand's upper mounting slots fit over the voice terminal's mounting tabs.
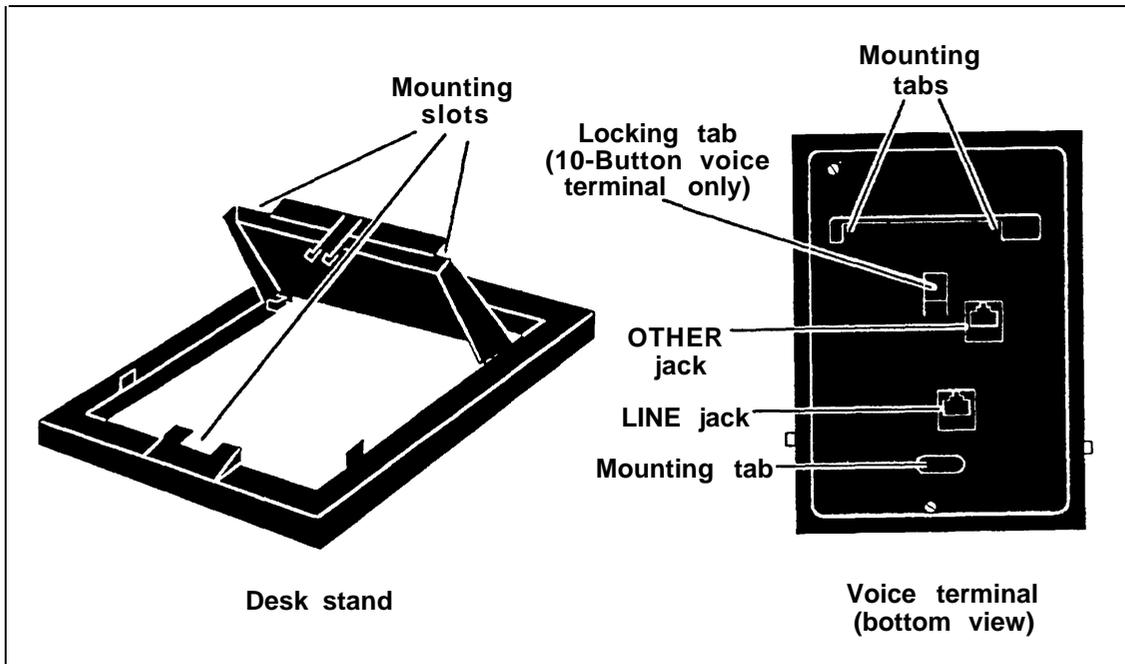
Mounting slots

Mounting tabs

Locking tab (10-Button voice terminal only)

OTHER jack

LINE jack

Mounting tab

Desk stand

Voice terminal (bottom view)

FIGURE 4 Mounting slots (desk stand) and mounting tabs (voice terminal) located.

4   Position your hands on the desk support as shown in Figure 5. Gently push upward on the lower portion of the desk support, until the voice terminal tabs fit securely in the three mounting slots on the stand. If you have a 10-button voice terminal, press the stand forward to secure the locking tab.
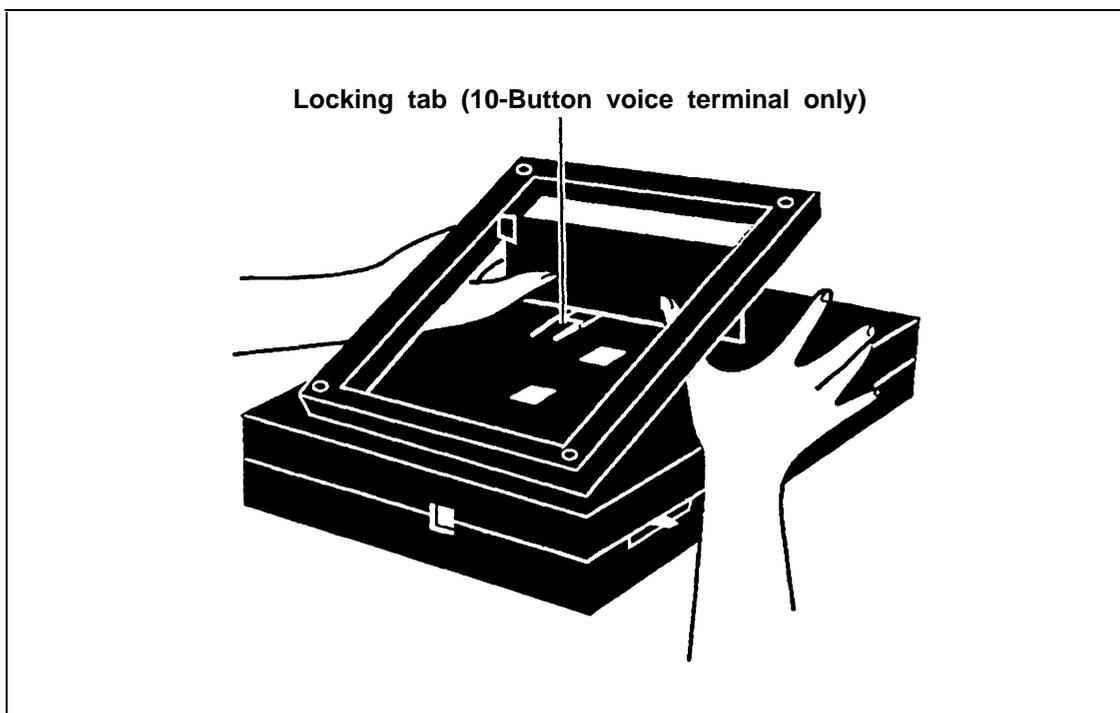

Locking tab (10-Button voice terminal only)

FIGURE 5 Attaching the stand to the voice terminal (bottom view).

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5   Thread one end of the modular voice terminal cord between the base of the desk stand and the bottom of the voice terminal (Figure 6). Plug the cord into the jack labeled "LINE" on the bottom of the voice terminal.
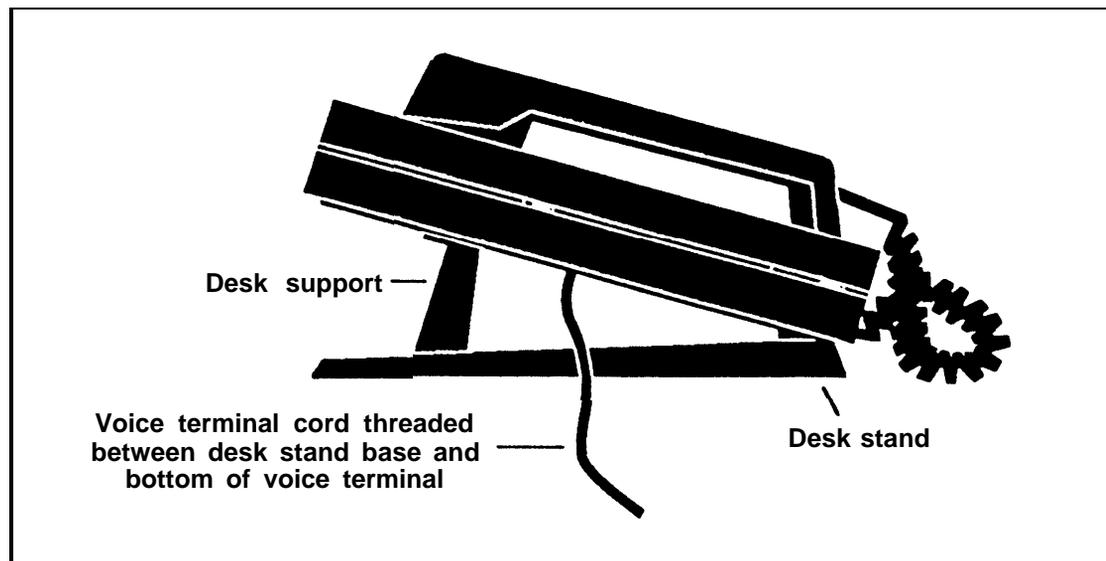

FIGURE 6 A voice terminal attached to a desk stand.

6   Turn the voice terminal right side up and place the handset in the cradle.

7   Plug one end of the handset cord into the handset and plug the other end into the jack in the center of the front edge of the voice terminal.

