



45p Digital Extension User Guide



Record of Revision

Release Date	Version	Supersedes	Description
June 2006	Initial Release		Initial Release

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1 Extension User Guide

Introduction

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

Telephone Basics

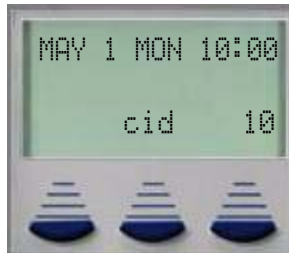


Basic Elements of telephone

1. 3-line 48 Character Display
2. 18 Programmable, dual color LED Buttons
3. 4 point navigation and select button
4. High quality speakerphone
5. 3 interactive buttons
6. 6 fixed buttons - Hold, Transfer, Conference, Redial, mute and Speaker
7. 12 quick access speed dial buttons
8. Built in Headset jack (2.55 mm)

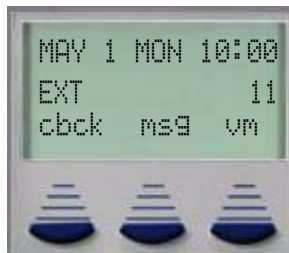
Interactive Buttons

Each digital telephone has 3 interactive (soft) buttons. Each button's operation changes as the telephone is being used. For example, when the telephone is idle, the center interactive button is labeled "cid". If Caller ID is a service that is subscribed for and the associated button is pressed it will display the last inbound Caller ID telephone number received.



When an intercom call is placed, and the remote telephone is ringing, three interactive buttons update:

- Interactive button 1 - cbck = Call Back
- Interactive button 2 - msg = Send an Alert Message
- Interactive button 3 - vm = Leave a voice mail message



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 select 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 select 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 Keys

Feature	Navigation Key	Result
Call Log	Up- Outgoing Numbers	Press the Select Button to dial the displayed telephone number.
	Down - Incoming Numbers	
System Speed Dial	Up - Access Bins 99 - 20	Press the Select Button to dial the displayed telephone number.
	Down - Access Bins 20 - 99	
Feature Code List	Up - Directory List	Press the Select Button 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 Button to dial the displayed telephone number.
	Down - Scroll from lowest to highest extension number	
Page	Up - All Call Page	Press the Select Button to page the displayed Page Group or All Call Page.
	Down - Page Groups 1 - 6	
Music	UP - N/A	Press the Select Button 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	

Getting Started

Idle Telephone Screen

Without the optional Voice Mail system:



Display Definition:

MAY	Month
1	Day
MON	Weekday
10: 00	Time
NO VMAIL	Voice mail is not installed
JOHN	Extension Name
cid	Caller ID Log
10	Extension Number

With the optional Voice Mail system:



Display Definition

MAY	Month
1	Day
MON	Weekday
10: 00	Time
VMAIL	New:01 Saved: 02
JOHN	Extension Name
cid	Caller ID Log
10	Extension Number

Making Calls

Intercom Calls

All calls can be made from an idle telephone, no need to press the speaker button or lift the handset. Once connected, lift the handset to converse privately. From an idle telephone, Press the Preprogrammed button or dial the extension number

Handsfree Operation



Ringing Operation

Press the Preprogrammed button or dial the extension number. The “vm” selection requires the optional voice mail.

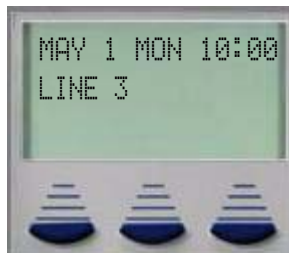


Outside calls

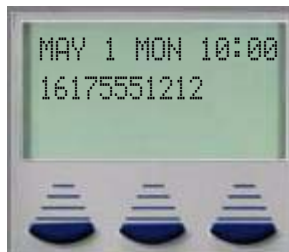
All calls can be made from an idle telephone, no need to press the speaker button or lift the handset. For an outside line, dial 9 or press the line button, and dial the desired telephone number. Once connected, lift the handset to converse privately.

