



Xplus100 Digital Extension User Guide



Record of Revision

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1 Telephone Operation

Introduction

The XBLUE telephone is a high quality, full featured, speakerphone with programmable feature buttons, which allows the user to customize the operation of their telephone.

Telephone Basics



Navigation Keys

The Navigation Keys, located at the right of the Display, allows quick access to commonly used features. There are 4 navigation keys which circle the activation key. For example, to use the Navigation keys, begin by pressing the Right navigation key, to access Call Log, and then press the down navigation key to view incoming and the up navigation key to view outgoing calls. Press the center activation key to dial the displayed telephone number.

Press the left navigation key to scroll forward, and the right to scroll backwards through the navigation feature list.

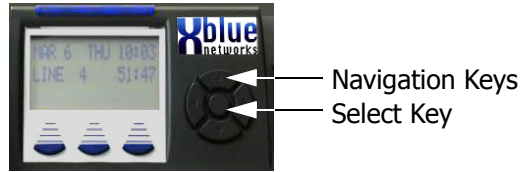


TABLE 1.1 Navigation Buttons

Feature	Navigation Key	Result
Call Log	Up - Outgoing Numbers	Press the Select Key to dial the displayed telephone number.
	Down - Incoming Numbers	
System Speed Dial	Up - Access Bins 99 - 20	Press the Select Key to dial the displayed telephone number.
	Down - Access Bins 20 - 99	
Feature Code List	Up - Directory List	Press the Select Key to select between Directory and Feature. Press down button to scroll forward, and the up button to scroll backwards through the selected list.
	Down - Feature List	
Call Extension	UP - Scroll from highest to lowest extension number	Press the Select Key to dial the displayed telephone number.
	Down - Scroll from lowest to highest extension number	
Page	Up - All Call Page	Press the Select Key to page the displayed Page Group or All Call Page.
	Down - Page Groups 1 - 6	
Music	UP - N/A	Press the Select Key to enable or Disable Background Music
	Down - N/A	
Door Phone	Up - Answer Door Phone 1	The Door Phone must be connected and active to access
	Down - Answer Door Phone 2	

Feature Codes

Feature codes may be dialed at the time of operation or they may be stored on a programmable feature button. Once stored, the feature can be easily accessed by pressing the button. If applicable, the associated LED will light, indicating that the feature is currently operational. For example, Program Do Not Disturb on a feature button, when pressed the associated LED will illuminate, indicating that the extension is in DND mode.

TABLE 1.2 Feature Discription Table

Feature	Display	Analog/SLT	Page
Account Codes (aaa = account code)	89 + aaa	89 + aaa	Page 7
Alarm Clock - Extension (hh = hour: mm = minutes) Deactivate	Feature 92 Feature *92	#92 + hh:mm 1=once, 2 daily	Page 7
Alarm Key(Diagnostic Only)	Feature 62		Page 9
Answer Machine Emulation	Feature 64		Page 10
Attendant	0	0	Page 11
Attendant Administration	Feature #0		Page 11
Auto Selection (Auto Line Select) (ccc= CO line) Deactivate	Feature 95 Feature *95	#95 + ccc or #9519 Dial 9 #951 + ccc #950	Page 17
Automatic Hold Deactivate	Feature 94 Feature*94		Page 15
Automatic Redial	Feature 78		
Background Music 1	800	-	Page 19
Background Music 2	801		Page 19
Busy Call Forward (ext = extension: icm = intercom: co = central office) Deactivate	Feature 2	#21 + ext 1-icm or 2 co/icm or 3 co #*21	Page 26
Busy Ring Allow	Feature #2		Page 21
Call Back (Suffix Code) Ext must be ringing		ext + #	Page 22
Call Back Cancel	#	##	Page 22
Call Park and Pick-up	Feature 73 + ext		Page 34
Call Park Pick-up (SLT)		#73 + ext	Page 34
Call Pickup - Directed (Suffix Code)	ext + *6	ext + 6	Page 35
Call Pickup - group	*	*	Page 36
Caller ID Table -- Call Back	Feature 6#		Page 36

TABLE 1.2 Feature Discription Table

Feature	Display	Analog/SLT	Page
Camp On (Suffix Code)	ext + 4	ext + 4	Page 38
CO Line - Direct Access	700 - 751	700 - 751	Page 46
CO Line Flash	Feature 3		Page 39
CO Lines - VoIP	724 - 727	724 - 727	Page 46
Conference (Supervised)	Feature 60		Page 42
Conference (Unsupervised)	Feature 77		Page 42
Conference Room (Meet Me)	860 - 867	860 - 867	Page 46
Day, Night and Service Modes (Attendant only)	Feature 63		Page 11
Default Set	Feature 69	#69*	Page 44
Dial Pad Touch Tone (On/Off)	Feature #1		Page 45
Direct Call Forward Deactivate	Feature 2	#22 + ext 1-icm or 2 co/icm or 3 co #*22	Page 26
Directory Number for System Modem	100		Page 46
Directory Number for Telephones	101 - 148	181 - 188	Page 46
Directory Number for Voicemail	189 - 200		Page 46
Distinctive Ring - Extension	Feature #7		Page 47
DND Override (Suffix Code) Checks Intrusion and COS	Ext + 3		Page 51
Do Not Disturb (DND)	Feature 4	#4	Page 48
Extension Feature Status	Feature #8		Page 52
External Call Forward (Num = external number) Deactivate	Feature 2		Page 26
External Page	820	820	Page 54
Feature Directory Look up	Feature #5		Page 56
Feature Key Programming (Programming Flexible Button)	Feature #3		Page 55
Feature Key Reset	Feature 58		Page 55
Follow Me (FM) Call Forward Deactivate	Feature 2	#23 + 1-icm or 2 co/icm or 3 co #*23	Page 26
Follow To: Call Forward Deactivate		#25 + 1-icm or 2 co/icm or 3 co #*25	Page 26
Forced Intercom Call Forwarding (while ringing)	Feature 4		Page 60

TABLE 1.2 Feature Discription Table

Feature	Display	Analog/SLT	Page
Forced Intercom Tone Ring (Suffix Code)	ext + *	ext + *	Page 62
Forced Release (Conference)	Feature 74		Page 42
Get Held CO Line	Feature 7*	#7*	Page 63
Headset Mode Deactivate	Feature 9# Feature *9#		Page 64
Hidden Code (Requires a Flexible Button)	Feature 61		Page 64
Hold	Hold	Flash	Page 66
Hold Exclusive	Feature Hold		Page 66
Hot Dial Key Pad (On/Off)	Feature #6		Page 68
Hot Line Deactivate	Feature 9* + ext or Speed bin 500/ 600 Feature*9*	#9* + ext or Speed bin 500/600 Flash #*9*	Page 69
Intercom Key (Requires a Button)	Feature 65		Page 71
Intercom Mode Selection (HF/Tone)	Feature 98		Page 71
Intrusion (Suffix Code) - Cannot be busy fwd	ext + 8	ext + 8	Page 74
Last Number Redial	Feature 8	#8	Page 75
Loud Bell Number	810	810	Page 76
Memo Pad Must be on a call to enter a new number - dial a saved number from an idle telephone.	Feature 5*		Page 76
Message Wait (Suffix Code)	ext + 9	ext + 9	Page 77
Messages - Call Me, Text, Voice	Feature 90		Page 80
Messaging - Text Type (Call Me, Call Operator, Call Home, etc.)	Feature 96		Page 80
Monitor (Suffix Code)	ext + 1	ext + 1	Page 81
Mute Key	Feature 76		Page 82
No Answer Call Forward Deactivate	Feature 2	#24 + 1-icm or 2 co/icm or 3 co #*24	Page 26
One Touch Record (Enable Record Allow)	Feature 67		Page 85
Page All Extensions/Tenants	209	209	Page 87
Page Allow/Deny	Feature#9		Page 87
Page Group Numbers	201 - 208	201 - 208	Page 89
Page - All Call Tenant Group 1	200	200	Page 86
Paging Answer Key (Meet Me Page)	Feature 59		Page 90
Paging Receive (Meet Me Page)	#9		Page 90

TABLE 1.2 Feature Discription Table

Feature	Display	Analog/SLT	Page
Pause (Insertion Speed Dial)	Feature 70		Page 91
Phantom Numbers			Page 92
Phone Lock/Unlock	Feature 97 + pswd		Page 93
Pick Up Group	260 - 267		Page 95
Private Talk (Supervised Conference Only)	Feature 57		Page 42
Programming DSS Feature Buttons	Feature #4		Page 57
Programming Feature Buttons	Feature #3		Page 57
Pulse to Tone Conversion	*	*	Page 96
Release Key	Feature 52		Page 98
Room Status	Feature 7#		Page 98
Saved Number Redial	Feature 51		Page 102
SLT Message Waiting Indication Deactivate		#96 #*96	Page 77
Speed Dial Bin Numbers - Station	500 - 549	500 - 549	Page 105
Speed Dial Bin Numbers - System	600 - 699	600 - 699	Page 105
Speed Dial Programming (STSB = 500 - 549)	Feature 1	#1 + STSB	Page 105
Status Message	Feature 90		Page 80
Transfer and Answer (One Button Operation)	Feature 68		Page 106
Transfer Beep Enabled	Feature 56		Page 107
UCD Agent Log Off	Feature 91		Page 107
UCD Agent Log On	Feature *91		Page 107
UCD Group Numbers	230 - 253	230 - 253	Page 46
Virtual Numbers	830 - 859	830 - 859	Page 46
Volume Beep	Feature 53		

Feature Code Operation

Account Codes

FEATURE CODE: **8** **9** + CCC

CCC = ACCOUNT CODE

Description

Account codes can be forced, which requires an extension to enter the account code before placing a CO Line call, or unforced, allowing the user to decide if/when they will enter the account code.

Default Settings:

Account Code is unforced (disabled)

Operation

Setup Account code

1. Press **8** **9**
2. If using a display telephone, the display will update, enter a valid Account Code:



3. A CO line will automatically be selected and a call may be placed.

Operational Notes

- All entries are verified against the account code database.
- Account codes will be recorded on SMDR.

Alarm Clock (Reminder)

Feature Code: Feature **9** **3**, **#93** SLT

Description

Each extension has a private Alarm Clock, also called "Reminder" or "Wakeup", which can be programmed to alert them of a special event, once or daily. Once the alarm has been reached the extension will ring until the "Extension Alarm Play Time" timer has expired. The Extension Alarm Play Timer is set in database programming and is a system wide parameter.

An alarm indication is displayed until the softkey beneath the "ack" button is pressed, or the telephone is activated by the user.

The Attendant also has the ability to set any extension's Alarm/Wake up time.

Default Settings:

No Alarm is active

Operation

Setup Attendant Alarm Clock (Wake up)

1. Press Feature **92** and **#92** on SLT telephones. Jump to step 3.
2. The attendant display will update:



3. The Attendant enters the extension number 101 - 148, 181 - 188. The display will update:



4. The Attendant enters the alarm/wake up time in 24 hour format.

- The Attendant select "one" for one time, and "always" for every day at the same time. The display will update:



Setup Analog (SLT) Telephone Alarm Clock (Wake up)

- Dial **#92** on SLT telephones.
- Enter the desired alarm/wake up time in 24 hour format:
- Dial **1** for one time, and **2** for "always" every day at the same time.

Operational Notes

- The Alarm plays every day, if always is selected.
- SMDR Does not record the alarms
- On a digital telephone, the alarm plays even if it is busy.
- The Alarm Rings in the extension's distinctive tone.
- The Alarm must be set at least 1 minute in advance of the current time.
- An Analog telephone receives dial tone when going off-hook
- An Analog Telephone will not ring, or receive notification, if it is busy (Off-Hook) when the Alarm time has been reached.

Alarm Key

Feature Code: N/A

Default Settings:

No Alarm key is set

Operation

Setup Alarm Key

The alarm key is designed for diagnostic purposes and has no practical application.

Operational Notes

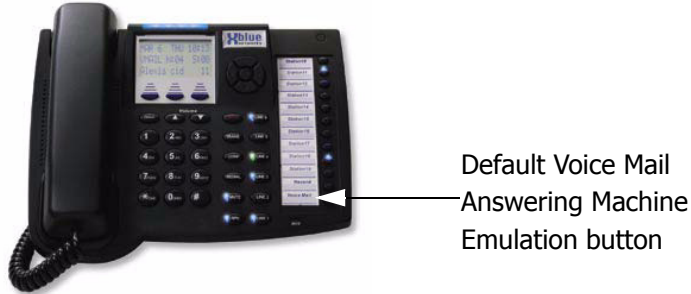
- The Alarm Key must be programmed on a Flexible Button.
- Alarms are reported by a flashing light, and updates in the display.

Answering Machine Emulation

Feature Code: Feature **6** **4**

Description

Answering Machine Emulation, also called "Voice Mail Monitor" allows the extension user to listen to a new voice mail message while it is being recorded in their mailbox. The Extension user can pick up the caller or let the caller continue to leave a message. This requires a voice mail system.



Default Settings:

At default the bottom flexible button is preprogrammed as a voice mail button and it operates as the Answering Machine Emulation button. In addition, when a new message is left in a voice mailbox, this button LED will flash.

Operation

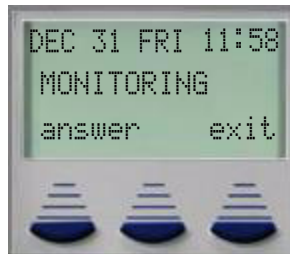
Setup Answering Machine Emulation

1. At default the button is already programmed. When a call is forwarded to Voicemail, the ringing extension's "Voicemail" button LED turns Green.
2. Press the button, while the LED is flashing Vivid Blue and the following is displayed:



3. Press "yes" to monitor the call. Press "no" to exit monitor mode.

4. If "yes" is pressed, the extension user can monitor the call and the display updates:



5. If "answer" is pressed, the extension answer the call, removing it from Voicemail. If no is pressed, the telephone goes back to idle, and the caller has no idea that the call was monitored.

Operational Notes

- Answering Machine Emulation requires an integrated voice mail system.
- When a caller is removed (answered) by the extension user, the recording stops and the message is delivered.
- The calling party is unaware that the call is being monitored.