8   Plug the other end of the modular voice terminal cord into one of your system's voice terminal jacks using one of the following methods:

>   Connect it directly to a voice terminal jack on the control unit.

>   Connect it to a modular voice terminal extension cord connected directly to your control unit.

>   Connect it to a modular wall jack that terminates in a jack field connected directly to your control unit.

If your voice terminal rings and its red and green lights flash, slide the Test/Program switch that is located on the left side of the voice terminal to the center position.

NOTE: If you have a 22- or 34-button voice terminal with Display, *the entire display flashes "12:00a Su 1-01" until you press the Set button.* You are now ready to set the Display's timekeeping features. Refer to the information under "Display Features for the BIS-22D and BIS-34D Voice Terminals" for further instructions.

REMOVING THE DESK STAND

To remove the desk stand from the voice terminal:

1 Set the handset aside.

2 Turn the voice terminal upside down.

3 Unplug the modular voice terminal cord.

4 Slide the desk stand down until the voice terminal's mounting tabs are dislodged from the desk stand's mounting tabs. If you have a 10-button voice terminal, first press down on the locking tab to release the stand.

WALL MOUNT ASSEMBLY

For this installation, you will need the following items:

● Metal file

● Hammer and nail

● Screwdriver

● D-181230 wall mount hardware kit (ordered separately from your equipment supplier—Comcode Number 103995882)

● Drill

● 3/16-inch and 5/16-inch drill bits

To mount the voice terminal on the wall:

1 Detach the desk stand/wall mount pieces from each other (Figure 2). If you have a 10-button voice terminal, discard the runner. Use the metal file to smooth the rough edges where the pieces were attached to each other.

2 Use the tip of a screwdriver (or similar device) to remove the four rubber feet from the bottom of the base.

3 Place the wall support (Figure 7) on a table or a desk. Lower the base over the wall support and insert the tabs labeled A and B on the wall support into the slots labeled A and B on the base until both ends snap into place.

4 Select a mounting space at least as large as the wall mount base. Using the holes in the base as a template, mark the four mounting screw locations on the wall.
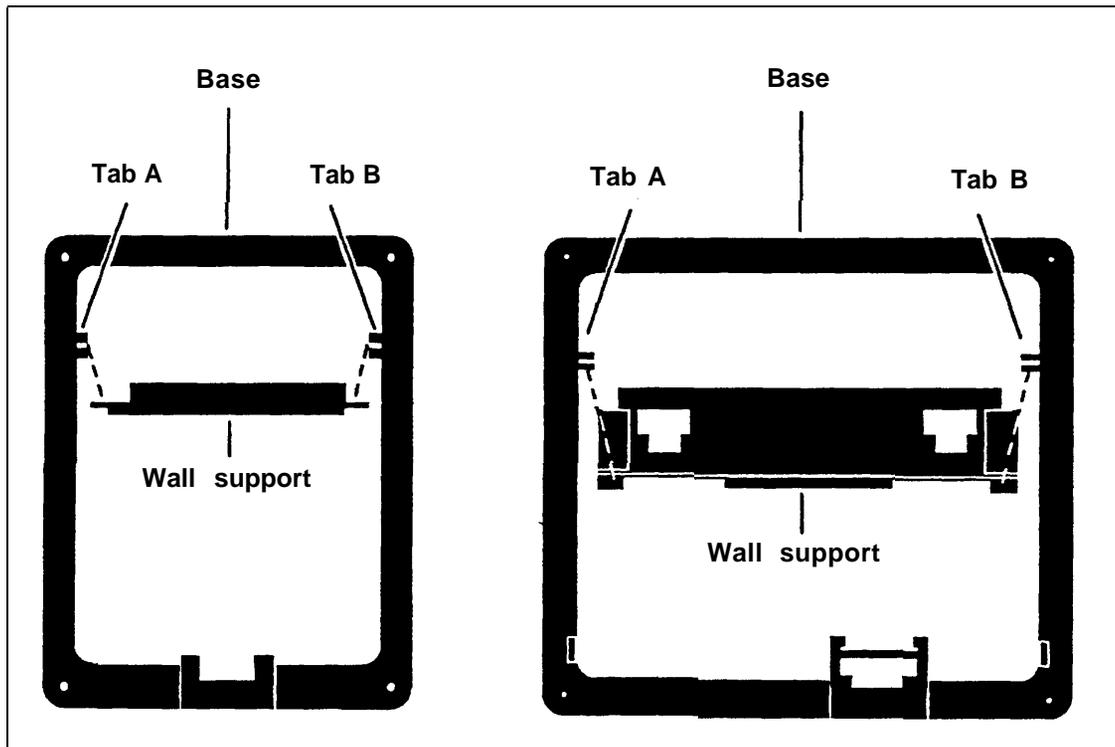
FIGURE 7   Assembling the wall mounts.

5   Unpack the hardware kit. Select toggle bolts of the proper size for your wall thickness:

- For walls 3/8-inch to 1/2-inch thick, use the smaller size toggle bolt.

- For walls 5/8-inch to 3/4-inch thick, use the larger size.

- For solid walls, you can use either of the two sizes.

6   Using a 5/16-inch drill bit, drill a hole at each of the four previously marked mounting screw locations on the wall.

7   Insert one toggle bolt into each of the four drilled holes.

8   Gently tap each toggle bolt with a hammer until it is flush with the wall (Figure 8A).

9   Insert the nail into the toggle bolt, and push with your fingertip to pop open the toggle inside the wall (Figure 8B). Do not force or hammer the nail. Remove the nail.

10   Using a 3/16-inch drill bit, enlarge the four mounting screw holes in the base.

11   Align the holes in the base with the toggle bolts.

12   Insert screws into the two top holes on the base and partially thread them into the toggles. Insert the two remaining screws into the lower mounting holes. Tighten all four screws.
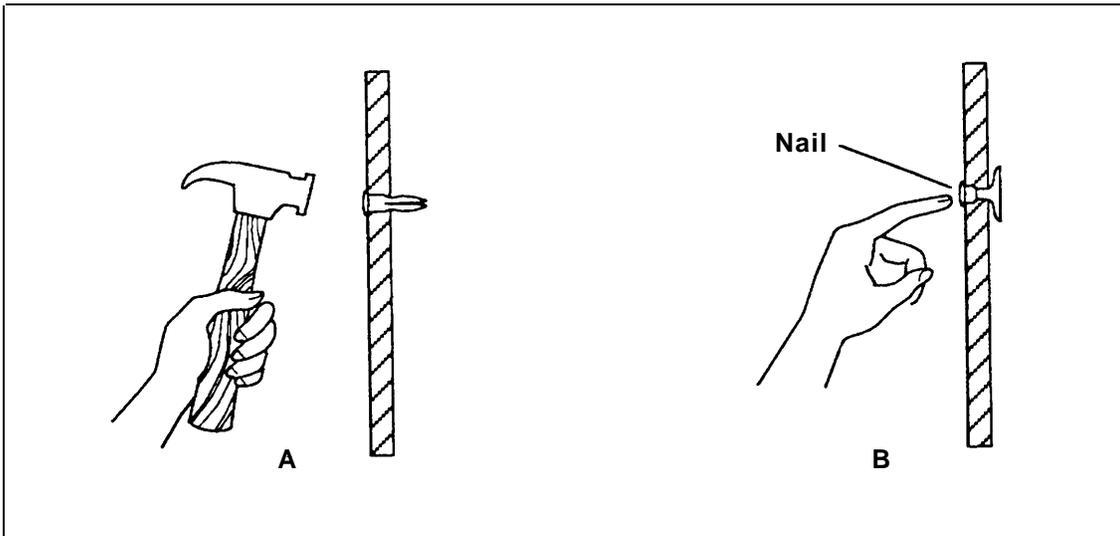
FIGURE 8 Installing the toggle bolts.