Speakerphone calling:

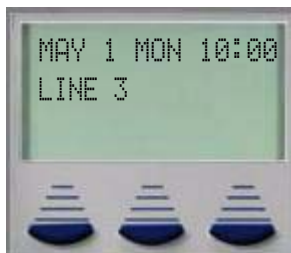
1. Dial “9” or Press the Line button:



2. Dial phone Number:



3. While Talking:



Ending Calls

Handset Calling:

1. Place the handset in the cradle to terminate the call.

Speakerphone:

1. Press the speaker button to terminate the call. When the speaker light is extinguished the call is terminated.

Switching from Handset to Speakerphone

1. While the handset is off hook, press the speaker button.
2. The speaker button will light but there will be no sound.
3. Place the handset into the cradle
4. Speakerphone should be active

Note:

When switching from handset to speaker could cause a short squeal. To eliminate this possibility press the mute button first. Headset must be disabled before the speaker will work.

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 Telephone Feature Codes

Feature	Digital Telephone	Single Line telephone
Access Specific CO Line	F 0(x) (x=line 1-9)	# 0(x)
Account Code	4	4
Answering Machine Emulation	F 64	
Attendant	0	0
Attendant Administration	F#0	
Authority Code (traveling COS)	F 55	# 55
Automatic Hold Allow/Deny	F 94	
Automatic Selection	F 95	
Automatic Record	F 67	
Background Music	F 52	
Busy Ring Allow/Deny	F #2	
Call Back	F 91	#91
Call Forward	F 2	#2(y) Y = 0 - Idle Forward 1 - Busy Forward 2 - Direct Forward 3 - Follow Me 4 - No Answer 5 - Busy/No Answer 6 - External Forward
Call Park	F 73	
Call Pickup Directed	F 54	#54
Call Pickup Group	F 53	#53
Call Park	F 73	# 73
Caller ID (CID)	Press CID (Center Interactive Button)	

TABLE 1.2 Telephone Feature Codes

Feature	Digital Telephone	Single Line telephone
Call Wait Allow/Deny	F 99	
Camp On (Busy Extension)		Ext + 2
Camp On (Busy CO Line)		#
CO Line Access	9	9
Conference	F 60	
Data Rate	F75	
Day/Night Mode - Attendant or Alternate Attendant only	F 63 + PPPP PPPP=Attendant Password	
Default Flexible Buttons	F 58	
Default Setting	F 69	
Directed Call Pick Up	F 53	# 53
Distinctive Ring	F #7	
Do Not Disturb (DND)	F 4	# 4
Extension Feature Status	F #8	
Extension Password - Phone Lock	F97	#97
Extension Reminder	F 92	#92
Extension Reminder Delete	F*92	F*92
Flash (PBX/CO)	F 3	# 3
Flexible Feature Button Programming	F #3	
Group Call Pickup	F 54	# 54
Headset	F 9#	
Hot Dial	F #6	
Hold Retrieve (SLT) Same Extension		* 6
Hold Retrieve (SLT) Different Extension		* 7 EE EE=Extension
Hot Line		# #4
Intercom Call Back	F 91	
Last Number Redial	F 8	#8
Least Cost Routing	F 68	

TABLE 1.2 Telephone Feature Codes

Feature	Digital Telephone	Single Line telephone
Message Waiting	F 96	# 96 Send #*96 Cancel
Monitor - Extension	F 7*	
Multiple Mailbox Button	F66 + 0 or F66+ 70~79	
Mute	F 76	
Night Mode (Attendant)	F 63	
Page	F 50	# 50(Z) Z= 0 - All Call 1 - External Page Only 2 - System All Call 3 + g - Group All Call g = 1 - 9
Page Allow/Deny	F #9	
Page Answer (Meet Me)	F 59	# 59
Pause	F 70	
Phone Lock	F 97	# 97
Pulse to Tone	*	*
Relay Control	F 61	
Save Dialed Number	F 51	
Security Control	F 62	
Speed Dialing (Abbr Dialing)	F 1	
Speed Dialing (SLT)		# 1 to store * 1 to Dial
Status Message	F 90	
Touch Tone on/off	F #1	
Transfer Beep	F 79	
Voice Call Allow/Deny	F 98	
Voice Mail	F 64	#64
Voice Recording	F 67	

Feature Code Operation

Accessing Specific CO Lines

Feature  (X)

To access an available line, dial 9 or to access a specific line press the line button or press the Feature button followed by 0(x), where (x) = the Line 1 - 9. This allows both Single Line and Digital Key telephones the ability to access specific outside Lines rather than dialing the line group code.