Attendant Administration

Feature Code: Feature #00

Description

Attendant Administration is used to set or modify the features; Service Mode (Day/Noon/Night/Time), Auto Attendant Messages (optional Auto Attendant Module required), Temporary Mode and System Speed Dial, CFW AUXI Lamp, Shutdown Voice Mail. Attendant Administration can be performed at any user extension, but the assigned Attendant Extension user password is required.

Settings include:

TABLE 1.3 Attendant Administration Mode

System Mode	Description
SVC Mode Change	Service mode is used to toggle the system between; Day, Night, Noon, or Timed Modes.
Auto_A Message	N/A - Requires the Auto Attendant module
Temp. Mode	N/A - Requires the Auto Attendant module
System Speed No.	There are a total of 1000 speed bins, 100 of which are system speed bins, which are used for frequently dialed telephone numbers that are used by multiple extensions on the system.

TABLE 1.3 Attendant Administration Mode

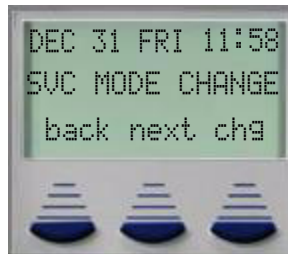
System Mode	Description
CFW Auxil Lamp	At the top of each speakerphone is a Vivid Light auxiliary light bar, which illuminates differently depending on the "state of the telephone". For example, once the user forwards their calls to another destination, the AUXI Lamp will be lit solid. This setting will turn off the lamp. See "Auxiliary Lamp / LED Status Bar" Page 18
Shut down VM	It is a good idea to shutdown the voice mail system, before powering the voice server down.

Default Settings:

N/A

Operation

1. Any Digital Speakerphone may enter the Administrative Code Feature **#00**.
2. Enter the Tenant Group number to be Administered. (Valid Groups are 1, 2, and 3)
3. Press the softkey beneath **save**.
4. Enter the password for this Tenant Group Attendant (default for the Tenant Group 1 Attendant is **9999**).
5. Press the softkey beneath **show**. The first Administrative item (**SUC MODE CHANGE**) displays.



6. Press the softkey beneath **next** to move to the next Administrative item or press the softkey beneath **show** to show the current service mode (**DAY/ALT/EVE/TIME**).

To change Service Mode:

1. Press the softkey beneath **show**
2. Press the softkey beneath **chg** to toggle and set the service mode. Options are Day, Night, Noon, or Time
 - Time mode automatically puts the system into Day or Night mode, based on the programmed timed schedule found in database programming (Time Switching).
 - Day Mode is when it is not night, as defined in Time Switching.
 - Night Mode is all other times, not defined as day mode in Time Switching

- Noon Mode ***Requires VAA Card***. If no VAA Card is installed the system retains the Day mode parameters, but it will say "Noon" in the display when it is "Noon" as defined in the Time Switching programming parameter.
- 3. Press the Hold button (HOLD) to exit SVC MODE CHANGE and return to the previous menu.
- 4. Press the softkey beneath next. The Administrative item AUTO_A MESSAGE displays.



To change Auto Attendant Messages: Requires VAA Card

1. Press the softkey beneath show.
2. Press the softkey beneath back or the softkey beneath next to toggle the ten (10) programmable greetings and messages. These are: 1. DAY GREETING, 2. ALT GREETING, 3. EVE GREETING, 4. WAITING MSG., 5. INVALID MSG., 6. BUSY MSG., 7. NO_ANS. MSG., 8. BYE MSG., 9. INQUIRY MSG., 10. TEMP MSG.
3. Press the softkey beneath back or the softkey beneath next until the appropriate greeting/message displays.
4. Press the softkey beneath show for selected greeting/message to record a new greeting/message, play the current greeting/message, or change the maximum record time for that greeting/message. The current record time for the selected message displays.
5. Press the softkey beneath ch9 to set or change the record time of the greeting/message.
6. Dial 1 - 99 to set the maximum seconds allowed to record the specific greeting/message. (Keep in mind that the maximum length of all auto-attendant greetings/messages is 120 seconds.)
7. Press the softkey beneath save. The new maximum record time for this greeting/message is now stored.
8. Press the softkey beneath play to hear the current greeting/message.
9. Press the Hold button (HOLD) to return to the previous Administrative level.
10. Press the softkey beneath record to record this greeting/message.
11. Press the softkey beneath stop to end recording.
12. Continue this process for each Automated Attendant greeting/message.
13. When finished recording greetings/messages, exit Administration by pressing the speaker button twice or return to the previous Administrative level by pressing the Hold button (HOLD).


14. Press the softkey beneath `next`. The Administrative item `TEMPORARY MODE` displays.

To change Temporary Mode: Requires VAA Card

NOTE: Temporary Mode is available for special circumstances that may arise such as holidays and bad weather days so that callers can be informed of unusual business hours adjustments. While active, Temporary Mode "Y" plays the Temporary Greeting in place of the "DAY," "ALT" and "EVE" Greeting.

15. Press the softkey beneath `chg` To toggle between "Y" for yes, and "N" for no, to enable and disable Temporary Mode.
16. Press the softkey beneath `next`. The Administrative item `SYSTEM SPEED NUMBER` displays.

To change System Speed Numbers:

17. Press the softkey beneath `show`
18. Dial a valid System Speed Dial directory number (600 - 699).
19. Press the softkey beneath `show` to view the current System Speed Dial number. Display will read `EMPTY` if no number is currently programmed.
20. Press the softkey beneath `chg` to change the current number.
21. Dial the telephone number to store in this speed dial directory number.
22. Press the softkey beneath `save`
23. Press the softkey beneath `next` or the softkey beneath `back` to return to additional System Speed Number programming.
24. When finished making changes, exit Administration by pressing the speaker button twice. Or return to the previous Administrative level by pressing the Hold button ().
25. Press the softkey beneath `NEXT`. The future Administrative item `FORWARD AUXILIARY LAMP` displays. (Future Feature)

Operational Notes

Service Mode:

- If the system is placed into "Day or Night" mode manually, it will continue to operate in that mode until it is placed back into "Time" mode.

















Auto_A Message:

- Requires the VAA Card to be installed
- Noon Mode works only with the VAA Card. If the system does not have the VAA Card installed, all of the extension parameters will continue to operate as though the system were in Day mode. However, the bottom line on display telephones, will read "Noon".

Temporary Mode:




- Requires the VAA Card to be installed.

Speed Dial:

- To enter a CO Line Flash ("hook-flash") in a System Speed number, press Feature 3. A stored "hook-flash" is indicated by a "✓" character. For example to enter FLASH-1389 in a system speed number the entry would be: "Feature 3 +  + the softkey beneath save." The displayed system speed number would be "✓1389".
- To enter a Pause in a System Speed Dial, press Feature 70. A stored pause is indicated by a P character. For example to enter "9pause18008778000" into a system speed number the entry would be  + Feature + 70 +  + the softkey beneath save. The displayed system speed number would be "9P18008778000."
- To chain one speed dial number to another, press Feature 1 + the speed dial number location to dial. For example; if a very long telephone number will not fit into one speed number location, split the number into two locations. To store the number "123-456-7890-123-456-7890-123-456-7890" into locations 600 and 601, enter into location 600: 123-456-7890 + Feature + 1 + 601 + the softkey beneath save (where 601 is the second speed number location). Enter into 601: 123-456-7890-123-456-7890. The display will read "600@601". Simply dial "600" to execute both speed dial bins.
- When placing a Speed Dial on a Flexible (Programmable) button, use Dial code 600 - 699

Automatic Hold*Feature Code:*

Activate Auto Hold: Feature 

Deny Auto Hold: Feature 

Description

The Auto Hold feature automatically places the current call on hold when you press another outside line button. For example, if you were on a CO line and press a second line, the call on the first line will automatically be placed on Exclusive Hold (See "Hold" Page 66). Similarly, if you were on an intercom call, speaking with another extension user and press an outside CO line button, the intercom call will automatically be placed on Exclusive Hold. There is no need to press Hold button unless you would rather place the call on System Hold (See "Hold" Page 66).

Default Settings:

Auto Hold Disabled

Operation

Setup Auto Hold:

1. Press Feature **9 4**.
2. A confirmation tone is heard and the display shows:



3. The extension returns to an idle state.

Enable Auto Hold:

4. While connected to an intercom or outside line call, press another outside line button, if programmed.
5. The current connection is placed on hold and the next connection is established.

Cancel:

1. Press Feature *** 9 4**. A confirmation tone is heard and the display shows:



2. The extension returns to an idle state.

Operational Notes:

- The Feature Code Feature **9 4** can be programmed under a flexible button on a Digital Speakerphone. To enable/disable the feature, toggle the Feature/DSS Button.
- If you access an idle line and skip to another line before dialing, the first line will not be automatically placed on Hold. (A line must be connected with an active call; either you dialed a number or answered a ringing line.)
- Auto Hold places a call on Exclusive Hold.
- If you have the Auto Hold feature programmed on a Feature/DSS Button, the Feature/DSS Button LED will light when the feature is enabled.

Automatic Line Select

Feature Code: Feature **9 5**

Feature Code: Analog **# * 9 5**

Description

Automatic Line Select allows you to select how your extension will act when the speaker button is pressed, or the handset is removed. There are three selections, specific CO Line, CO Line Group or the default ICM.

Default Settings:

Automatic Line Selection is set to "ICM" (Intercom)

Operation

1. Press the feature button followed by **9 5** and the display will read:



2. Select **icm** and the extension accepts the input and returns to idle.
3. Select **trk** and the display updates:



4. Enter a valid Trunk number 700 - 719, 744 - 747, then press **save**.

5. Press `route` to enter the CO Line Group to access, the display will update:



6. A valid entry would be "9" for the group 1 default group.

Single Line Telephone Codes

TABLE 1.4 Single Line Telephone Auto Line Select Codes

Off Hook	Dial code	Description
#95	0	Off Hook to intercom dial tone
#95	1 + lg	lg=Line Group, i.e. 9= group 1-8
#95	2 + LN	LN=Line Number 700-719, 744-747

Operational Notes

- When an extension is ringing, the ringing line is always answered when the extension goes off hook.
- To avoid answering the ringing line the extension user must select a CO Line prior to going off hook.
- To bypass the automatic line selection, place an intercom button on the telephone. See "Intercom Key (Intercom Calling)" Page 71

Auxiliary Lamp / LED Status Bar

Feature Code: N/A

Description

Each digital speakerphone is equipped with a special visual indicator called a status bar. This status bar, is used to indicate the status of the telephone. For example, if the extension is in Do Not Disturb, then the status bar will be lit solid.

TABLE 1.5 Auxiliary Lamp / LED Status Bar

Function	Fast	Flicker	Slow	Lit Solid
Ringing - CO Line	◆			
Ringing - Extension	◆			

TABLE 1.5 Auxiliary Lamp / LED Status Bar

Function	Fast	Flicker	Slow	Lit Solid
Voice Recording		◆		
Auto Recording		◆		
New Voice Mail Indication			◆	
Message Waiting Indication			◆	
Database Programming			◆	
DND/Station Call Forward Enabled				◆
Mute Active				◆
Speaker or Headset Active				◆

Background Music (BGM)

Feature Code:  - 

Description

You may monitor one of two channels of Background Music at your extension. An External music source is required. To toggle between the background music sources, or on and off, reenter the code.

While the extension is idle enter the music channel you want to monitor:

420 for Music Channel 1

421 for Music Channel 2

Operational Notes

- Background Music automatically suspended when a call is made or received. The music returns when the telephone becomes idle.

Busy Telephone Indication - Busy Lamp field - Direct Station Select

Feature Code: N/A

Description

Any programmable Feature (Flexible) button can be programmed as a Direct Station Select (DSS), also known as a Busy Lamp Field (BLF), which will monitor an extension's status. When an extension is off hook, on the handset, the programmed BLF button LED, for that extension, lights solid.

Telephone Operation

When that extension is in Do-Not-Disturb (DND), the LED will flash (See “Do Not Disturb (DND)” Page 48). This same button is used as a one-button Direct Station Selection (DSS) call button for quick transfer of calls or intercom calling.

Also See “Flexible (Feature) button inquiry and programming” Page 57

Default Settings:

N/A

Operation

To program

1. Press Feature **# 3**.
2. Press the Feature/DSS button that is to be programmed. The current function displays.
3. Within three seconds, press the softkey beneath **chg** to change the function.
4. Select the softkey beneath **dir** via the LCD interactive button.
5. Enter the directory number of the extension that is to be programmed on this feature button and press the softkey beneath **save**.
6. Press the Speaker button twice to exit programming and return to idle condition.

To use:

1. Press the programmed button to call an extension.
2. Speak hands free or lift the handset to talk privately.
3. Hang up when the conversation is completed.

Operational Notes

- DSS/BLF buttons may be assigned to any of the Flexible (Programmable Feature) buttons.
- Extensions in DND mode will cause the LED associated to that extension to flash.
- Extensions that are using their handset and off-hook will cause the LED associated to that extension to light steady.
- Most features, when programmed on a flexible button, will act as a toggle on/toggle off; even if they have different enable and disable codes.
- The DSS function can be used to transfer calls to other extensions or directly to a specific voice mailbox if the voice mail button is pressed first.
- Each Digital Speakerphone has a default feature button mapping.

Call Back - Cancel All

Feature Code: Feature **#*#**

Description

This feature allows you to cancel all Call Backs on an extension or CO Line with one command.

Default Settings:

N/A

Operation

Prior to receiving Call Back Alert Ringing, press Feature **#*#**

Operational Notes

- If you press the softkey beneath **del** during the Call Back Alert ringing, the Call Back will be cancelled and the LCD will display: **CBCK DELETE XXX**. Your extension will return to an idle status.
- To invoke a Call Back at an extension that is in the Voice Announce mode (Hands Free), you must first Force Tone Ringing (***#**).
- If the Call Back is not answered during the reply alert ringing, the response message will be displayed until you press either the softkey beneath **reply**, or the softkey beneath **del**.
- The Call Back process begins when both your extension and the called party's extension are in an idle, on-hook mode.

Call Back (CO Line)

Feature Code: N/A

Description

The Call Back feature allows you to queue a busy outside line for use when it becomes available.