Converting the Voice Terminal for Wall Mounting

1   Remove the number card retainer with a straightened paper clip (or similar device), and remove the number card (Figure 9).
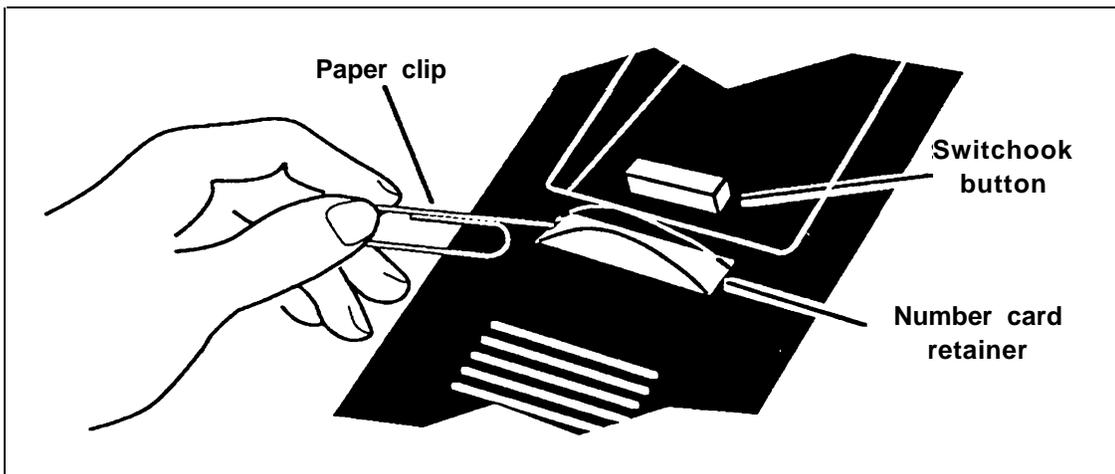

FIGURE 9 Removing the number card and retainer.

2   Remove and rotate the handset retainer.

>   If you have a 10- or 34-button voice terminal, refer to the following instructions and Figure 10:

   a   Locate the handset retainer.

   b   Remove the handset retainer screw and lift the handset retainer out of the upper housing.

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c   Turn the handset retainer upside down. Then, rotate it 180 degrees so that the bottom becomes the top.

d   In its new position, replace the handset retainer and screw. When properly inserted, the handset retainer extends out from the handset cradle.

a. Handset retainer in place

b. Remove screw and handset retainer

Screw

c. Turn handset retainer over and rotate 180 degrees.

180°

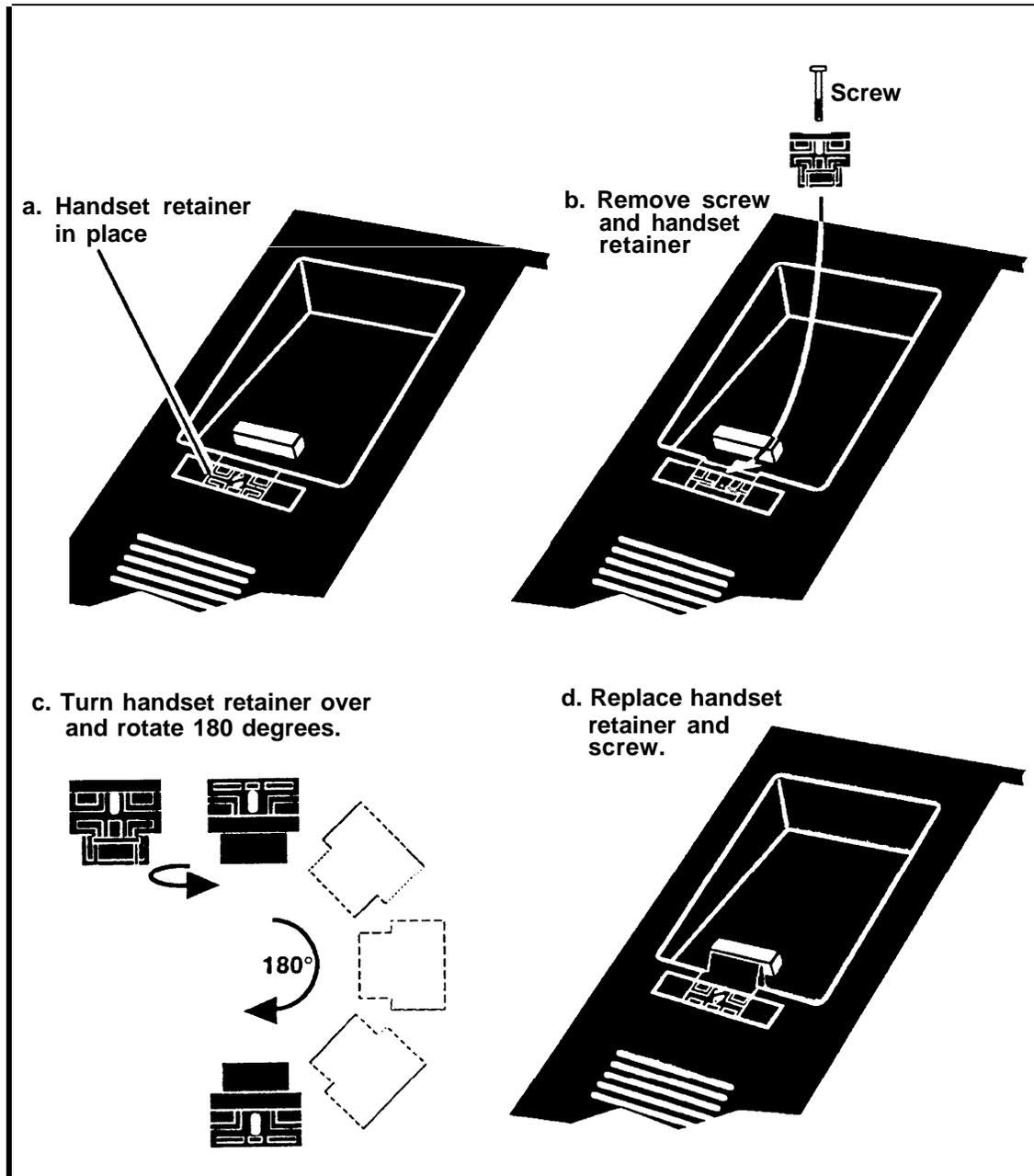**d. Replace handset retainer and screw.**

FIGURE 10   Removing and rotating the handset retainer on 10- or 34-button voice terminal.

> If you have a 22-button voice terminal, refer to the following instructions and Figure 11:

  a Insert a straightened paper clip (or similar device) into the slot in the center of the handset retainer.

  b Push the paper clip upward to release the handset retainer and remove it from the upper housing.

  c Rotate it 180 degrees so that the bottom becomes the top.