Conditions:

1. The telephone company Line must be connected to the telephone company facility or error tone will be heard.

Account Code



Account codes are passwords that are verified in the database, which are used for two different reasons. One reason is to grant different dialing privileges, when a valid account code is entered, for example, it may temporarily grant access to long distance dialing. The second reason is to create a record, with the use of Station Message Detail Recording (SMDR). Extensions may be forced to use account codes before dialing out on any telephone company line or it can be voluntary. All Account codes are verified.

Answering Machine Emulation

Feature  

Answering Machine Emulation requires the Voice (VM) System. This feature 'Mimics' the call screening feature of a home answering machine. When a caller is answered by your Voice Mailbox, you will have an opportunity to monitor/screen the caller as they leave a message.

You will receive a warning tone that indicates when a caller has been answered by your voice mailbox.

1. Press the voice mail button when it is flashing green
2. Select monitor call to listen to the caller
3. Select answer to retrieve the caller or press exit to allow the caller to leave a voice mail message.

Conditions:

1. To Monitor or Answer a call, action must be taken before the "Monitor Time" expires.
2. Monitor Time starts at the time the caller is connected to the user's voice mailbox.
3. For Answering Machine Emulation to operate, the extension must be forwarded to the Voice Mail System.
4. Predefined Call Forward or Extension Call Forward can be used for this purpose.

Attendant

Any Digital Key Telephone may serve as the Attendant. The Attendant supports several general system functions like Line Recall, Forced Incoming ICM Call Forward and manual evening or alternate service mode operation as well as Voice Mail Shutdown. The attendant will receive all intercom calls directed to the Attendant Directory Number, ("0" at default).

A second (alternate) attendant position may be selected for common sharing of incoming CO line calls or load sharing during peak traffic periods.

The attendant's extension password allows for control of the system service mode (Day/Evening/Alternate/Time), System (Abbr) Speed Dial number programming, CFW Auxil Lamp, Incoming Filter U., Incoming Filter R, Sensor Function and shutdown voice mail. The attendant extension may be connected to any digital extension port.

Attendant Administration (Admin.)

Feature **#** **0**

Attendant Administration (Admin.) is used to set or modify the features:

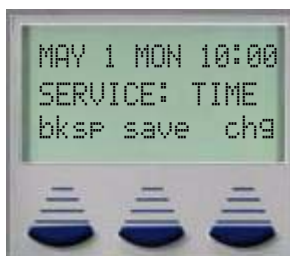
- Service Mode (Day/Alt/Eve/Time)
- System (Abbr) Speed Dial Number programming
- CFW Auxi Lamp
- Incoming Filter U - Unrestricted
- Incoming Filter R - Restricted
- Sensor Function (Optional)
- Shutdown Voice Mail (Optional)

To enter Attendant Administration Programming:

1. Press Feature #0



2. Enter the Administrator Password
3. Press `show`




4. Press `next` to navigate through the Attendant Administration features

Attendant Administration can be done at any digital key telephone. The Attendant Administration password is the same as the user's password of the assigned Attendant Extension. For example if extension 10 is the attendant, then extension 10's password is used to enter attendant administration programming area.














Service Mode

The system has two modes, day and night, which can be adjusted manually by the attendant or automatically, when the system is set to "Timed" mode. Specific features such as ringing destination, call forwarding and extension dialing privileges can be affected by the change of service modes.

When in timed mode, the system will cycle through day and night modes automatically, as defined in the time switching parameter in the database. If the attendant places the system into either day or night mode manually, it will remain in that mode until it is placed into a new mode or placed back into timed mode.

In addition, the Attendant extension can program a button to cycle through day and night modes, without login into the attendant administration area. Feature  Plus the Attendant Extension Password will switch from Day to Night or Night to Day. When programmed on a button, the password can be programmed to allow one button operation.

Programming System Speed Dial

- To enter a CO Line Flash ("hook-flash") in a System Speed number, press Feature . The stored "hook-flash" is indicated by a "∕" character at telephones with displays. For example to enter "FLASH " in a system speed number the entry would be: "Feature  + ". The displayed system speed number would be "∕1389".
- To enter a "Pause" in a System Speed Dial, press Feature . A stored pause is indicated by a "P" character. For example to enter "" into a system speed number the entry would be " + Feature  + ". The displayed system speed number would be "9P01188635773141".
- To chain one speed dial number to another, press Feature  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 "12345678901234567890", for example, into locations 20 and 21:
 - Enter into location 20: " Feature ".
 - Enter into 21: ""
 - Dial this sequence of numbers by accessing only Speed bin location "20."
 - A maximum of 16 digits can be entered into any one speed bin.