Default Settings:

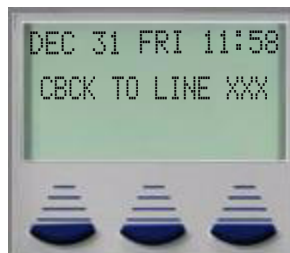
N/A

Operation

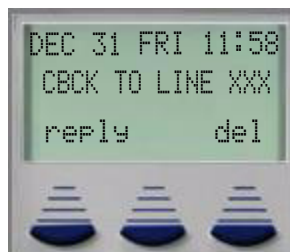
1. Press a busy, programmed outside line button (LED is lit solid) or outside line group button, or dial an outside line access group number, i.e. 9. You will hear busy tone and the display will read:



2. Press the softkey beneath `cbck` Interactive Soft Button or Dial **#** on the dial pad.
3. You will hear a confirmation tone and the display will read:



4. A few moments later, the display will return to an idle state.
5. When the selected outside line, or an outside line in the selected outside line group, becomes available, you will hear fast ringing at the extension and the display will read:



6. Press the softkey beneath `reply` to be connected to the available outside line and dial as usual

Or...

7. Press the softkey beneath `del` to delete the outside line callback.

Operational Notes

- During call back alert tones, going off hook or lifting the handset will directly connect you to the selected CO Line calling back.
- Every extension may Call Back only one busy CO line at a time.
- The Call Back Alerting Ring Time is 10 seconds. If the call back goes unanswered during the 10 seconds ring time the call back is canceled.
- CO lines that have Call Back requests will recall the Call Back initiator.
- The Call Back CO line will become available to other extensions if the call back extension doesn't answer within 10 seconds.
- During the time that the Call Back is recalling the initiator, a new incoming call will take precedence over Call Back and will be answered when the extension goes off hook.

Call Back (Extension)

Feature Code:

Digital Telephone: N/A

Analog Telephone Suffix Code - EXT + #

Description

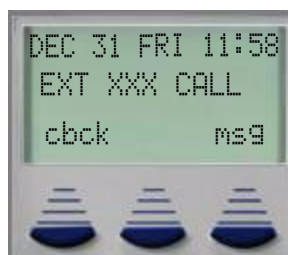
When calling an extension that is busy, in Do Not Disturb, or idle, you can use the extension Call Back feature to queue the call, so that it will be placed as soon as that extension becomes available.

Default Settings:

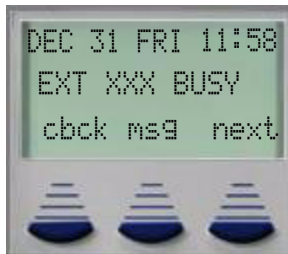
N/A

Operation

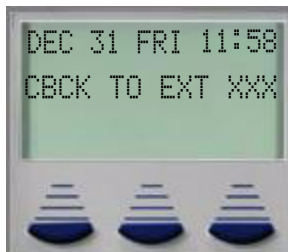
1. Dial the extension number of the busy extension.
2. If the dialed extension is in hands free mode press * to activate Tone ringing. Once the dialed extension is in Tone Ringing Mode, the display shows:



- If the extension you are calling is busy, the display shows:



- Press the softkey beneath `cbck`
- You will hear a confirmation tone and the display will read:



- Your extension will return to idle status.

To Answer a Call Back:

- When the call back begins, your extension will ring a special call back alert ring for 30 seconds and the display shows:



- Lift the handset or press speaker button
- Or...
- Press the softkey beneath `reply` to activate *Call Back*.

To cancel all active call backs prior to receiving Call Back Alert ringing:

- Press Feature **# #**

Operational Notes

- If you press the softkey beneath `del` during the Call Back Alert ringing, the Call Back will be cancelled and the display will show:



- To activate a Call Back at an extension that is in the Voice Announce (Hands free) mode, you must first Force Tone Ring (***#**).
- If the call back is not answered during the reply alert ringing, the response message will be displayed until you press either the softkey beneath `reply`, or the softkey beneath `del`.
- The call back process begins when both your extension and the called party's extension are in idle.

Call Forward (Extension)

Feature Code:

Digital Speakerphone: Feature **2**

Single Line Telephone

TABLE 1.6 Analog Call Forward codes

Forward Type	Entry	Disable
Busy	#21 + (Dest) + (CO/ICM)	#*21
Direct	#22 + (Dest) + (CO/ICM)	#*22
Follow from	#23 + (CO/ICM) + (frmpswd)	#*23 + (Dest) + (frmpswd)
No Answer	#24 + (Dest) + (CO/ICM) + t	#*24
Follow to	#25 + (CO/ICM)	#*25
Dest = Destination - Enter a valid Extension or UCD Group, for 253 for voice mail CO/ICM = Type of calls to be forwarded. 1=CO only, 2=Both CO and Intercom, 3=Intercom only. t = Time = After this time expires calls will be forwarded to the new destination. frmpswd = Extension password where calls are forwarded from		

Description

You may select from six different extension call forward options. Each option has a unique code which you may dial to enable or disable the selected forwarding option. Additionally, you may select to forward just intercom or CO Line calls or both Intercom and CO Line calls.

Busy - The Busy Call Forward will forward any call that is presented to the extension only while it is busy. No Answer calls will not be forwarded.

Direct (All Call) - Direct Call Forward will forward any call that rings at extension regardless of its current state (busy or no answer). The extension will receive a quick tone burst indicating that a call was forwarded.

External (Off Net) - External Call Forward will forward transferred CO Line calls to a remote destination such as a Cellular or home telephone number.

Follow Me (Remote) - Follow Me Forward allows an extension user to forward their telephone calls to a remote destination, within the system, from the remote destination. This will require the extension password.

Follow To (Preset) - Follow To Forward allows an extension user to forward their extension to a remote destination before going to the remote destination. This will require the extension password.

No Answer - No Answer Call Forward will forward a call that goes unanswered at an extension. If the extension is busy, and Busy Ring (Feature **# 2**) is enabled, you will hear a muted ring; if Busy Ring (Feature **# 2**) is disabled, the call will systemically ring, and then forward. See ["Busy Ring \(Allow/Deny\)" Page 21](#)

Default Settings:

N/A

Operation

Digital Speakerphone

1. Dial the Call Forward Code Feature **# 2**



2. Select **Direct** or **Busy** call forward, or next for more options:

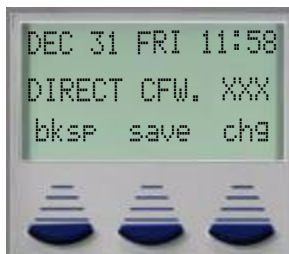


3. Select **n_ans**, **ext** (external - must be enabled in database programming) or **follow**:

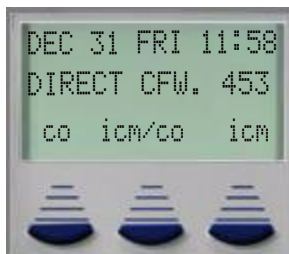


Direct Call Forward:

1. Select **Direct** to forward all calls:



2. Enter the destination, for example, voice mail would be 453, press save:



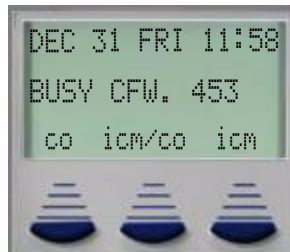
3. Select from **CO Line** calls, **Intercom** calls, or both **Intercom** and **CO Line** calls.

Busy Call Forward:

1. Select **BUSY** to forward all calls when the extension is busy:



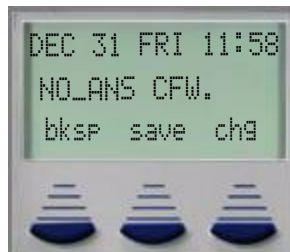
2. Enter the destination, for example, voice mail would be 453, press save:



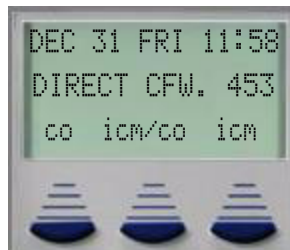
3. Select from CO Line calls, Intercom calls, or both Intercom and CO Line calls.

No Answer:

1. Select **NO_ANS** to No Answer to forward unanswered calls:



2. Enter the destination, for example, voice mail would be 453, press save:



3. Select from CO Line calls, Intercom calls, or both Intercom and CO Line calls.

4. Enter the time, in seconds (between 10 and 50) that an Intercom call should ring before it is sent to the forwarded destination:



5. Enter the time, in seconds (between 10 and 50) that a CO Line call should ring before it is sent to the forwarded destination:



6. the speaker button to exit the forward programming.

EXT - External (Off-net) - if enabled:

1. Select `ext` to external forward all transferred CO Line Calls:



2. Enter the telephone number to be dialed when a CO Line call is transferred to this extension:



4. Press save to complete the programming

Follow Me

1. Select follow to have call follow the user to another destination:

*Preset*

2. Select between Preset and Remote:



3. The Extension user selects *Preset* when programming forwarding a call from their extension to another destination:



4. Enter the destination, that the calls will be forwarded to:



5. Press Save to retain the programming.

OR

Remote

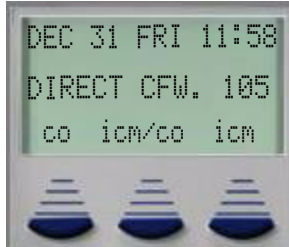
- The Extension user selects *remote* when forwarding from a remote extension to their present location. Select *del* to delete the currently programmed remote extension or set to set a location:



- Enter the extension number so that calls will follow you to this new location. Press *save*:



- If *set* is selected, the extension user can select from CO Line calls, Intercom calls, or both Intercom and CO Line calls



- Enter the extension password, of the extension to be forwarded:



- Select `del` to delete a currently programmed remote forwarding:

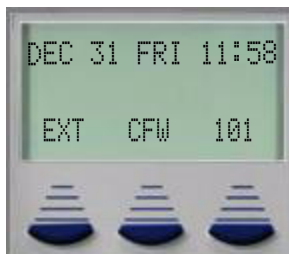


- Enter the extension password, of the extension to be deleted:



To Exit Extension Call Forwarding

- Press the soft button under `CFW`:



- Press the `del` key to delete/cancel any call forwarding.

Operational Notes

- All extension forwarding options, take precedence over any of the database forwarding options.
- Extensions that are call forwarded will receive stutter dial tone when accessing intercom dial tone
- Extension Call Forward (Feature 2) and Do Not Disturb can not be active at the same time.
- When an extension is call forwarded, the center of the display will have `CFW` and the status light bar will be lit solid.
- The third extension within a chain cannot forward their telephone. For example, if extension 102 forwards to 103, which is forward to 104, extension 104 cannot be forwarded.
- Follow me forwarding must be cancelled from the extension that initiated the forwarding option.

Call Park/Call Park Answer

Feature Code:

Digital Telephone: Feature 73 + Ext

SLT: #73 + Ext

Description

The Call Park/Call Park Answer feature allows you to 'Place' a call at any extension. It is also used to retrieve a parked call from any extension. You may park and retrieve calls by dialing the Call Park code Feature 73 or #73 followed by the extension number where the call is to be/has been parked.

Default Settings:

N/A

Operation

Parking a Call

1. While connected to an outside line call, press Feature 73 or press pre-programmed Feature/DSS Button designated as Call Park (if programmed).
2. Dial the extension number where this call is to be parked, or press the Feature/DSS Button of the extension where this call is to be parked.
3. The outside line call is parked at that extension.
4. Hang up the phone.

Call Park Answer

1. To retrieve or answer the parked call. While the phone is idle, press Feature 73 or press the pre-programmed Feature/DSS Button designated as Call Park.
2. Dial the extension number where this call is to be parked, or press the Feature/DSS Button of the extension where this call is parked. You are connected to the call.

Operational Notes

- Each telephone/extension has one personal extension number used to park one CO line call.
- From your telephone you can park a call at any active extension number.
- The Call Park feature code may be programmed on any Flexible Feature/DSS Button.
- Calls can be retrieved from any extension.

- Calls that are parked follow will recall when the "Transfer B" timer expires. At default the this timer is set to 60 seconds.

Call Pickup - Directed

Feature Code: Suffix Code Ext + *6

The * is only needed if the called extension is in hands free mode.

Description

When an extension is audibly ringing, another extension can pickup that call by dialing the extension number, when a busy signal is heard, dial the directed call pickup code 6 or *6 if the called extension is in hands free mode.

Default Settings:

N/A

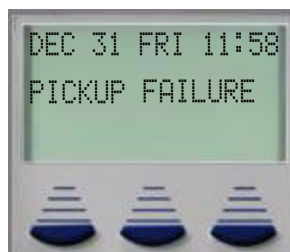
Operation

Options at a Digital Speakerphone

1. Dial the ringing Extension:



2. Dial the Directed Call Pickup Code, to connect to the ringing call:
3. If the pickup fails, there will be a double ring tone and the display will update:



Operational Notes

- The ringing telephone can not be busy, direct or external call forwarded. (Feature ②).
- The call must be audibly ringing when the Pickup code is dialed, or the pickup will fail.

Call Pickup Group

Feature Code: *①

Description

There are nine (9) Pickup Groups; all extensions are assigned to one of the nine groups. Any Extension within a Pickup Group can dial *① to pick up a ringing call within that group. It is important to know that the first ringing call or any call ringing in the group will be answered by dialing this code, so directed call pick up may be the better option.

Default Settings:

All Extensions are assigned to pickup group 1

Operation

1. When ringing is heard at another extension within the same pickup group, Dial *① to answer the ringing call.

Operational Notes

- If more than one call is ringing and the group call pickup code is dialed, the oldest ringing call within the group will be answered. Therefore, there is no way to guarantee which ringing call will be answered.

Caller ID

Feature Code: N/A

Description

The Caller ID feature requires a Caller ID (CID) service subscription from the telephone company. The system will receive Type 1 Caller ID (FSK) data from the telephone company on all outside lines and will display this data on the any ringing speakerphone and any ringing "Caller ID equipped" Single Line Device. Digital extension users may review the last fifty (50) calls which rang at their extension by pressing the center interactive button or using the navigation keys ([See "Navigation Keys" Page 1](#)).