  d In its new position, replace the handset retainer. When properly inserted, the handset retainer extends out from the handset cradle.
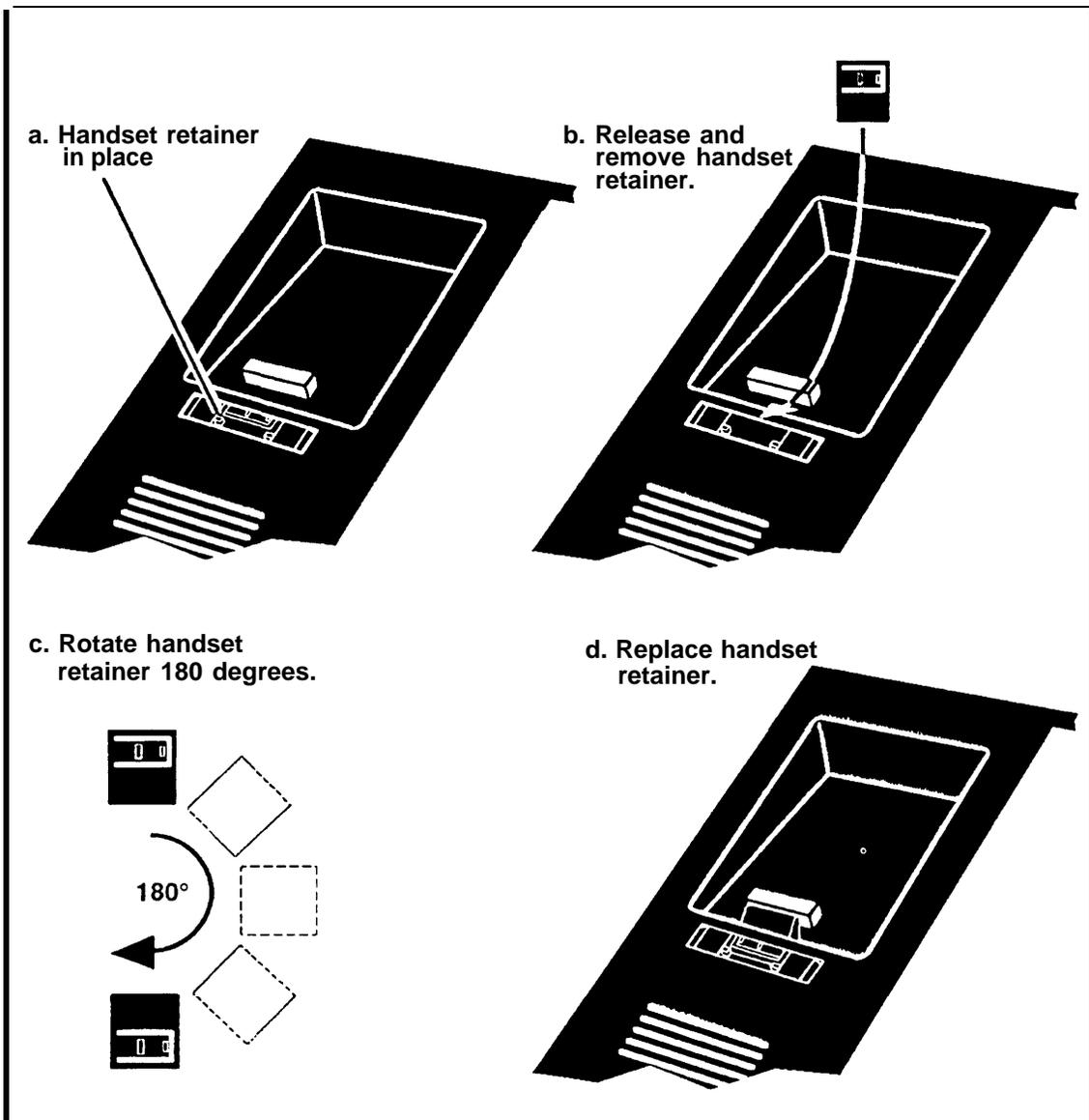
FIGURE 11 Removing and rotating the handset retainer on 22-button voice terminal.

3   Replace the number card, and the number card retainer.

4   Plug one end of the modular voice terminal cord into the jack labeled "LINE" on the bottom of the voice terminal (Figure 12).

5   Position the voice terminal so that its mounting tabs fit just above the mounting slots on the wall mount. If you have a 34-button voice terminal, its mounting tabs fit into the mounting slots on the wall mount.

6   Arrange the modular voice terminal cord so that it rests between the base of the wall mount and the back of the voice terminal.

7   Firmly slide the voice terminal down so the mounting tabs fit securely in the mounting slots (Figure 12).

Wall mount

Jack for handset cord
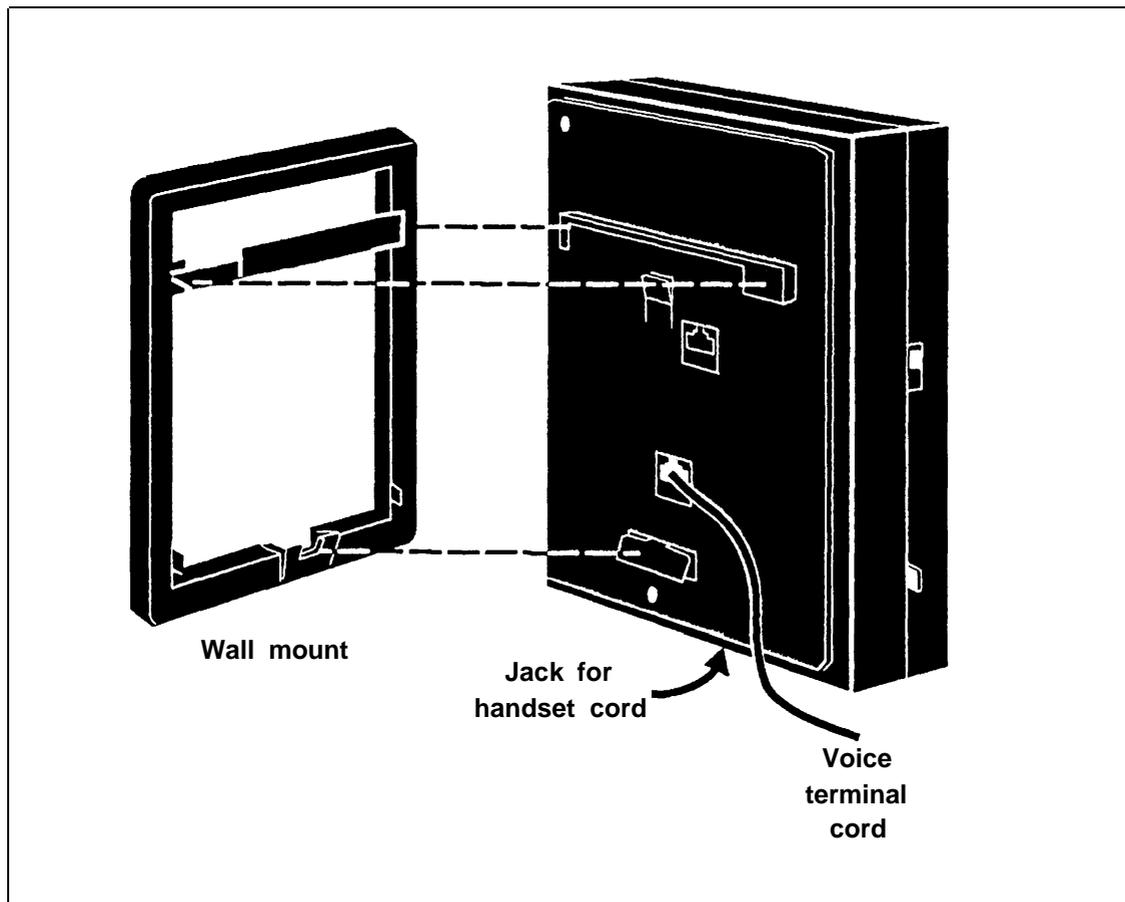
Voice terminal cord

FIGURE 12   Attaching the voice terminal to the wall mount.

8   Plug one end of the handset cord into the handset and plug the other end into the jack in the center of the front edge of the voice terminal.

9   Place the handset in the cradle.

10 Connect the other end of the modular voice terminal cord to one of your system's voice terminal jacks using any of the following methods:

> Connect it directly to your control unit.

> Connect it to a modular voice terminal extension cord connected directly to your control unit.

> Connect it to a modular wall jack that terminates in a jack field connected directly to a voice terminal jack on your control unit.

If your voice terminal rings and its red and green lights flash, slide the Test/Program switch located on the left side of the voice terminal to the center position.

NOTE: If you have a 22- or 34-button voice terminal with Display, *the entire display flashes "12:00a Su 1-01" until you press the Set button.* You are now ready to set the Display's timekeeping features. Refer to the information under "Display Features for the BIS-22D and BIS-34D Voice Terminals" for further instructions.

REMOVING THE VOICE TERMINAL FROM THE WALL MOUNT

To remove the voice terminal from the wall mount:

1 Unplug the handset cord from the voice terminal. Remove the handset and set it aside.

2 Slide the voice terminal up and away from the wall mount.

Labeling the Buttons

REMOVING THE FACEPLATE AND BUTTON LABEL SHEET

1   Remove the handset and set it aside.

2   Insert your fingernail or a straightened paper clip in the groove adjacent to the number card retainer (Figure 13). Lift up the faceplate releasing the leftmost upper and lower tabs.

3   Grasping the leftmost upper and lower corners of the faceplate, gently bow the faceplate so that it curves upwards to release the right upper and lower tabs.