Default Settings:

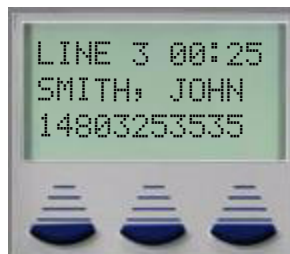
N/A

*Operation**Digital Speakerphone*

1. From an Idle telephone press the center interactive button, labled `cid`



2. All digital speakerphones, which are programmed to ring will be presented with caller ID. This requires a subscription to the telephone company's caller ID service. The display will update:



3. Use the navigation keys ([See "Navigation Keys" Page 1](#)), up or down to scroll through the list of calls.
4. Press the select navigation button or press a CO Line to dial the displayed telephone.

Operational Notes

- For proper operation the Local Area Code, in the database, must be programmed.
- If no name is delivered from the telephone line provider, the number only will be displayed.
- If Caller ID is not received in the correct sequence, no caller ID will be displayed.
- Any Digital Speakerphone, programmed to ring, will receive and be able to review the Caller ID Table.

Camp On (Extension)

Feature Code:

Digital Telephone: N/A

Analog Telephones: Dial the Extension + **4**

Description

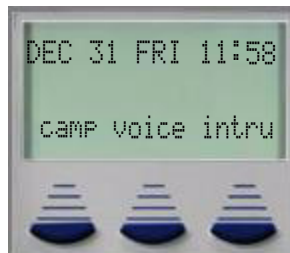
When calling an extension that is busy, you may select to use the Camp On feature. Camp on, sends an audible tone, which alerts the busy extension user that you are waiting to speak with them.

Default Settings:

N/A

Operation

1. Call a busy extension.
2. Press the softkey beneath `next`. The bottom line on the display changes to:



3. Press the softkey beneath `CAMP`. The user of the busy extension hears the Camp On alert tone and the display shows:



4. When the busy extension goes on hook or places the current call on hold, the extension will automatically begin ringing.

Operational Notes

- Extensions cannot receive more than one camp on at a time.
- While waiting for a busy extension the caller hears music, if equipped.

CO Line and SLT Flash

Feature Code:

Digital Telephone: Feature 3

Analog Extension: #3

Description

The Flash command is a rudimentary command used to request a feature, such as call waiting or 3 way calling, from the telephone line provider.

Default Settings:

N/A

Operation

1. While connected on a CO Line, a digital telephone can press Feature 3, a SLT can press the flash button or press the hook switch to flash the CO Line.
2. Dial whatever code is required by the CO line to activate the required feature.

Operational Notes

- The successful operation of the connected device features (PBX/Centrex®) is dependant upon proper operation of that product's features. Refer to the information provided with the connected equipment for more information.

CO Line Calling & I Use Indication

Feature Code: N/A

Description

CO Line calling is the placement of a telephone call on the Public Switched Telephone Network (PSTN). CO Line calling includes: dialing local, national long distance and international telephone numbers.

Placing a CO Line call can be done in several ways:

- CO Line Button
- CO Line Group Access Code
- CO Line Group Button
- Speed Dial

When you are using an intercom or CO line the associated lamp will light green and flash at a double wink rate at your telephone. This LED condition is referred to as I-Use Indication (the indication that you are using this CO Line.) DSS/BLF Lamps for the same CO Line that you are using will light steady at all other digital speakerphones.

Calls placed on CO Lines are checked against the CO line's and extensions' Class of Service (COS). Each call placed is verified against the toll restriction tables, which are used to create the extension's class of service. If the dialed number is allowed, the call will be placed, otherwise the call will be denied.

Default Settings:

All calls are allowed at all extensions

Operation

To access a CO Line:

- Dial 9 to access CO Lines in line group 1
- Press the CO Line button
- Dial the directory number of the desired CO line 700-719, 744-747
- Dial a Speed Dial location (500 - 549 or 600 - 699) that has a stored telephone number.

Operational Notes

- If a CO Line is busy when the access attempt is made, busy tone is heard. Digital Speakerphone have the option to press the **cbck** (call back) feature. When the CO line becomes available, the extension is alerted by a special ring tone, and the CO line is reserved for that extension. Press the **Reply** interactive button to access the line.
- Busy CO Lines may be queued for use. (See "[CO Line Queuing /Call Back](#)" Page 40)

CO Line Queuing /Call Back

Feature Code: N/A

Description

CO Line Queuing allows a user to request use of a busy CO line. When the CO Line goes idle (current user hangs up), that CO Line rings the user that queued the line. While the line is ringing

at the extension, it is unavailable for access by other users. If the extension that queued the CO Line does not respond to the queue callback within 8 seconds, the queue is cancelled and the line becomes available for other users.

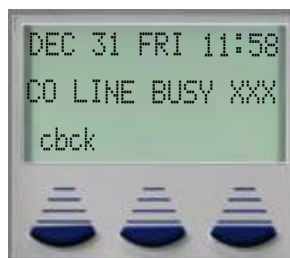
Default Settings:

N/A

Operation

Queue:

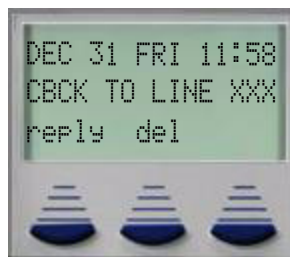
1. Press a CO Line that is busy or dial access to a CO Line Group (9, 700-719, 744-747). The display shows:



2. Press the softkey beneath *cbck*. The display shows: *CBCK TO LINE XXX* momentarily and then goes idle.

Queue Callback Answer

1. When the CO Line queued becomes idle, it will call back ring the extension. The display shows:



2. The user may lift the handset, press the speaker button to activate speakerphone or press the softkey beneath *reply* to answer the Queue Callback. The CO Line is ready to make a call. However, all toll restrictions remain in place.

Operational Notes

- The extension must have access to the CO Line, in database programming, to queue on a busy CO Line.

Conference

Feature Code:

Supervised: Feature **6 0**

Forced Release: Feature **7 4**

Private Talk: Feature **5 7**

Unsupervised: Feature **7 7**

Conference Room (Meet Me Conference): **8 6 0** - **8 6 7**

Description

There are three types of conference; supervised, unsupervised and conference rooms (meet me conference). The system can accommodate eight four-member conferences simultaneously. When the initiator of a conference remains on the call, it is considered a supervised conference. At any time the initiator can Force Release a participant by dialing the Forced Release code. To speak privately to an extension the initiator dial the Private Talk code. If the initiator dials the unsupervised conference code to release the call, the conference is considered an unsupervised conference, which is governed by a timer. A conference room is a directory location (dial code) where up to 4 internal or 4 external parties can meet by dialing a conference room number (860 - 867). Calls may be transferred from the auto attendant, but mailboxes must be created that match the dial codes (860-867).

Default Settings

All conferences are available for use by all extensions.

Only 2 CO lines may be conference at one time. In database programming this can be changed to 3 CO Lines.

As conference members are added, a tone is heard. This tone can be disabled in database programming.

Conference rooms and unsupervised conference calls are governed by a timer. When the timer expires, the conference is terminated. This timer may be extended by enter a code

Operation

Supervised and Unsupervised Conference

Up to 4 parties (one must be internal) can be joined in a conference by an internal party, known as the initiator.

1. Answer an incoming or place an out going call.
2. Push the hold button.
3. Place remaining calls.
4. Press the pre-programming conference button (Conf.) or dial the conference code Feature **60**. The display will update and show conferenced briefly



5. The display will update for the remainder of the conference:



5. To create an Unsupervised Conference, just dial Feature **77**, the display will update, and the calls are released:



Conference Room (Meet Me Conference)

1. Internal extensions dial **860** - **867**, CO line calls can be transferred directly into the conference room **860** - **867**:



Operational Notes

- A conference that uses analogCO Lines may experience a small volume loss.
- The conference rooms compensate for volume loss, allowing all parties to hear each other.
- The conference timer can be extended by dialing **0#**. The timer is extended by the length of the original time.
- The conference can be disconnected by dialing **0***.
- Digital Speakerphones can force a disconnect by pressing softkey beneath **Forced**, and to speak privately to a party, you may press **Private**.
- External calls, that are in a conference room cannot be placed on hold or transferred.
- Each time a conference is established, the conference tone is heard by all participants.
- Calls that are waiting to join a conference are on exclusive hold at the initiators extension.
- If the initiator exits the conference without dialing the unsupervised conference timer, another extension will become the conference controller.

Day, Night, Service Modes (Attendant Only)

[See "Night Mode/Active" Page 83](#)

Default Extension

Feature Code: Feature **69**

Description

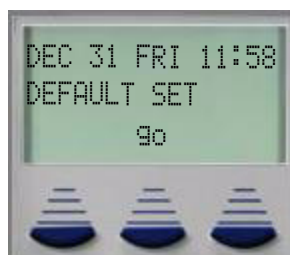
The Default extension parameter is used to clear all active settings at an extension (Call Forward, DND, etc.)

Default Settings:

N/A

Operation

1. Press Feature **69**.
2. The display shows the following screen to confirm the intention:



3. Press **☎** to invoke the operation.
4. A confirmation tone will be played.

Operational Notes

The following extension parameters are reset to the value shown:

LNR = empty

SNR = No Saved Number

Memo = No Saved Number

Telephone Lock = No

Auto Hold = No

Page Receive = Yes

Busy Ring = Yes

Auto Line Select = Null (none)

Hotline = NULL (none)

Dial Pad Confirmation / Toch Tone

Feature Code: Feature **# 1**

Description

Dial Pad Confirmation, or Touch Tone is a tactile response tone that confirms dial pad button operations. Whenever a dial pad button is pressed while this feature is enabled (default) a low-volume tone is emitted through the telephone speaker indicating that this dial pad button has been pressed.

This feature code allows the function to be disabled.

Default Settings:

At default the tone is on

Operation

1. While the telephone is idle, press Feature **#1**. You hear the confirmation tone and the display indicates the current status.



2. Momentarily the display returns to idle.

Operational Notes

N/A

Directory Numbers

Feature Code: N/A

Description:

The directory numbers are the numbers dialed to access extensions, CO Lines and features. The system comes with a default directory numbering plan, which is found in table 1.7.



TABLE 1.7 Default Directory Numbers

Number	Description of Default Directory Numbering
0	Operator Dial Code
9	Line Group 1
82	Account Code Entry
88	Least Cost Routing

TABLE 1.7 Default Directory Numbers

Number	Description of Default Directory Numbering
100	Modem Number
101 ~ 148	Digital Extension Numbers
181 ~ 188	SLT Extension Numbers
189 ~ 189	Flash Voice Mail Extension Numbers (8 ports)
189 ~ 200	Hard Drive Voice Mail Extension Numbers (12 Ports)
400 ~ 408	Paging Zones
409	Page All Extensions, All Tenants
410 ~ 417	Pickup Group
421 ~ 422	Background Music (external)
429	Loud Bell
430 ~ 452	UCD Group Numbers
453	Voice Mail Group Number
460	External Pager
500 ~ 549	Extension Speed Bin Numbers (Quantity Programmable)
600 ~ 699	System Speed Bin Numbers
700 ~ 747	CO Line Access (700~719, 744~747)
800 ~ 807	Line groups 2 - 8
850 ~ 879	Virtual Numbers (ringing assignment)
890 ~ 897	Conference Room (Meet Me Conference)

Distinctive Rining Extension

Feature Code: Feature #  

Description

Each extension user may select from one of 4 different distinctive ringing tones. This provides a means for denoting your extension's ringing from other ringing extensions. In addition, CO Lines can be programmed with their own distinctive ringing, which takes precedence over extension distinctive ringing. Therefore, a CO Line with a distinctive ring, will override the your selected ringing tone.

Default Settings:

Distinctive Ringing is set to 1. (Range is 1-4.)

Operation

1. Press the Distinctive Ringing Tone code Feature **#7**. The current Tone is heard and the setting displays:



2. Press the softkey beneath **chg** until the desired tone is heard and displayed.
3. The tone will play once and then stop.

Operational Notes

- CO Line – Distinctive Ringing overrides an extensions Distinctive Ringing setting.
- The Distinctive Ringing code may be programmed on any available Feature button.

Do Not Disturb (DND)

Feature Code: Feature **4**

Description

The Do Not Disturb (DND) feature blocks all incoming calls, which includes intercom calls, recalls and CO line calls from ringing at an extension. In addition, you may use the DND feature to force an intercom ringing call to the pre-programmed forwarded destination - this is referred to as Forced Intercom Call Forwarding. The Do Not Disturb feature can be activated while an extension is busy or idle. Extensions with a higher Class Of Service can override the active Do Not Disturb condition.

When Do Not Disturb is active, and the extension user goes off hook a special intercom stutter dial is heard. If one of the flexible buttons is programmed with Do Not Disturb, it will light whenever the feature is active. In addition, the status bar will be lit solid.

Default Settings:

Do Not Disturb - Not Active

Operation

Set Do Not Disturb

1. While your extension is idle (no other call activity), press Feature **4**. Do Not Disturb is activated, and the display momentarily shows:



2. When the display reverts back to idle condition, the set condition shows in the bottom row of the display:

Cancel Do Not Disturb

1. While your extension is idle (no other call activity), press Feature **4**.



2. Do Not Disturb is deactivated, and the display momentarily shows:



3. When the display reverts back to idle condition, Do Not Disturb is removed from the display.

Operational Notes

- An Extension can have either Do Not Disturb or Station Call Forwarding (See ["Call Forward \(Extension\)" Page 26](#)), but not both at the same time.

- At any time while your Digital Speakerphone is idle, you can immediately divert an incoming tone ringing intercom call to the attendant by using the Do Not Disturb feature – Forced Intercom Call Forward.
- Extensions with a DSS/BLF button of an extension that is in DND, the button will flash.
- The Do Not Disturb feature code can be programmed on a flexible programmable Button, which will light steady whenever Do Not Disturb is active.

Do Not Disturb (On Call)

Feature Code: Feature 4

Description

The On Call Do Not Disturb feature, allows you to block a ringing outside line while you are on a call. At the end of the call, you must remember to dial the DND code, Feature 4 to turn off the DND feature.

Default Settings:

N/A

Operation

1. While connected on a call, it is possible for an additional call to ring at the extension. To cancel ringing for additional calls, press a pre-programmed Feature/DSS Button designated as DO NOT DISTURB or press Feature 4.
2. Do Not Disturb (On Call) is activated.
3. DND must be disabled after the call, or the extension will remain in Do Not Disturb.

Operational Notes

- The Do Not Disturb (On Call) feature code may be programmed on a Feature/DSS Button.
- A Feature/DSS Button programmed for the Do Not Disturb code will flash at a fast rate while Do Not Disturb is active.

Do Not Disturb (Override)

Description

The Do Not Disturb – Override feature allows extensions with a more privileged Class of Service to override an extension that is in Do Not Disturb. Do Not Disturb - Override is available only if your extension has Intrusion privileges.

Default Settings:

N/A

Operation

Calling an Extension in Do Not Disturb

1. Place intercom call to the extension in Do Not Disturb. The Do Not Disturb tone is heard, the calling parties display updates and allows the DND override:



2. Press the softkey beneath `override`
3. The called extension begins to ring.

Operational Notes

- An extension in Do Not Disturb that has been overridden may invoke Forced Intercom Call Forward.
- The Do Not Disturb feature code may be programmed on a programmable flexible DSS Button.
- `Override` will not be visible to an extension that does not have Override capabilities.

Extension Feature Status

Feature Code: Feature # **8**

Description

The Extension Feature Status allows you to review the current status of features on your telephone.

1. Press Feature # **8** to review the following features:

TABLE 1.8 List of Features reviewed

Features	Features	Features
LNR :empty	Saved Number	Memo:No Saved Number
Telephone Lock:N	Auto Hold:N	Page Receive:Y
Busy Ring :Y	Hotline to :NULL	Position:X-XX-XX
Tenant Group:X	Pickup Group:X	Paging Group:X
Day COS :0	Night COS:0	Monitor COS:5
Warning Tone:N	Drop Call Out:N	Drop Call In:N
Intrus. Active:Y	Intrus. Accept:Y	Intrus. Tone:Y
ECF Operation:N	SMDR Output:Y	ICM Mode:UC-HF/PR/TN

Default Settings:

N/A

Operation

1. Press Feature # **8**
2. The display first shows the contents of LNR (Last Number Redial).
3. Use the right Interactive button next to advance through all of the various features.

Operational Notes

- The telephone must be idle.

Extension Password

Feature Code: Feature **9** **7**

Description

All extensions have an associated User Password which is used to activate/deactivate Phone Lock, Call Forward Remote and Attendant features. Valid passwords are four digits in length, ranging from 0000 to 9999.

Default Settings:

All extensions, with the exception of the Attendant, have the same default password, 0000. The Attendant's, which by default is extension 101, default password is 9999.

Operation

Change Your Password

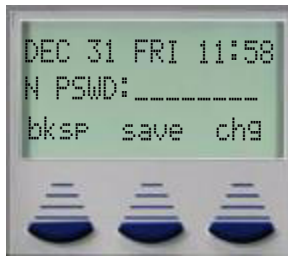
1. Press Feature **9** **7**



2. Enter the current password and then press **show**.



3. Press **PSWD**.



4. Enter the new password and then press **SAVE**.

Operational Notes

NOTE: The use of this feature will limit access to CO Lines, which includes blocking 911 calls.

External Paging

Feature Code: **4 6 0**

Description

The system provides one external one-way, dedicated paging interface, to connect a paging amplifier or multi-zone one-way page controller. The External Paging Zone may be accessed individually or with one or all eight (8) Internal Paging Zones as an All Call Page.

Operation

Any Extension on the system can dial the External Paging Code 820 to access the external paging unit.

Operational Notes

- A Pre-Amplified ancillary paging device is needed.
- The External Page access code may be programmed on any feature button.

Feature/DSS Button Reset

Feature Code: Feature **#58**

Description

This feature is used to reset all Feature/DSS Buttons to factory settings.

1. While the extension is idle, press Feature **#58**. The display prompts for the password:



2. Enter the extension password and then press **show**. The display prompts for confirmation:



3. Press **90** to complete the operation. A confirmation tone will be played.

Operational Notes

- This will default all of the programmed feature buttons back to factory default. The Code Feature **#3** is used to reprogram the buttons. (See "Flexible (Feature) button inquiry and programming" Page 57)
- Each Flexible (Programmable) button can be defaulted individually, by press either **dir** or **feat** and pressing **save**. The button will become unassigned.

Feature - Directory - Suffix Code Look-up

Feature Code: Feature **#5**

Description

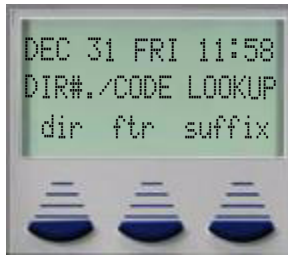
The Directory/Suffix Code Lookup feature is used to find the directory number, Feature Codes, and Suffix Codes required to operate system features.

Default Settings:

N/A

Operation

1. While the telephone is idle, press Feature **#5**. The display shows:





- a. Press `dir` to find a system Directory Number.
 - b. Press `ftr` to find a system Feature Access Code.
 - c. To find a Suffix Code, press `suffix`. The list displays digits dialed after system resource directory numbers.
2. Use the interactive buttons below `back` and `next` to navigate through the display categories.
 3. Use `hold` to return to a previous menu level.

Operational Notes

- When using a `DIR` feature, dial only the number given, there is no need to press the Feature button.
- When using a `feat` feature, remember to press the Feature button before dialing the listed code. The display will update and show `FTR CODE:F` plus the entered code number.
- The `suffix` code, is a code which is dialed after the telephone extension number.
- The codes are listed in numerical order.

Flexible (Feature) button inquiry and programming

Feature Code: Feature #  

Description

There are 18 flexible (programmable) feature buttons on the digital speakerphone, which can be programmed by the user, with the most used features. All flexible buttons have a dual color LED used to indicate the operational state (enabled or disabled) of the feature programmed on the button.

Any feature code can be programmed on one of these buttons. There are two categories of feature codes `Dir` and `feat`. A "Dir" feature code only requires the number to be programmed, whereas a "feat" feature requires that the feature key is pressed before dialing the intended feature code.

- When using a `feat` feature, remember to press the Feature button before dialing the listed code. The display will update and show `FTR CODE:F` plus the entered code number.

This code is also used to review the button programming. The following table shows how the digital speakerphone is programmed at default.

Default Settings:

Line 6	101
	102
Line 5	103
	104
Line 4	105
	106
Line 3	107
	108
Line 2	109
	110
Line 1	Record
	Voice Mail

Operation

Inquiry:

1. Press Feature **#3**. The display will show:



2. Press the Button to view its contents (code). For example, press the upper right button to view the extension 101, which is displayed for 3 seconds.



3. Press the softkey beneath **show**. The name/designation of the feature/directory number displays for 3 seconds.



4. Continue checking other buttons, for example press Line 1 to reveal 700. Continue to press other buttons to see what is programmed. Press the speaker button to exit the Button Inquiry feature.



Programming a Flexible (Feature) Button:

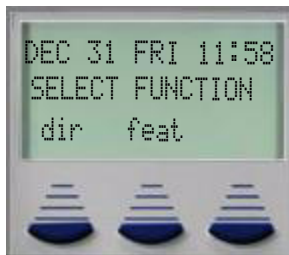
1. While the phone is idle, press Feature **# 3**. The display indicates that flexible (Feature) button programming mode, is active, and prompts for a key to be pressed:



2. Press the Flexible (Feature/DSS) Button to be programmed. The display will update, showing what is programmed under the button indicated. For example, if the upper right were pressed it would display:

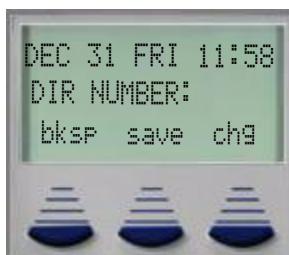


3. Press **ch9** the following will be displayed.



4. There are two programming categories, **Dir** and **feat**. "DIR" is a Dial Directory Code, which means it is just like dialing a number such as 101 for extension 101, or dialing 700 for CO Line 1; to dial a system speed bin location just dial 600 or 500 for a station speed dial bin. "feat" is a code that requires the "feature" button to operate correctly. Therefore, when programming a "feat" (feature), remember to start it with the "feat" button. For example, the entry to place DND on a button is feature **# 4**.

- a. To program a directory number, press **dir**.



- b. Enter the appropriate directory number and then press `save`. If the wrong code is entered, before saving it, simply press `bksp` and `chg` to re-enter the number.
- c. To program a feature code, press `feat`.



- d. Press the feature button.
 - e. Enter the feature code for example, enter feature **4** for DND and then press `save`.
5. Press another button to continue programming other Feature/DSS Buttons or press the speaker button to exit this programming.

Operational Notes

- If an invalid code is dialed an error tone is played and the Digital Speakerphone will display `CODE UNAVAILABLE`.
- A user can program a Flexible (Feature/DSS) button for a specific CO line, even if their access is restricted in database programming. However, if the user tries to access the line, it will be restricted as designed in database programming.
- When assigning a "feat." feature type on a button, remember to begin the entry with the "feature" button, followed by the feature code. For example, for DND, the entry is `f4` and not just `4`. Refer to the beginning of this chapter for valid feature codes (See "Feature Codes" on Page 3).
- A feature can only be assigned to one button. If a second button is created, the first button becomes an "Available Key".
- To clear, or un-assign, a button follow the programming steps, but press `save` without entering a code in the `DIR` or `feat` parameter.
- Buttons with no features programmed on them will display `AVAILABLE KEY`.

Forced Intercom (Call Forward)

Feature Code: Feature **4**

Description

Using the Forced Intercom-Call Forward feature, you may immediately forward a tone ringing intercom call to the attendant by pressing the Do Not Disturb button.

Default Settings:

N/A

Operation

1. When a telephone is set to Tone Ring, or the calling party presses the * key to convert a handsfree call to Tone Ringing, and another station is calling, the display shows:



2. Press Feature 4. The display shows:



3. Your telephone will stop ringing and the call will be sent to the programmed attendant.
4. The extension remains in Do Not Disturb mode until deactivated.

Operational Notes

- When Forced Intercom-Call Forward is activated, the calling party will be connected to the attendant as a standard intercom call.
- Forced Intercom Call Forward cannot be activated if another Extension Call Forward is already enabled.

Forced Intercom Tone Ring

Feature Code: *^{LOW}*

Description

Extension users can use the Forced Intercom Tone Ring feature to cause the called Extension to ring when initiating an intercom call. After a Voice Announce connection has been established, the calling party may convert the alert signal at that extension from Voice Announce to Tone Ring.

Additionally, extensions that are programmed to Tone Ring, can be converted to Privacy Mode using this same technique.

Default Settings:

N/A

Operation

1. Establish an intercom call to an extension in "Voice Announce" (Feature ^{LOW}9^{LOW}8) mode. The calling parties telephone will display:



2. Press *^{LOW}* to change the alert signal at the called extension from Voice Announce to Tone Ring. The calling parties telephone will display:



3. A Tone Ring alert signal is sent and continues at the called extension until it is answered or the call is forwarded to the preprogrammed destination. Prior to forwarding, the calling party can dial *^{LOW}* again to return to Voice Call Announce mode.

Operational Notes

- The Calling Extension may convert an extension that is programmed to ring from Ring Tone Mode to Privacy Mode, using the same method.
- To leave a Callback request at a called extension that doesn't answer, the alert signal must be set for Tone Ring.
- An Intercom call will not forward unless it is in Tone Ring mode.

Get Held Trunk (CO Line)

Feature Code: Feature 7*

Description

Get Held CO Line allows you to get the oldest held call at your extension. This allows a user, such as an attendant to answer several calls, place them on hold, and reconnected to them in the order that they were placed on hold.

Default Settings:

N/A

Operation

1. Answer each call
2. Place the calls on hold
3. Dial Feature 7* to pick up the oldest held call.
4. Take action on that call. Continue this procedure for all holding calls.

Operational Notes

N/A

Headset Mode

Feature Code to enable: Feature **9#**

Feature Code to disable: Feature ***9#**

Description

The Headset feature allows the user to toggle between speaker mode and headset mode. Press the speaker button once, from an idle telephone, to activate the headset, press it again to activate the speaker mode. Once enabled, the disable code Feature ***9#** must be dialed to deactivate headset mode. If Feature **9#** is programmed on a button, it will toggle the feature on and off.

Default Settings:

Headset mode is disabled by default

Operation

1. From an Idle extension dial Feature **9#** to enable headset mode or Feature ***9#** to disable headset mode.

Operational Notes

N/A

Hidden Codes (Dial Pad)

Feature Code: Feature **61**

Description

A four-digit intercom code may be stored for dialing by one-button operation. The Hidden Code also called Dial Pad feature must be programmed on a Flexible (Feature/DSS) button or it will not operate. This feature, simulates a user dialing the 4 digits, and can be used to store 4 digit codes, such as an account code or a voice mail password. For example, to use the hidden code feature, you may press your voice mail button, or dial Feature **64** to call the voice mail system. When the system answers, press the Hidden Code Feature Button to enter the 4 digit password.

Default Settings:

N/A

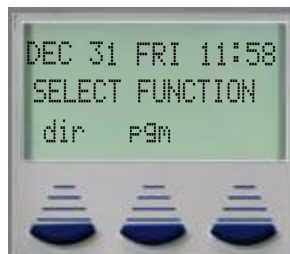
Operation

Storing the Code:

1. While the telephone is idle, using the Flexible Button programming procedure, Feature **#3**, then press the Flexible (feature) button which will store the hidden code.



2. Press the softkey beneath **ch9**.



3. Press the softkey beneath **feat**.



4. Press Feature **#61** + {the Four or less digit code to be stored}.
5. Press the softkey beneath **save**.
6. The speaker button to exit Feature/DSS button Programming.

Using the Hidden Code:


1. When the 4 digit code is need, press the preprogrammed button. For example, Press the VM button on the telephone. When the voice mail answers, press the Hidden Code button.
2. The stored code is dialed.

Operational Notes


- The Hidden Code feature can only be used when stored on a Flexible (Feature/DSS) button.

Hold

System Hold:

Feature Code to enable: 

Exclusive Hold:

Feature Code to enable: Feature 

Description

Intercom and CO Lines calls can be placed on either system or exclusive hold. When you press the Hold button, to place a call on hold, it will be placed on system hold. When you press the Feature key and then the hold button the call will be placed exclusive hold.

Calls on system hold are available to all other extensions within the system whereas calls placed on exclusive hold are only be available to the extension that placed the call on exclusive hold. Some features, such as conference automatically use exclusive hold.

Calls placed on either system or exclusive hold will recall after the recall timer expires. Once a call recalls, it is no longer considered "Exclusive", therefore, any extension within the system can answer the recalling line.