4   Holding the left side of the faceplate, pull it out of the side slot.

5   Then lift the button label sheet off the voice terminal.

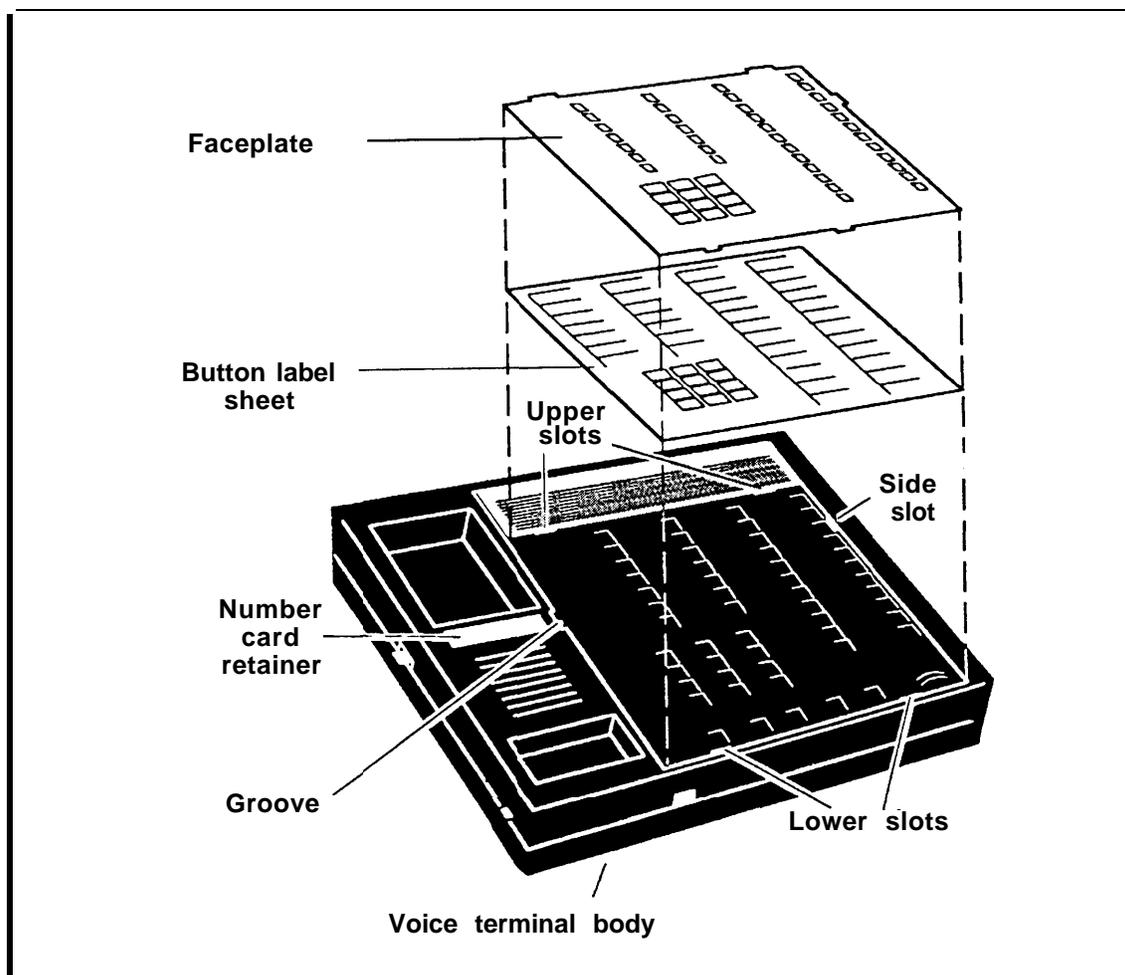6   Identify the buttons by typing or writing the information on the button label sheet.

FIGURE 13   Faceplate and button label sheet assembly.

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REINSERTING THE BUTTON LABEL SHEET AND FACEPLATE

1   Place the button label sheet on the voice terminal so that the holes on the button label sheet fit over the voice terminal buttons. Gently press it into place with your fingertips so that it lays flat.

2   Replace the plastic faceplate by inserting its lower tabs into the lower slots on the voice terminal.

3   Gently push down on the upper portion of the faceplate causing its center to curve upwards (Figure 14). Using your other hand, guide the side tab into the side slot. Then guide the faceplate's upper tabs into the upper slots on the voice terminal.
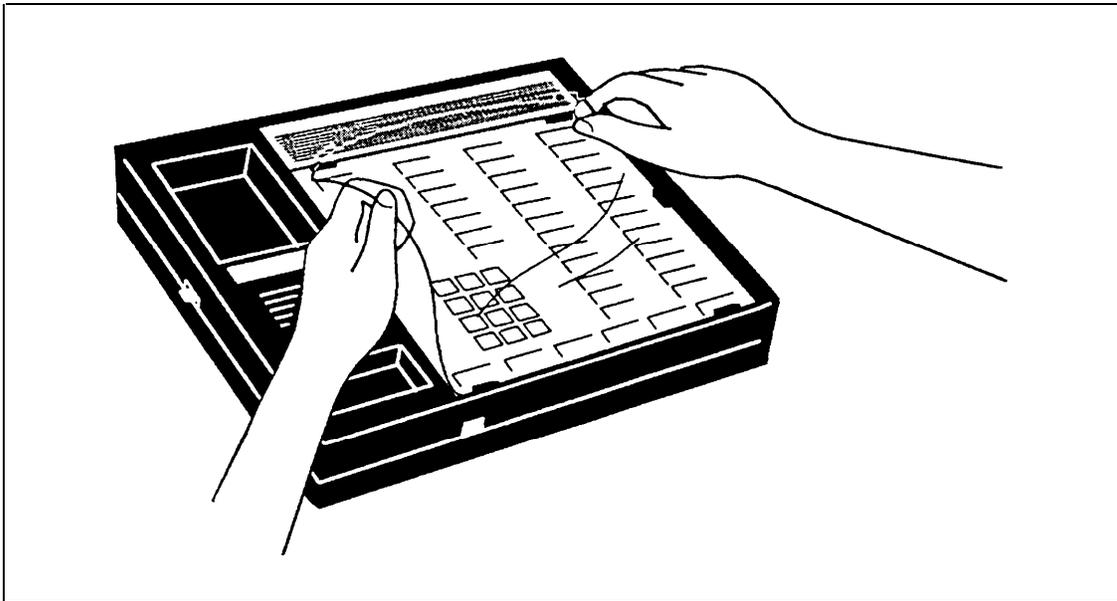

FIGURE 14   Inserting the faceplate.

Ordering Information

To order any of the items listed in the following table, call the AT&T National Sales Parts Center's toll-free number, 1-800-222-PART (7278).

Order Numbers			
Terminal Type	Button Label Sheets *	Faceplates *	Desk Stand/ Wall Mount
BIS-10 7313H01	105-336-978	105-203-186	103-804-290
BIS-22 7314H01	105-336-960	105-336-986	103-964-458
BIS-22D 7315H01	105-690-770	105-690-762	103-964-458
BIS-34 7316H01	105-336-956	105-203-194	103-979-837
BIS-34D 7317H01	105-336-956	105-203-194	103-979-837

* Button label sheets come in a package of five; faceplates come in a package of three.

Testing Your Voice Terminal

The Test/Program (T/P) switch is located on the left side (Figure 15) of your voice terminal. For normal voice terminal use, this switch should remain in the center position. By sliding the switch down to the "P" position, you enter programming mode. By sliding the switch up to the "T" position, you enter test mode.

Once you have installed your voice terminal, you should test the lights and the ringing.

1   Slide the T/P switch to the *T* position.

The red and green lights next to your voice terminal buttons flash alternately and the voice terminal rings. If your voice terminal is equipped with a display unit, all 16 block display characters will darken.

NOTE: If this does not happen, refer to the Troubleshooting Tables in your system documentation. If you still have a problem, contact your equipment supplier.

2   Slide the T/P switch back to the center position.

If your voice terminal is equipped with a display unit, the alarm sounds (three short beeps).
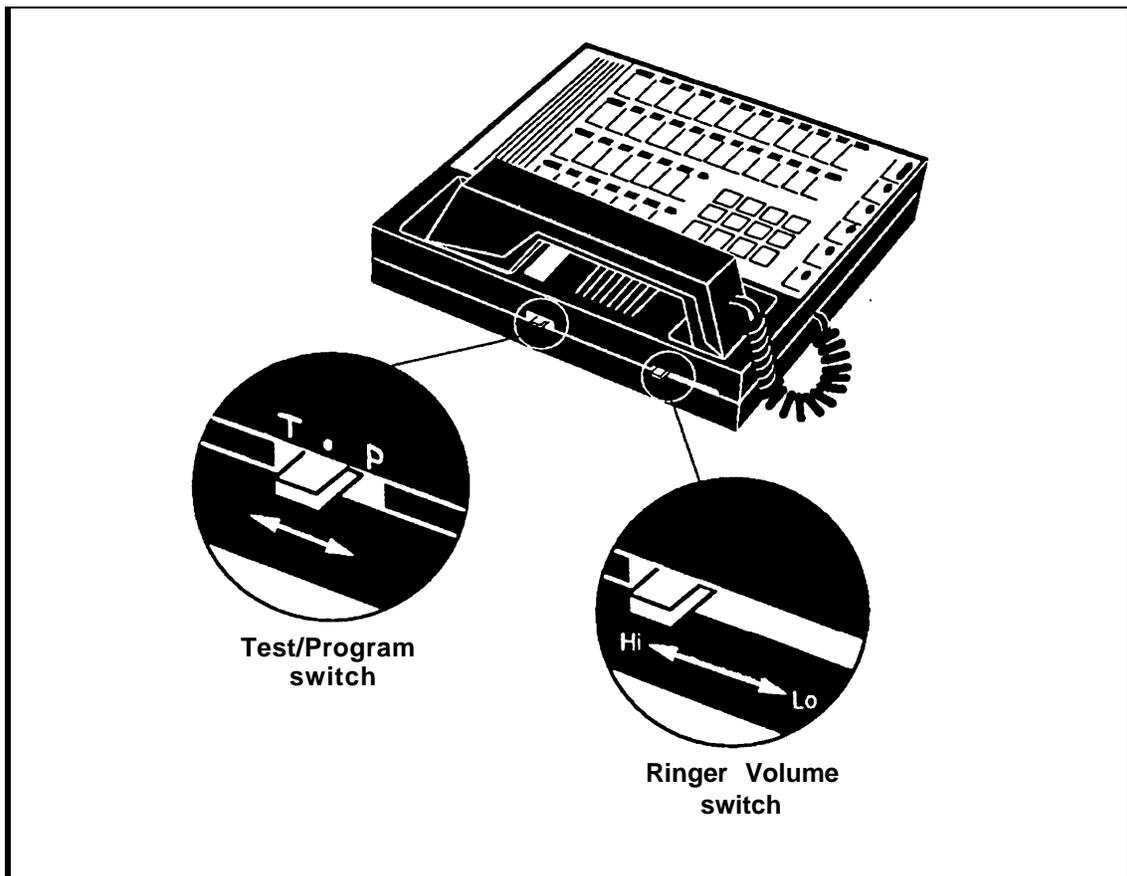

FIGURE 15   The Test/Program switch and ringer volume control.

Adjusting the Volume Controls

RINGER VOLUME CONTROL

The ringer volume control (Figure 15), which is located on the left side of the voice terminal, adjusts the volume of the ringing and button clicks.

●   Slide the controls away from you to increase the volume.

●   Slide the controls toward you to decrease the volume.

SPEAKERPHONE VOLUME CONTROLS

To adjust the volume of the speakerphone:

●   If you have a 10-button voice terminal, the control is located on the right side of the voice terminal (Figure 16).

>   Slide the controls away from you to increase the volume.

> Slide the controls toward you to decrease the volume.

● If you have a 22- or 34-button voice terminal, the control is a thumbwheel located on the face of the voice terminal (Figure 16).

> Turn the thumbwheel to the right to increase the volume.

> Turn the thumbwheel to the left to decrease the volume.

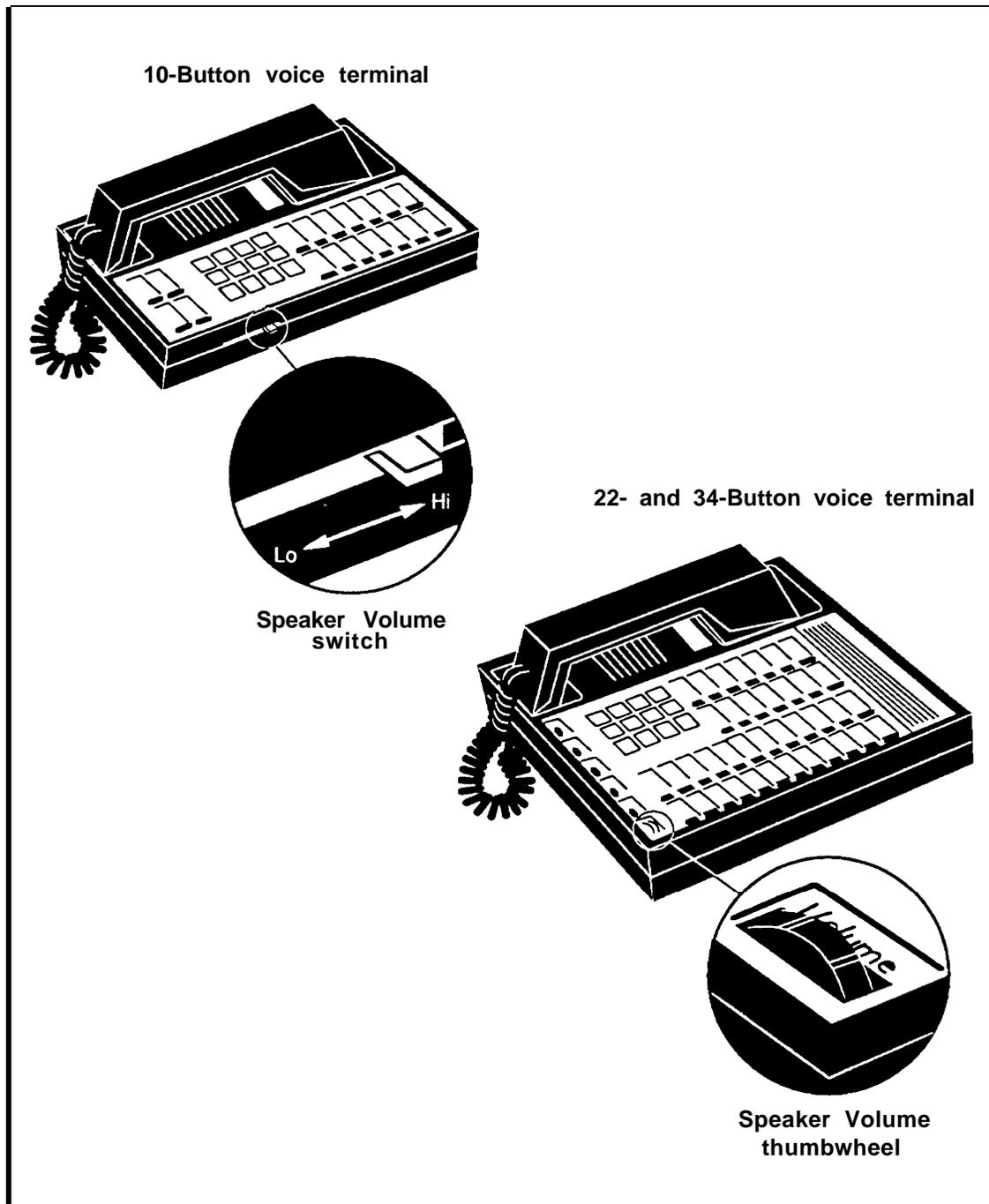**10-Button voice terminal**

22- and 34-Button voice terminal

Hi

Lo

Speaker Volume switch

Speaker Volume thumbwheel

FIGURE 16 Volume control adjusters on the 10- and 34-button voice terminals.

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Cleaning Your Voice Terminal

CAUTION: Your voice terminal contains sensitive electronic parts. Never submerge it in any liquid and never use detergent, alcohol, other chemicals or an excessive amount of water when cleaning its housing or faceplate.