Default Settings:

N/A


Operation

1. While on an intercom or CO Line call.

System Hold:

2. Press the  button to place the call on system hold.
3. Press the  button again to pick up the same call at the same extension.
4. Other extensions within the system can press the flashing CO Line or Intercom button to pick up the held call.

Exclusive Hold:

2. Press the Feature and then the  button to place the call on exclusive hold.

3. Press the **HOLD** button again to pick up the same call at the same extension.
4. Other extensions within the system can press the flashing CO Line or Intercom button to pick up the held call.

Operational Notes

- Calls placed on hold will hear Music-on-Hold, if supplied.
- Extensions that place calls on hold will receive an audible tone, to remind them that a call is on hold.
- If a call remains on hold until the "Hold Reminder" timer expires again, it will begin recalling. If the call goes unanswered, after the "Hold Reminder" timer expires again, the call will be disconnected.

Holding Call Answer

Feature Code: **HOLD**

Description

The Holding Call Answer feature allows extension users to place a call on hold and retrieve the call by pressing the **HOLD** button. When multiple calls are holding at an extension, Holding Call Answer will access the outside line that was placed on hold last.

Holding Call Answer works for all outside lines. It is possible to handle calls that do not appear (no button) at an extension via Holding Call Answer.

Default Settings:

N/A

Operation

1. When one or multiple calls are holding at your extension, press **HOLD**. The call that was on hold the longest will be connected.
2. Press **HOLD** again to place this call on hold.
3. Press **HOLD** again to answer the next oldest holding call.
4. Repeat as required for any calls on hold. (From your extension)

Operational Notes

- Holding Call Answer will also operate for intercom calls placed on hold.

- If the person on hold hangs up, the system will automatically disconnect that call.

Hot Key (Dial Pad) Enable/Disable

Feature Code: Feature #6

Description

Hot Key also called Hot Dial Pad, enables you to dial a number without going off hook or pressing the Speaker button. Once the call connects, begin conversing or just pick up the handset to speak privately. When Hot Key is disabled (See "Hot Key (Dial Pad) Enable/Disable" on Page 68), the user must go off hook or press the speaker button before beginning a call.

Default Settings:

Hot Key enabled

Operation

Disable Hot Key Pad:

While the telephone is idle, press Feature #6. The display will momentarily show the feature status as follows:



Hot Key Pad Enable:

While the telephone is idle, press Feature #6. The display will momentarily show the feature status as follows:



Operational Notes

- Only the key pad, numbers between 0 and #, are disabled. All other buttons on the telephone continue to work.
- Disabling this feature may stop extensions from calling other extensions within the system, if auto line select is programmed (See "Automatic Line Select" on Page 17).

Hot Line

Feature Code: Feature **9***

Description

The Hot Line feature - also called Off hook Preference or Prime Line Pickup - allows the user to access an extension or Speed Dial Directory number simply by going off hook. Hot line can be immediate or have a delay of up to 10 seconds. If a call is ringing at the extension, the ringing call will be answered when the extension user lifts the handset or pressing the speaker button.

Default Settings:

Hot line is disabled.

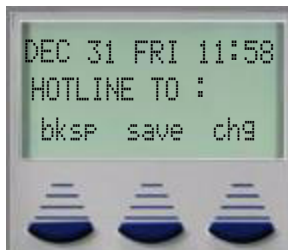
Operation

Setup:

1. While the telephone is idle, press Feature **9***



2. Press **ch9** (Press save to delete a currently active Hot Line):



3. Enter the speed dial directory number or extension number to which this extension is to be connected when the phone goes off hook. Then press **save**:



4. Select if this destination is to be immediate or delayed.
 - a. If you select **immediate**, you hear a confirmation tone and the function is invoked.
 - b. If you select **delay**:



- 1) Press **chg** until the appropriate delay time (in seconds) displays.



Invoke Hotline:

1. While the telephone is idle, lift the handset or press the speaker button. A call is placed to the selected destination either immediately or after the delay time.
2. Hang up to finish the call.

Operational Notes

- If delay mode is selected other calls can be placed during the delay period.
- If a call is ringing the extension, the ringing call will be answer when the handset is lifted, or the speaker button is pressed. There is no way to disable the answer feature.
- The Hotline feature code Feature **9*** can be programmed on an available Feature/DSS Button.
- An intercom button may be placed on the extension to by pass this hot line feature. (See ["Intercom Key \(Intercom Calling\)" Page 71](#))

Intercom Key (Intercom Calling)

Feature Code: Feature  

Description

An Intercom key is used as a “pathway” to the system’s intercom features. In addition, it is used to bypass features such as hot line and auto line select.



Operation

This feature, requires a button, and will light whenever the extension is off hook on an intercom call. (See “Flexible (Feature) button inquiry and programming” Page 57 to program the button)

Operational Notes

- When using some features, such as auto line select or hot line, an intercom key is required to make intercom calls.

Intercom Mode/ Voice Announce (HF/Tone)

Feature Code: Feature  

Description

Any Digital Speakerphone may receive intercom calls in one of three ways:

- Voice Announce Hands-free reply mode
- Voice Announce Privacy Mode
- Tone Ringing Mode

Voice announce Hands free

This allows users to call each other and converse hands-free. The calling party presses the DSS/BLF button or dials the extension number (101~147) and the receiving party will hear an alert tone. At the completion of the alert tone, the parties may converse. To have a private conversation, simply lift the handset.

Voice announce Private mode

This is very similar to the voice announce hands-free, except the called party’s mute button automatically activates, stopping the calling party from hearing any of the conversation in the called parties office. The calling party presses the DSS/BLF button or dials the extension number (101~147) and the receiving party will hear an alert tone. The calling party will can be heard, but the called party cannot be heard unit their mute button is pressed, or they lift the handset.

Tone Ring Mode

When an extension, in tone ring mode is called, it will ring at the intercom ring cadence as defined by the Distinctive ring setting. See "Distinctive Ringing Extension" Page 47. The called party will have to answer the ringing call by pressing the speaker button or lifting the handset.

TABLE 1.9: Extension behavior in these mode

Mode	Momentary Confirmation	Confirmation Tone Heard	Status Bar (when intercom call rec'd)
Voice Announce – Handsfree	VA-HF MODE	single burst tone	The status bar and speaker button are lit solid.
Voice Announce – Private	VA-PRIVACYMODE	single burst tone	The status bar, speaker button and Mute buttons are lit solid .
Tone Ring Mode	TONE RING MODE	Intercom ring cadence is heard	The status bar and speaker button are both flashing.

Default Settings:

All Digital Speakerphones that are set to Voice Announce – Hands-free mode.

Operation

Setup

1. While the extension is idle, press Feature **98**. A confirmation tone is heard and the display indicates the new mode set:





2. Press Feature **9****8** again to advance through each of the available modes.

Receiving a Call in VA-HF Mode:

1. When your extension is idle, you will be alerted of an intercom call by one tone burst. The voice connection is then established immediately and you may converse via the speakerphone.

Receiving a Call in VA-Privacy Mode:

1. When your extension is idle, you will be alerted of an intercom call by one tone burst. The voice connection is then established immediately, but the Mute function activated. The Called party can hear the calling extensions' voice announcement over the speaker, but the microphone in telephone is temporarily disabled.
2. The called extension user can:
 - a. Lift the handset for privacy.
 - b. Press the mute button to deactivate the "Mute" feature and speak with the calling party over the speakerphone.

Receiving a Call in Tone Mode:


1. When your extension is idle, you will be alerted of an intercom call by a double-burst tone which is repeated until you respond or until the call follows a Call Forward route.
2. If you dial an extension that is in "Tone Ring" mode and you press the ***67** key the called extension switches from "Tone Ring" Mode to Voice Announce Privacy mode. The called party then follows the VA-Privacy Mode Parameters.
3. The extension user can:
 - a. Press the speaker button or Lift the handset for privacy.

Operational Notes

- During Tone Ring, the LED associated with the **MUTE** button will flash.
- If a DSS button has been programmed with the Intercom Mode Selection Code (Feature **9****8**) the LED associated to that button will indicate the current mode selection as follows:
- Voice Announce – Hands-free, LED will light steady green.

- Voice Announce – Privacy, LED will light steady Blue.
- Tone Ring Mode - LED will not light
- The attendant and alternate attendant always ring regardless of the Intercom Mode.

Intrusion

Feature Code: Ext + 

Description


If granted in programming, the Intrusion feature allows an extension user to enter into an existing conversation by dialing a code or pressing a preprogrammed button. Intrusion can be initiated on either a busy CO Line or a busy extension.

Default Settings:


At default no extensions are granted the ability to intrude on conversations.

Operation

Intruding on an Extension:

1. Dial a busy extension or press the preprogrammed DSS/BLF button.
2. When you hear the busy signal, dial the Intrusion (suffix code)  or press the preprogrammed feature button.

Intruding on a CO Line:

1. Dial a busy extension or press the preprogrammed DSS/BLF button.
2. When you hear the busy signal, dial the intrusion (suffix code)  or press the preprogrammed feature button.

Operational Notes

- Extension's (Day - 01-Ext-05, Night - 01-Ext-06) and/or CO Line's (Day - 02-ccc-04, Night - 02-ccc-05) Class of Service (COS) determines if an extension can receive an Intrusion. (where ccc = CO Line number 700 - 752)
- By Default, no extensions can receive an intrusion.
- All parties can hear the extension user that intrudes on a conversation.
- An extension that is Direct or Busy Call Forwarded, cannot be intruded.
- The attendant cannot be intruded upon.

Last Number Redial

Feature Code: Feature **8**

Description

The Last Number Redial (LNR) feature, automatically dials the last telephone number that you dialed up to sixteen (16) digits in length. You may choose a specific outside line by first pressing the desired outside line button or allow the LNR to automatically select the CO Line.

Default Settings:

N/A

Operation

Choose an Outside Line First:

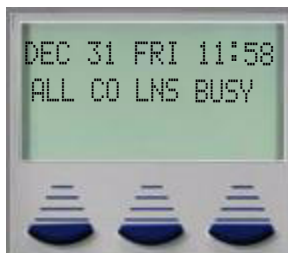
1. Press an outside line button.
2. Press Feature **8**

Automatically Select an Outside Line:

1. Press Feature **8**

Operational Notes

- Last Number Redial works only for CO Line calls.
- The LNR feature code can be programmed on a Feature/DSS Button.
- LNR will redial dial a speed dial number, and any subsequent manually dialed digits.
- In the event that all CO lines are busy you will hear busy tone and the telephone will display:



- If the Last Number Redial memory is empty the extension user will hear error tone and the telephone will display:



Loud Bell (Optional)

1

Loud Bell (Optional)

Feature Code: **4** **2** **9**

Description

The system comes equipped with one dry contact closure which can be connected to a customer provided loud bell or strob light device. Any or all CO Line groups can be programmed to active the loud bell closure when they are assigned to ring. The loud bell closure will follow the ring cadence of the CO line group. The contact closure must not exceed 24 V DC, .5 Amps.

NOTE!

CAUTION!

THE USE OF AC CURRENT WILL DAMAGE THIS CONTACT

Default Settings:

N/A

Operation

1. The loud bell can also be activated by dialing **4** **2** **9**.

Memo (Note Pad)

Feature Code: Feature **5** *****

Description

The Memo (Note) Pad feature enables you to enter a telephone number, while on a call, for later use.

Default Settings:

NA

Operation

1. While connected to an outside line, press the pre-programmed Feature/DSS Button designated as Memo (Note) Pad or press Feature **5***.



2. Using the dial-pad, enter the number to be stored and then press the softkey beneath **save**. Only the user will hear the confirmation tone and the display returns to the outside line connected status.

Dialing the Number Stored in Your Memo (Note) Pad

1. While the telephone is idle, press Feature **5*** or press the desired CO Line button, then press Feature **5***.

Operational Notes

- The feature code Feature **5*** can be programmed as a Feature/DSS Button.
- Only 1 16 digit telephone number can be stored using the Memo (note) Pad feature.
- The stored number remains until it is replaced with a new number.

Message Waiting*Feature Code:* Feature **96***Feature Code (suffix Code):* Ext + **9***Description*

The message waiting feature, which is similar to Text Messaging is used to alert an extension (busy or idle) of a message. There are several preprogrammed messages and one that you can custom at the time it is sent.

Default Settings:

NA

Operation

Leaving a message for a busy extension:

1. Dial an extension number, the display will update:



2. The display will update, revealing three choices:



3. Press the softkey beneath `callme` to leave a "call me" message waiting indication:



- Press **PRF**, select **chg** to customize a message or next to scroll through the preprogrammed text messages; Empty, Call Operator, Call Home, Call School, Visitor Waiting, Urgent, Come See me, Press send to send the selected message:



- The receiving extension will display:

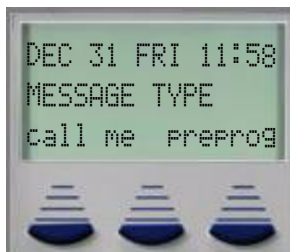


Leaving a message at an idle telephone:

- An extension user can, from an idle phone, send a message to a station without calling the station first. From the idle phone dial Feature **96**:



- Enter the desired extension number 101 - 148, and press **save**:



- Follow from above, step 2

Operational Notes

- A maximum of forty, station-to-station messages (not including voice mail) can be supported by the system at one time.
- Empty - can be customized, for one time use, at the time it is sent.

Messages (Text Message)

Feature Code to Enable: Feature 9 0

Feature Code to Enable: Feature * 9 0

Description

You may update your display, using the Messages (Text Message) also called Premises Messages, giving calling parties an indication of your current status. There are six preprogrammed messages and one that you can customize at the time you use it. The following messages are available for use: Out for Lunch, Will return soon, Gone for the day, In a meeting, Out of office, On vacation, and Empty. After the appropriate message is stored, everyone who calls your extension will receive the saved message in their display.