1 Remove the faceplate from your voice terminal as described in the section titled "Removing the Faceplate and Button Label Sheet."

2 Clean the faceplate with a soft, slightly damp cloth. To remove stains, use a mild soap. Never use detergent or an excessive amount of water.

3 Replace the faceplate as described in the section titled "Reinserting the Button Label Sheet and Faceplate."

Handsets for the Hearing Impaired and Noisy Locations

Your voice terminal comes with a handset that is hearing-aid compatible. There are other types of handsets available:

● The (R6C3) Impaired-Hearing Handset (31753) has an extra amplifier to provide greater volume in the earpiece. A thumbwheel volume control on the handset allows the volume to be adjusted.

● The (R8C3) Push-to-Listen Handset (31754) is for use in noisy locations. Like the Impaired-Hearing Handset, the Push-to-Listen Handset has an extra amplifier and a thumbwheel volume control. It also has a pushbutton on the handset that increases the volume in the earpiece and mutes background noise transmitted through the mouthpiece.

Using Your BIS Voice Terminals

All BIS voice terminals can be used with your System 25 or MERLIN® Communications System.

NORMAL CALL HANDLING

If your system documentation includes procedures for using the BIS voice terminals, you do not need to use the directions in this booklet. If you have a BIS-22D or BIS-34D, refer to the information under "Display Features for the BIS-22D and BIS-34D Voice Terminals" for display usage instructions. If you need help in using the HFAI and Speakerphone features, see the user's card on the back cover of this booklet.

Although the BIS voice terminals may not be listed or described in the documentation that came with your telephone system, for the most part, they work the same as other voice terminals that are described.

● The BIS-10 works exactly like the existing 10-button voice terminal. The BIS-34 and BIS-34D work exactly like the 34-button deluxe voice terminal.

● In most cases, the BIS-22 and BIS-22D voice terminals operate the same as the 34-button deluxe voice terminal except that the BIS-22 and BIS-22D have only one column of buttons, rather than two, to the right of the dial pad.

USING THE DISPLAY FEATURES

The following paragraphs describe how to use the features associated with the display. Depending on the particular model of your communications system, some display features may not be available for your use. To determine which features are available for your use, check with your system administrator. The messages you see on your display unit may be slightly different than the ones printed here.

NOTE: These instructions are for MERLIN® Communications Systems only. If you have a System 25, refer to the *AT&T System 25 Multiline Terminal User Guide.*

Account Code Entry

1   Lift handset or press **Speakerphone.**

2   Press a preprogrammed Account Code button.

3   Enter the account code.

4   Press the Account Code button.

As you dial an account code or when you touch a button that contains an account code, such as an Outside Auto Dial button, the digits are displayed.

> **224206**

Caller ID

When you receive an intercom call, the caller's intercom number or an administered station label, such as the person's name, is displayed. The following example indicates a call from intercom 11.

> **11- On Icom**

Call Coverage

If you have a Call Coverage button programmed for another person's voice terminal, calls ring at your voice terminal when that person is away from his or her desk. Call status information can be displayed for up to four cover buttons at one time as shown in the following display:
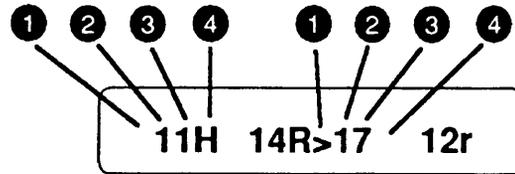
Each cover button's status is defined by four characters:

The **first character** is either a blank or ">." A blank space before the number indicates that you are not connected to the call for this voice terminal. The > symbol indicates that you are connected to the call for this voice terminal or that you will be connected to the call when you answer your voice terminal.

The **second character** indicates the first digit of the intercom number of the covered voice terminal.

The **third character** indicate the second digit of the intercom number of the covered voice terminal.

The **fourth character** indicates the status of the calls you are covering.

Code	Description
H	You have placed the covered call on hold and the voice terminal you are covering is busy or has the Do Not Disturb feature active.
h	You have placed the covered call on hold and the voice terminal you are covering is idle.
R	The voice terminal you are covering is ringing and is busy or has the Do Not Disturb feature active.
r	The voice terminal you are covering is ringing and is idle.
B	You have answered the call for the voice terminal you are covering and the voice terminal is busy or has the Do Not Disturb feature active.
blank	You have answered the call for the voice terminal you are covering which is idle.

Refer to the following paragraphs for an explanation of the call coverage display at the top of page 22.

In the first example, the first call status on display, you have placed a call for intercom 11 on hold and intercom 11 is busy or has the Do Not Disturb feature activated.

In the second example, the third call status on display, you are connected to a call for intercom 17 which is idle.

Number Dialed

When you dial outside, intercom, or account numbers, or touch a button that contains numbers, such as an Outside Auto Dial, Auto Intercom, Last Number Redial, or Saved Number Redial button, the digits associated with that number are printed on the screen. The display shows that 5551234 was the number dialed.

> **5551234**

Program Mode

1   Slide the T/P switch to the *P* position.
    The display shows you are in program mode and identifies your intercom number (12 in the example shown).

> **Program Mode 12**

2   Touch the button you want to program. If you touch a button that has already been programmed, the display identifies the name of the feature on that button. The example below shows that the Last Number Redial feature has been programmed on the button you have touched.
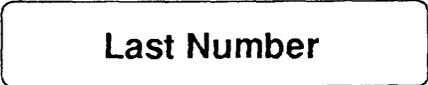
> **Last Number**

3   Dial the feature programming code and any other numbers required to assign custom features to buttons.

4   Press the feature button again to verify the button's contents.

5   Return the T/P switch to the center position.
    The display returns to the timekeeping display.

Transfer Return Identification

When you transfer a call to another voice terminal and the call is unanswered, the call returns to your voice terminal. The intercom number or label of the voice terminal from which the call is returning is displayed. In the example shown, a call transferred to intercom 10 is returning.

```
Trans Return - 10
```

Leave Word Calling

If you have programmed a Deliver Message button on your display console, you can send a message to someone with a display voice terminal that you have called when the other person is away. You can use the other Leave Word Calling features to check the identity of callers who have called you and to have your voice terminal automatically return the calls. To use this feature, program the following custom feature buttons on your voice terminal. Refer to "Program Mode" or to the user's guide provided with your system for programing instructions.

Custom Feature	Programming Code
Deliver Message	*83
Scroll	*81
Return Call	*79
Delete Message	*78
Next Message	*80

Delivering a Message

1   Place an intercom call.

2   Press a programmed Deliver Message button.

> If the message has been sent, this display appears on your screen (indicating a message sent to intercom 10).

```
Mail Sent To 10
```

> If you try to send a message to someone who does not have a display voice terminal, you see this message on your display screen.

```
Cannot Send
```

> If you are trying to send a message to someone whose mail box is already full, this display appears on your screen (indicating the mail box for intercom 10 is full).
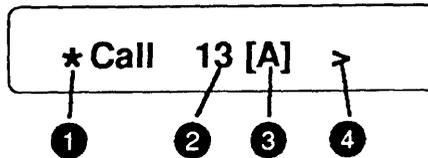
```
10 Mailbox Full
```

3 Hang up.

Retrieving a message

1 If your Message light is on, touch **Message.**
   The display shows the first line of the message:

```
★ Call   13 [A]   ⌐
```
    ❶   ❷ ❸   ❹

❶ New message indicator

❷ Sender's intercom number

❸ Message left by attendant

❹ Indicates a second line to the message

2 Press a programmed Scroll button to read each line of the message. The second line of the message below shows the date the message was left.

```
<                2/06
```

Returning A Call

You can return the call to the person whose message is currently being displayed.

1 Press a programmed Return Call button.

Reading the Next Message

Press a programmed Next Message button to view the next message.

```
★ Call 12          >
```

When you have displayed the last message, press Next Message to display the first message previously shown.

```
Call 13 Cancel?
```

Deleting a Message

Press a programmed Delete button to delete the current message from your message box and display the next message.

When there are no messages waiting for you, this display appears on your screen.

```
┌─────────────────────────────┐
│                             │
│        No Messages          │
│                             │
└─────────────────────────────┘
```

When you have deleted or replied to all messages in your mailbox, the green light next to Message goes off and the timekeeping display returns within 15 seconds.

Returning to the Timekeeping Display

Press **Message.**

```
┌─────────────────────────────┐
│                             │
│      11:01a   Mo  2-06      │
│                             │
└─────────────────────────────┘
```
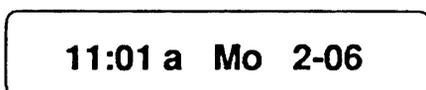
Timekeeping Features

You can use the display for providing an alarm, timing calls that you place or receive, displaying the time, day and date. See Figure 17.
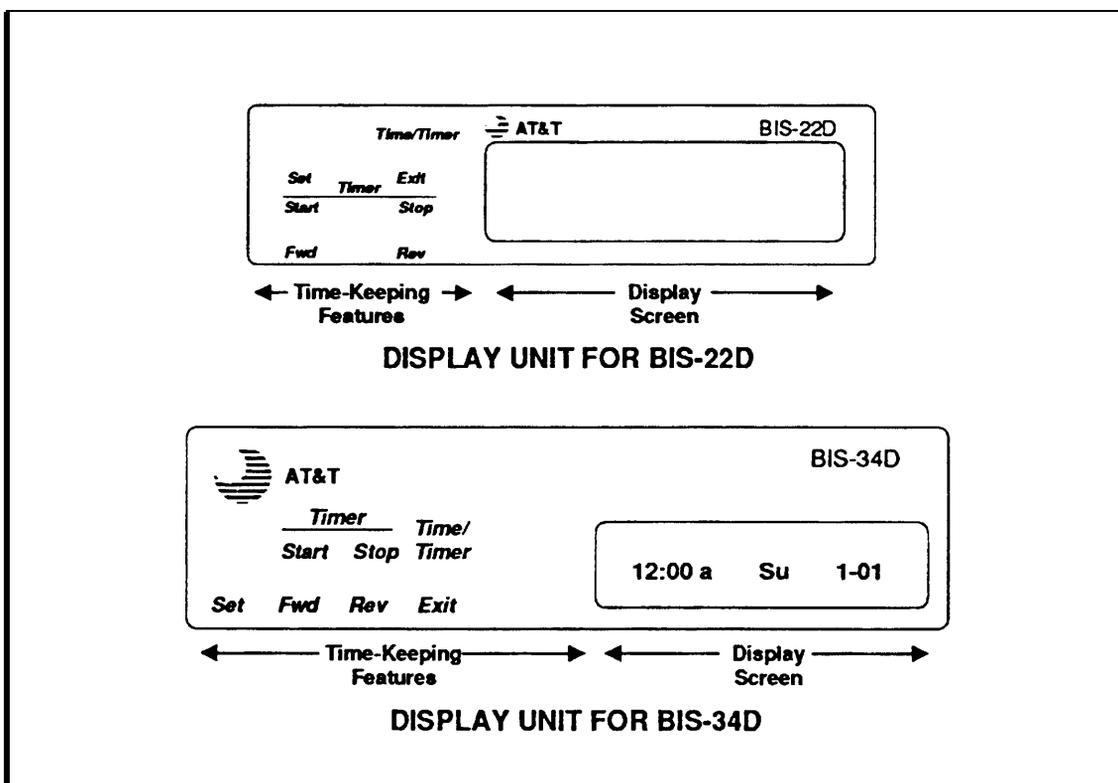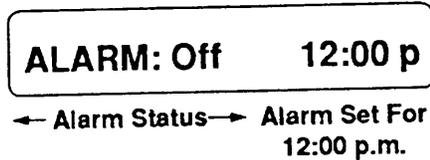
**FIGURE 17 Displays for the BIS-22D and BIS-34D voice terminals.**

Setting the Alarm

1 Press **Set** until the item you want to change flashes.

2 Press **Fwd** or **Rev** to advance or reverse the item until the one you want is displayed.

3 Repeat steps 1 and 2 to set other items.

4 Press Exit.

```
ALARM: Off      12:00 p
```
← Alarm Status → Alarm Set For
12:00 p.m.

### Setting the Clock and Calendar

1 Press **Set** until the item you want to change flashes.

2 Press **Fwd** or **Rev** to advance or reverse the item until the one you want is displayed.

3 Repeat steps 1 and 2 to set other items.

4 Press Exit.

```
11:01 a     Mo 2-06   🔔
```
Alarm On
Indicator
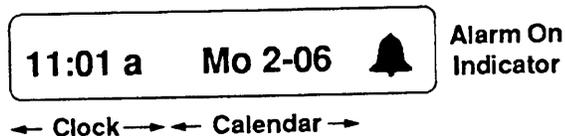
← Clock → ← Calendar →

Operating the Timer

1 Press Time/Timer to display the timer.

2 Press Timer Start to start timer from 00:00.

3 Press Timer Stop to stop timer.

4 Press Time/Timer to return to the clock calendar display.

```
12:03 a          00:00
```
← Clock → ← Timer →
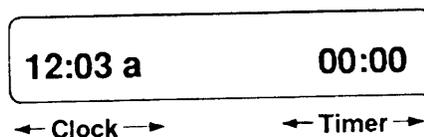
User's Card

Using the Speakerphone and
Hands-Free Answer on Intercom (HFAI) Features
With a 10- ,22- ,or 34-Button BIS Voice Terminal

These instructions are for use with your MERLIN® Communications Systems. See your user's guide/card for information on other features. If you have a System 25, refer to the instructions provided with your system.

Your voice terminal allows you to place and answer calls without lifting your handset. *If you lift your handset, you de-activate the Speakerphone and Hands-Free Answer on Intercom feature.*

The green light next to the **HFAI, Microphone,** or **Speakerphone** button tells you whether the feature is active. Pressing the button activates the feature (the green light goes on). If you have a 10-button voice terminal, the light next to the **HFAI/Mic** button flashes when the microphone is active. Pressing the button again turns off the feature (green light goes off).

OUTSIDE CALLS	
Answer outside call:	● Touch **Speakerphone.**
Place outside call:	● Touch **Speakerphone.**
	● When you hear a dial tone, dial number.
End call:	● Touch **Speakerphone.**
INTERCOM CALLS	
Activate HFAI feature before receiving calls:	● Touch **HFAI.**
Answer announced intercom call:	● When you hear a beep, the caller will begin speaking.
	● Face your HFAI or BIS voice terminal and reply.
*Place announced intercom call:	● Touch **Intercom-Voice** (or **Intercom).**
	● Touch **Speakerphone.**
	● Dial intercom number.
	● When you hear a beep, begin speaking.
Place ringing intercom call:	● Touch **Intercom-Ring.**
	● Touch **Speakerphone.**
	● Dial intercom number.
End call:	● Touch **Speakerphone.**
Turn off HFAI feature:	● Touch **HFAI.**
OTHER FEATURES	
Mute Microphone:	● Touch **Microphone.**
Turn off Speakerphone or HFAI feature:	● Lift handset.
Reactivate Speakerphone during a call.	● Touch **Speakerphone.**
	● Hang up handset.

* Not available with models 206,410, or 820 not equipped with a Feature Cartridge.

Speakerphone Performance Tips

Your voice terminal's speakerphone has a sound-activated switch that determines which person can speak. Room acoustics and background noise can affect the proper operation of this speakerphone.

NOTE: For conference room applications, a Hands-Free Unit is recommended.

For optimal use of the speakerphone, use the following guidelines:

- Avoid placing your voice terminal in areas with high background noise caused by loud voices and loud electronic devices, such as radios, typewriters, or other office equipment.

- Avoid placing books and papers under or next to your voice terminal because they may block the microphone. The microphone is located in the lower right corner on the bottom of your voice terminal.

- Avoid talking until the other person is finished speaking. When you both speak at the same time, transmission may be broken.

- Always face your voice terminal and stay within two feet of it when talking.

- Place your voice terminal at least six inches away from the edge of your desk.

- If you are having difficulty hearing the other person, increase the speaker's volume level. (Refer to "Adjusting the Volume" in *CIB 3078: 10-, 22-, and 34-Button BIS Voice Terminals* for further information.) If the difficulty persists, lift your handset to continue your conversation.