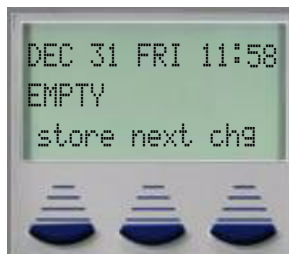
Default Settings:

NA

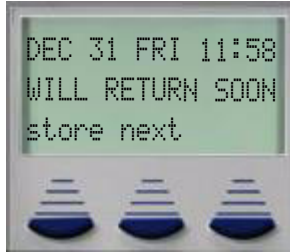
Operation

Digital Speakerphone:

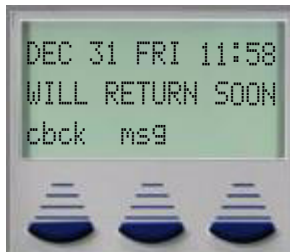
1. Dial the Messages, text message Code Feature 9 0:



- Press `chg` to customize a message, or press `next` to scroll through the other six choices, press `store` to select the desired message:.



- Once selected, any extension calling, will receive the saved message in their display:



Operational Notes

- The attendant and alternate attendant telephone will not show the saved message.
- The saved message remains until a new message is stored or until the delete code Feature ***90** is dialed.
- If programmed on a button, the button will toggle on, allowing you to select a new message and toggle off, deleting the message.

Monitor (Extension)

Feature Code: Suffix Code EXT + **1**

Description

When granted in programming, an extension user can monitor an existing conversation by dialing a code or pressing a flexible button. A busy extension can only be monitored by an authorized extension.

Default Settings:

At default extensions cannot monitor each other.

Operation

Monitoring an Extension:

1. Dial a busy extension or press the preprogrammed DSS/BLF button.
2. At the busy signal, dial the Monitor (suffix code) **1** or press the preprogrammed feature button.

Operational Notes

- At Default, no extensions can be monitored.
- An extension that is monitoring another extension may press their mute key to intrude, join, in the existing conversation. Otherwise, none of the parties should be able hear an extension in monitor mode.
- An extension that has an intercom key, or that is Direct or Busy Call Forwarded, cannot be monitored.
- The attendant and alternate attendants cannot be monitored.
- A slight volume change may be noticeable when an extension is monitoring a conversation.

Mute

1

Mute

Description

Press the Mute button during a conversation to temporarily suspend the transmit of the microphone. This makes it possible to have a private conversation.

Default Settings:

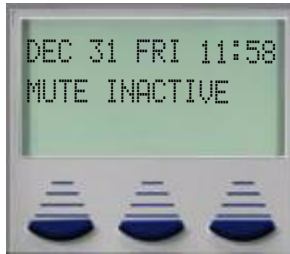
Mute is one of the fixed buttons, and it is inactive.

Operation

1. While connected to any call, press the **MUTE** button. The display momentarily shows:



- Press Mute again to cancel. The display momentarily shows:



Operational Notes

- When mute is active the LED and the status bar are lit solid.

Night Mode/Active

Feature Code: Feature **6** **3**

Description

The attendant extension can select between Day, Night and Timed modes. These modes are designed to accommodate special ringing requirements for Day and Night. Timed mode is used to automatically switch between Day and Night modes. If the system is put into Day or Night modes, the system will remain in that mode until is it placed into another mode or put back into timed mode.

Default Settings:

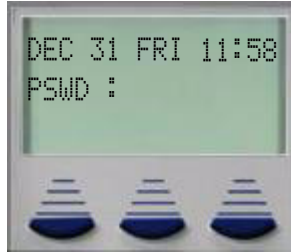
The system is in Day mode. The time switching settings, which control the "timed" mode is set from 9:00 am to 6:00 pm Monday through Friday. The system remains in night mode on the weekends.

Operation

Change Service Mode

- At the attendant or alternate attendant extension:

- a. Press the Feature/DSS button programmed with the Service Mode feature code or enter the feature code Feature **63**. The following will be displayed.



- b. Enter the attendant extension password (Default password is 9999).
2. The Service Mode is advanced to the next mode.
3. Repeat until the appropriate mode of service displays.

Operational Notes

- Although noon is a setting, it is currently not functional
- Once the system is placed into a specific mode, it will remain in that mode until it is placed into another mode.
- Only the attendant and alternate attendant can reset the system's mode.
- This feature requires the attendant's password.

On-Hook Dialing

Feature Code: Speaker Button

Description

Using the Hot Key Pad, an extension user can make telephone calls using On-Hook Dialing. This means that the user does not have to pick up the handset or press the speaker button before dialing a number. This feature will not work if hot key is disabled. (See ["Hot Key \(Dial Pad\) Enable/Disable" Page 68](#))

Default Settings:

N/A

Operation

1. Dial any extension number directly from the keypad without lifting the handset. The Hotkey feature must be active.

Or...

2. Press any outside line button, or dial **9**, to dial without lifting the handset.
3. When Hot Key is disabled, press the speaker button, dial **9**, or press an idle outside line button then dial without lifting the handset.

Operational Notes

N/A

One Touch Record

Feature Code: Feature **67**

Description

With a Hard Drive or Flash voice mail system, extension users can press one button and record the current conversation. This One Touch Record (Record on the Fly) feature can be used to record internal or external calls.

Default Settings:

All extensions may use one touch record


Operation

1. While connected to a call, press the preprogrammed One Touch Record button. The display momentarily shows:



2. When the recording session is established the display will update and display:



3. The conversation will be recorded. To stop recording, press the  button, the One Touch Record button or simply hang up. However, it is also possible to reach the maximum record length for the individual mailbox. Depending on the voice mail, once the recording length is exceeded, a message prompt may play.

Operational Notes

- One Touch Record requires a voice mail system.
- Placing the call on hold will end the recording.
- Extensions must be granted access to the One Touch Record feature.

Page All - Tenant Group 1

Feature Code:   

Description

Using the dial code 400, extension users may page all valid extensions within tenant group 1.

Default Settings:

N/A

Operation

1. From an idle extension dial the directory code   :



2. Make the page announcement and hang up or wait for a meet me page connection. ([See "Page - Meet Me" Page 90](#))

Operational Notes

- Only idle extensions will receive the page.
- To stop receiving pages, extensions may select to deny paging. ([See "Page Allow/Deny" Page 87](#))

Page All Tenants, All Extensions

Feature Code: **4 0 9**

Description

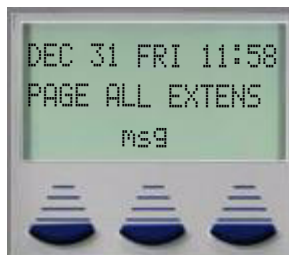
The system can be programmed with up to three tenant groups. Therefore, the Page All Tenants, all Extensions (Directory code **4 0 9**) was added to allow one extension a way to page all of the tenant groups and all of the valid (idle) extensions connected to the system.

Default Settings:

N/A

Operation

1. From an Idle extension dial the directory code **4 0 9**:



2. Make the page announcement and hang up or wait for a meet me page connection. (See ["Page - Meet Me" Page 90](#))

Operational Notes

- Only idle extensions will receive the page.
- To stop receiving pages, extensions may select to deny paging. (See ["Page Allow/Deny" Page 87](#))

Page Allow/Deny

Feature Code: Feature **# 9**

Description

Page Allow/Deny allows extension users can select to, or not to, receive a page.

Default Settings:

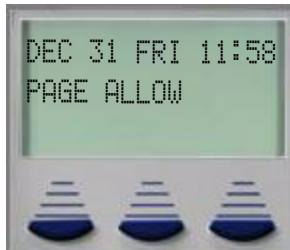
By default all extensions will receive a page.

Operation

1. From an Idle extension dial Feature **#*9** the display will temporarily update:



2. From an Idle extension dial Feature **#*9** the display will temporarily update:



Operational Notes

- Extensions with page deny active will not receive any pages.
- Meet me page is available even if page deny is active.

Page Groups

Feature Code: Dial Code **401** to **408**

Description

All extensions are assigned to one of eight Page Groups. The page groups' last number corresponds to the desired page group.

TABLE 1.10 Page groups and dial codes.

Page Group	Dial Code
1	401
2	402
3	403
4	404
5	405
6	406
7	407
8	408

Default Settings:

At default all extensions are in group 1 dial code 401.

Operation

- From an Idle extension dial **401** to **408** the display will temporarily update (where xxx = page group):



- Make the page announcement and hang up or wait for a meet me page connection. (See ["Page - Meet Me" Page 90](#))

Operational Notes

- Only idle extensions will receive the page.

- To stop receiving pages, extensions may select to deny paging. (See "Page Allow/Deny" Page 87)

Page - Meet Me

Feature Code: Feature **5** **9**

Description

Any internal or external page announcement can be answered using the Meet Me Page code. After hearing a page announcement, dial the Meet Me Page code from any telephone and be connected to the paging extension.

Default Settings:

N/A

Operation

1. While a page is currently in progress, the telephone displays:



2. Press Feature **5** **9**. The display shows:



Operational Notes

- A page may be answered at any telephone using the Meet Me Page code, even if the page announcement is not heard over the telephone speaker.
- The page may be any zone page or all page.

- The Meet Me Page code may be programmed on any Feature/DSS Button.

Pause

Feature Code: Feature **7 0**

Description

Pause Insertion is used to generate an intentional delay in dialing on outgoing CO line calls. A pause or a combination of pauses may be stored in the Speed Dial bins to allow timed access to special services, while allowing the extension user to monitor the progress of the call. For example, it may be desirable to disable telephone line provided feature such as caller ID on an outbound call. Therefore, you would want to place a pause after the code, but before the number, such as ***72*709135992583** the display will show ***72P9135992583**.

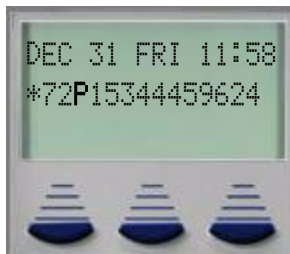
A pause will appear as **P** on a Digital Speakerphone display.

Default Settings:

N/A

Operation

- To enter a Pause in a Speed Dial Bin, press Feature **7 0**, a **P** will appear in the display.:



Operational Notes

N/A

Phantom Lines / Virtual Numbers

Feature Code: Dial Code 850 - 879

Description

Phantom Lines are software resources, that can be assigned to a button, allowing that button to become the Phantom Line. Both CO lines and intercom calls can be routed to a Phantom Line (Virtual Number). These lines can be accessed by any extension that has a button appearance of that Phantom Line.

Phantom Lines do not audibly ring! A Phantom Line will flashing rapidly indicating that a call is "ringing" on that line.

Using Phantom Lines:

- Phantom lines can be used to alert multiple extension of an incoming call. All extensions with a Phantom Line button will receive a visual, but no audible indication.
- When integrated with a hard drive voice mail system Phantom Lines can be used to activate an over head page for an incoming calls. Only extensions with the Phantom Line (Virtual Number) button, will be able to pick up the call.

Default Settings:

Dial codes: 850 - 879

Operation

Programming a Phantom Line

1. To activate a phantom line, it must be programmed on a Flexible (Feature) button. If the number is not programmed on a button, when dialed, the user will get error tone and **OUT OF SERVICE** will be displayed.

Placing a Call Using Phantom Line

1. While idle, dial the Phantom Line number (lift the handset if you want a private conversation.)
2. The Phantom Line called will begin to rapidly flash at the extensions where the dialed Phantom Line appears.

Transferring a Call to a Phantom Line



1. While connected (intercom or CO Line), press the Transfer button.
2. Dial the Phantom Line number.
3. Hang up to complete the transfer.

- The Phantom Line called will begin to rapidly flash at the extensions where this Phantom Line appears.

Operational Notes

- Phantom Lines must be programmed onto Feature/DSS buttons to operate.
- If no appearance of the Phantom Line exists in the system, the user attempting to dial or transfer a call to the Phantom Line will receive error tone and see the message `OUT OF SERVICE` in the display.
- If the phantom line only appears at the extension dialing the number, the telephone will give a double beep, and the display will show `YOUR VIRTUAL #`.

Phone Lock / Unlock

Feature Code: Feature  

Description

To prevent unauthorized calls from an extension, an extension user may select to lock their telephone. Each extension is assigned a 4-digit password which is required to lock and unlock the telephone.

PHONE LOCK, WHEN ENABLED, WILL BLOCK ALL EXTERNAL CALLS INCLUDING 911! CAUTION SHOULD BE USED WHEN ENABLING THIS FEATURE.

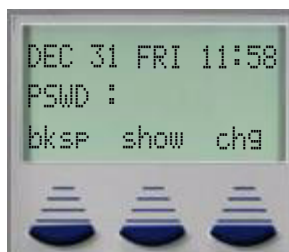
Default Settings:

All phones are unlocked at default.

Operation

To Lock a Telephone

- Press Feature  



2. Enter the current password (The factory default for extension 101 is "9999", for all other extensions the default password is "0000") and then press **show**.



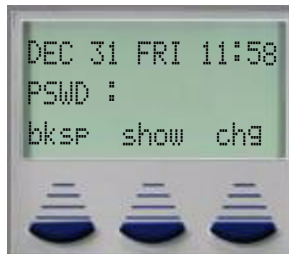
3. Press **yes**.



4. No outside line calls can be made at this extension.

To Unlock a Telephone

1. Press Feature **9 7**.



2. Enter the current password and then press **show**.



3. Press **n0**.



4. Outside line calls can now be made at this extension.

Operational Notes

- When an extension is locked, it can only make intercom calls. However, the extension can still answer and retrieve calls on hold, while it is locked.
- If someone tries to make a CO line call from a locked telephone, they will hear error tone and the display will show **PHONE LOCKED**.
- The Phone Lock feature code can be programmed on a Feature/DSS Button.

Pickup Groups

Feature Code: Directory Code **4 1 0** - **4 1 7**

Description

The system provides eight (8) Extension Pick Up Groups, per Tenant Group, for partitioning the system into separate departments. Each group can pick up a ringing call by dialing the Group Call Pickup Code (Ext + *****). However, occasionally it is necessary to pick up calls that are not in the same pickup group. The system allows extension users from other groups to dial the directed call pickup code (Ext + **6**), to pick up an audibly ringing call from another group. (See "Call Pickup - Directed" Page 35)

Default Settings:

All Extensions are in Pickup Group 1. The following is a list of pickup groups and their default dial codes.

TABLE 1.11 Pickup Groups

Pickup Group	Dial Code
1	410
2	411
3	412
4	413
5	414

TABLE 1.11 Pickup Groups

Pickup Group	Dial Code
6	415
7	416
8	417

Operation

1. Each ringing call, within a group can be picked up by an extension, within the same group by dialing the pick up code (Ext + *).

Operational Notes

- The telephone must be audibly ringing or the pickup will fail and display telephones will say PICKUP FAILURE.

Pulse to DTMF Conversion

Feature Code: *

Description

When the system is connected to Dial Pulse (Rotary) outside CO line, the extension user may manually force the system to send DTMF tones, when accessing a DTMF driven service, such as a voice mail or IVR system.

Default Settings:

All CO Lines are set to Tone Signaling mode.

Operation

1. Access an outside CO line (Pulse Dialing) and dial any number.
2. After the call is connected, press *.
3. All digits dialed after this code will be sent in DTMF (Touch Tone[®]).

Operational Notes

- The dialing conversion can only be from pulse mode to DTMF mode. You cannot go from DTMF to pulse.

Recall

Feature Code: N/A

Description

There are two types of recall timers, transfer and hold. These timers are in the system to ensure that calls that are placed or being transferred are not forgotten. When the timer, transfer or hold, expires the call will ring at the extension that placed the call on hold or began the transfer. These timers are adjustable.

- Hold Reminder Time: default set to 60 seconds.
- Exclusive Hold Time: default set to 3 minutes
- Transfer Internal Recall: default set to 30 seconds
- Transfer CO Line Recall: default set to 60 seconds
- SLT Hold Recall: default set to 1 minute
- EKT Hold Recall: default set to 1 minute

Default Settings:

N/A

Operation

1. When calls are placed on hold or in the middle of being transferred, and the timer expires, the call will "recall ring" at the extension that placed it in that state.
2. While a CO line recalls the initiator, the initiator or any extension (with normal access of that CO Line) may answer the recall ringing line.

Operational Notes

- Recalling CO Lines will follow Call Forward destination settings of the extension that placed the call on hold transfer.
- Recalls will ring the attendant but not the Alternate Attendant extension.
- When a holding or transferred call begins to recall, the outside party will hear transfer ring-back tone.
- During recall, the CO line returns to System Hold allowing any extension with normal CO line receive privileges to retrieve the recalling line.
- If the call goes unanswered by the extension, the call will begin ringing at the attendant. If the timer expires again, the call will be disconnected.

Release Key

Feature Code: Feature **5** **2**

Description

The Release Key, sometimes called a Clear key is used to cancel or complete any current action, bring it back to idle, without hanging up the handset.

Default Settings:

No Release Key is programmed on the telephone Feature/DSS Buttons.

Operation

N/A

Operational Notes

- Release Key must be programmed on a Feature/DSS Button to operate.
- Release Key will disconnect calls in progress.

Room Status (Hotel/Motel Feature)

Feature Code: Feature **7** **#**

Description

The System comes equipped with basic hotel/motel features. Once enabled, the Attendant or Alternate Attendant can dial the feature code and update the Room's Status; Check In, Check Out, and Clean. The LED associated with the flexible buttons on a DSS Console will change color to indicate the current status of each room. A room that is "Checked In" will not light the LED. When the room is "Checked Out" the LED is lit, and flash slowly. When the room status is updated to "Clean" the LED will be lit solid green. This visual indication is only available on a DSS Console.

***NOTE:** Before any extension is able to make a CO Line call that extension, even administrative extensions, must be checked In.*

Default Settings:

The Hotel/Motel feature is disabled

All extensions are checked out.

Operation

1. The Attendant or Alternate Attendant dials the feature code Feature **7#**.



2. Enter the Attendant Password or Alternate Attendant Password and then press **show**.



3. Enter the Extension Number to be modified - Checked In, Out or identified as Clean, and then press **show**.



4. Select the action to be taken - Checked In, Out or Clean - A confirmation tone is heard.



5. Enter the **next** extension number to be modified, or the speaker button to exit programming.

Operational Notes

- Only the Attendant and the Alternate Attendant extensions can change a Room Status.
- Any Extension, even the Administrative extensions, must be "Checked In" to make local or long distance telephone calls.
- No Extensions, even Administrative extensions, will be able to make Central Office calls - including 911 - until they are "Check In".
- When an extension is checked out, it will not have access to any CO Lines, therefore, it will not be able to dial 911.

Reminder Tones

Feature Code: N/A

Description

A specific interruption in intercom dial tone is provided to remind you when a call processing affecting feature has been invoked. Whenever Do Not Disturb or Call Forward is enabled at your extension, you will hear this reminder tone when accessing intercom dial tone. This tone is frequently referred to as "stutter" dial tone.

Default Settings:

N/A

Operation

Stutter Dial Tone will be heard whenever you go off hook on the speakerphone or handset, on intercom dial tone. If the extension has automatic line select enabled, no stutter dial tone will be heard.

Operational Notes

- Once a digit is dialed the reminder tone is removed until the next time the intercom is accessed.

Ringling Level / Muted Ringing

Feature Code: N/A

Description

Ringling Level - Ringling volume can be adjusted at each telephone. There are four levels of ringling available.

Muted Ringling - When an extension is busy on a call – incoming intercom and CO line calls will automatically ring at the lowest ring volume setting regardless of the level set by the extension. This is referred to as Muted Ringling. When the extension is idle, incoming calls will ring at their normal volume.

Default Settings:

Ringer volume is set at level 2.

Operation

While the extension is idle press the volume up or volume down key until you have the desired volume.

To adjust Handset volume for intercom calls, go off hook and then press the volume up or volume down key until you have the desired volume.

To adjust handset volume for CO Lines calls, go off hook on a CO Line and then press the volume up or volume down key until you have the desired volume.

Background music volume can be adjusted after it is enabled. press the volume up or volume down key until you have the desired volume.

Operational Notes

- Ringling levels are adjusted from the lowest level (1) to the highest level (4).
- When an extension is set to the highest or lowest level, a double tone is heard.
- As ringling levels are adjusted the volume setting is displayed on the telephone

Ringling Line Priority

Feature Code: N/A

Description

Ringling Line Priority is a system-wide feature that automatically connects incoming calls based on a predetermined priority.

Ringling Line Priority can be overridden at the extension by first pressing a direct appearance of a non-ringing, CO line, CO Line Group, feature button or by dialing an intercom number, while on hook. Auto Line Select (Feature 95) will not override the ringling line priority.

The following is the ringling line priority, in order of highest priority to the lowest.

- Callback – Extension Highest
- Callback – CO Line
- Recalling – CO Line
- Transferred – CO Line
- Incoming – CO Line
- Incoming – ICM call Lowest priority

Default Settings:

N/A

Operation

N/A

Operational Notes

N/A

Saved Number Redial

Feature Code: Feature 51

Description

The Saved Number Redial, or SNR feature is used whenever you want to store the telephone number that you just dialed, for later use.

Default Settings:

N/A

*Operation**SDN*

1. After you've placed an outside line call to a number that you would like to store, press Feature **5** **1**. The dialed number is stored in the Saved Number memory.

SNR

2. When the telephone is idle, press the Feature/DSS Button designated as SNR or press Feature **5** **1**. The stored number is dialed.

Operational Notes

- SDN can store up to sixteen (16) digits.
- When SNR is attempted and the SDN buffer is empty, the display will show `NO SAVED NUMBER`.
- If all CO lines are busy when the redial is attempted the display will show `ALL CO LINES BUSY`.
- The Save Dialed Number/Saved Number Redial feature code can be programmed on any Feature/DSS Button.

Single Line Telephone / Analog Device Support

Feature Code: N/A

Description

The system supports eight (8) analog ports. These extension ports support standard two-wire analog telephone devices. Common uses of analog extension ports are facsimile machines, modems, wireless and wired single line (analog) telephones.

All analog ports support Calling Party and Telephone Company Caller ID. Caller ID telephones will receive calling party, internal station-to-station caller ID, and requires no additional hardware. A subscription to a Telephone Company's Caller ID service is required to receive Caller ID on the desired CO Line.

Default Settings:

N/A

Operation

N/A

Operational Notes

- Any single line (2500 type) telephone equipment can be connected to the system using an analog port.
- To ensure that all calls are non-blocking, all analog ports have dedicated DTMF receivers.
- Calling party identification is transmitted to all analog ports and can be received by a caller ID equipped telephone.
- All analog ports in the system can receive telephone company caller ID, and a telephone company's caller ID subscription.

Speakerphone

Feature Code: 

Description

All digital telephones are equipped with a high-quality, half-duplex speakerphone, which makes it possible to make and receive hands-free calls.

Default Settings:

N/A

Operation

Placing a Call:

1. Press an idle CO Line button or dial an intercom number.
2. The Speaker button LED lights immediately and the speakerphone is active.
3. Press speaker to hang up the call.

Answering a Call:

1. If an extension is in hands-free mode, an intercom call will connect, without pressing any buttons. Press the speakerspeaker button to answer a ringing call.
2. The speaker button LED lights immediately and the speakerphone is active.
3. Press speaker to hang up the call.

Switching from Speaker to Handset and Handset to Speaker.

1. To switch from speaker mode to handset, simply lift the handset.

NOTE: *The mute button will deactivate.*

2. To switch from handset to speaker, press the speaker button, and then place the handset securely on hook. If the handset "Bounces" the call may be terminated.

Operational Notes:

- The speakerphone function is impacted by environmental conditions.
- To dial intercom numbers directly from an idle condition, the Hot Key setting must be Enabled. (See "[Hot Key \(Dial Pad\) Enable/Disable](#)" Page 68) Otherwise, the extension user must press a programmed Intercom Key (See "[Intercom Key \(Intercom Calling\)](#)" Page 71) or press the speaker button prior to dialing the extension number.
- Lift the handset to speak privately, press the speaker button, and replace the handset to reactivate speakerphone mode.
- When going from the speakerphone to the handset, the mute button will automatically deactivate.

Speed Dial

Feature Code: Feature **1**

Description

The Speed Dial feature allows you to store frequently dialed numbers. Each extension may store up to fifty (50), but are assigned ten (10) at default. The system has a total of 1000 speed bins, which can be divided between the system and the extensions. The default extension speed dial numbers are 500 to 549.

The system may store 100 numbers 600 - 699 for system-wide access. System Speed Dial numbers can be programmed by Attendant Administration (See "[Attendant Administration](#)" on Page 11) or in database programming.

System speed bins may be provisioned to override Toll Restriction settings, allowing extensions to dial these numbers regardless of their CO Line or Extension Class of Service; with the exception of Class of Service 7, which does not have accesses to system speed bins.

Operation

Storing a number:

1. From an idle telephone dial Feature **1** and then enter the speed bin to be programmed to be programmed (500 - 549). At default extension may only have access to 500 - 509.

2. Enter the number to be dialed, including a flash (Feature **3**) if need, or pauses (Feature **7 0**). Press **next**.
3. Select the line group to be accessed when the speed bin is dialed. The line group is only used when a speed bin is accessed through the navigation keys. At default all CO Lines are in line group 1.

Placing a Call:

1. To dial a stored speed dial number press the desired CO Line and then press Feature **1**, please the speed dial bin to be dialed (500 - 549). Or using the navigation keys, from an idle telephone press up to access the highest speed bin (549) or down to access the lowest (500).
2. The speaker button's LED will immediately light, and the speakerphone is active.
3. Press speaker button to hang up the call.

Transfer and Answer Calls

Feature Code: Feature **6 8**

Description

Transfer and Answer Call is a convenience feature that speeds the process of transferring and answering a ringing call, by making the operation possible by one button. (This feature must be used from a feature (Flexible) button that has been designated for the purpose.)

When a busy extension user is in the process of transferring a call and another call rings in, the Transfer/Answer button can be pressed to complete the transfer and answer the ringing call at the same time.

Default Settings:

N/A

Operation

Setup:

Program an available Feature/DSS Button for the Transfer and Answer code operation.

1. While on a CO Line call and another call is ringing, initiate the transfer process.
 - a. Press the Transfer button.
 - b. Dial the destination intercom extension number.

Or...

- c. Press the Feature/DSS button of the destination extension number.

2. Press the Transfer and Answer button. The transfer is completed and the ringing call is answered.

Operational Notes

- This feature only works when it is programmed on a button, and a call is audible ringing at the extension.

Transfer Beep

Feature Code: Feature **7** **9**

Description

When a call is transferred to an extension, an audible tone is heard. Dial Feature **7** **9** to disable this tone.

Operation

N/A

UCD Agent Log Off/ Log On

Feature Code: Feature **9** **1** Log Off

Feature Code: Feature **9** **1** Log On

Feature Code: **#** **9** **1** Log Off - Analog Telephone


Feature Code: **#** ***** **9** **1** Log On - Analog Telephone

Description

Unified Call Distribution (UCD), can be considered an advanced Hunt Group. There are 24 UCD Groups, each can have up to 24 members and a member can be logged into more than one group at a time. Each group can be assigned one of three Hunting methods; Linear, All Ring and Distributed.

- **Linear Method** - checks the first member programmed into the group, only if it is busy, will it check the next member; ringing the members in the order that they are programmed into the group.
- **All Ring Method** - rings all extensions programmed into the group simultaneously.
- **Distributed Method** - finds the member that has been on-hook and idle the longest, and rings that extension; the hope is to distribute the calls evenly throughout all of the members.





Extensions become active (Logged On) UCD Agents (members of a UCD group) when they are programmed into the group. The agents will receive calls using one of the three hunt methods described above. When an agent leaves for the day or takes a break the agent should Log Off, temporarily removing them from the group. Once removed from the group, that extension will function normally, but it will not receive any UCD Calls until it is logged back into the group. When the agent returns from break, they should log back into the group, once again becoming an active member. When placed on a button, that button will toggle the agent in and out of the UCD group. When the agent is logged out of the UCD group the button will be lit solid. When the agent is logged into the group, the button will not be lit.

To ensure that a call is not left in queue, the system requires that one Agent (Member) be Logged On at all times. If an agent is the last agent logged on, and tries to Log Out, they will get an error tone, and the display shows *Last Agent*; that agent should activate DND by dialing Feature  or press their DND button.



Default Settings:

N/A

Operation

1. While the extension is idle, the UCD Group Agent presses Feature   to Log On or Feature   to Log Off.
2. The display will momentarily indicate the new Agent Status (Log On or Log Off).

Operational Notes

- If a Feature/DSS Button is programmed as the Agent Log Off/On button, the LED associated to the button will light steady to indicate the Agent is Logged Off.
- A Feature/DSS (Flexible) button programmed with the code Feature   will toggled the Agent Log Off / Log On.

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