CFW Auxil Lamp:

All digital extensions have an auxiliary lamp or status bar above the LCD display. One feature of the status bar is to indicate when an extension is forwarded to another destination such as voice mail. The attendant can enable or disable the Call forward status for the Auxiliary lamp.

Incoming filter U (unring or no ringing)

Incoming Filter allows the attendant to filter inbound telephone numbers from ringing into the telephone system. This requires Caller ID.

- No Ring Mode - There are five ringing assignments that can be achieved with the Incoming filter. They are never, always, day, night and noon. Once selected the telephone number will not ring at that time. Any other time that the system matches the number the system will present the call with one alert tone, but no other ringing will be heard.
- Filter index - Enter the database filter index number 01 - 50. 01 is the first entry in the filter index database, and 50 would be the last entry in the database.

Incoming filter R (ringing)

Incoming Filter allows the attendant to filter inbound telephone numbers from ringing into the telephone system. This requires Caller ID.

- Ring Mode - There are five ringing assignments that can be achieved with the Incoming filter. They are never, always, day, night and noon. Once selected the telephone number will only ring at that time. Any other time that the system matches the number the system will present the call with one alert tone, but no other ringing will be heard.
- Filter index - Enter the database filter index number 01 - 50. 01 is the first entry in the filter index database, and 50 would be the last entry in the database.

Optional Sensor Function

The system can be equipped with up to 4 security sensor connections, which when programmed, can show if a device is left open. This requires the option module and ancillary equipment such as door sensors. The Attendant can set and reset following sensor programming.

1. SC. AL. DELAY - A sensor will activate every time the contact is opened. This means that the sensor alarm will be activate several times, which may not be desirable. Therefore, the delay, which is measured in minutes, will allow a preset time to pass before the alarm sensor activates.
2. SC. AL. Cancel - Like an alarm system the telephone system can alert internal or external parties of an open sensor. The Security Alarm Cancel is a timer which allows the situation to be investigated before sending the alert notification. This timer is adjustable from 0 (immediate) to 120 seconds. If the password is not enter in the correct time, the system will begin the alert procedure.
3. SC. AL. Period - This is the period of time that the internal extension will be alerted of an open sensor. Any external numbers will continue until the notification is complete or the Call Out Timer is reached (The Out Call Timer is set in the system administration programming.
4. SC. PSWD: 0000 - Sensor Control Password is used to reset an alarm sensor once is has been activated.

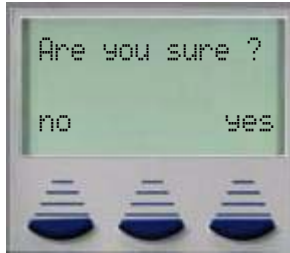
Voice Mail Shutdown Procedure

The attendant is the only one who can shutdown the voice mail system. This procedure must be done every time before powered down the telephone system.

1. Press next (6 times) or until the voice mail shut down procedure screen is displayed or Press back (once)



2. Press `show`



3. Press `yes` to shutdown the voice mail.

Authority Code (Traveling Class of Service)

Feature  

Authority Codes are used to bring a more privileged Class of Service to an extension with a less privileged Class of Service. When using Authority Codes, the extension password must be entered.

1. Enter Feature 55
2. Enter your extension number



3. Press Save
4. Enter your extension password



5. Press Save



Conditions:

1. Error tone is heard when an invalid account code is entered, and the telephone will return to an idle state.
2. When a valid account code is dialed, the extension is connected to a CO Line, and the Account Code's Class of Service is verified before a call is placed.

Automatic Hold

Feature 9 4

This feature enhances station users' productivity and helps eliminate accidental "lost calls" by automatically placing the current call on hold, while answering another CO Line call. For example, when a user is on CO Line 1, and presses CO Line 2, CO Line 1 will be placed on "Exclusive Hold" automatically. Similarly, while on an intercom call and talking with another extension, by pressing a CO Line button, the intercom call will be placed on Exclusive Hold. The need to press Hold is eliminated, except if you want to place a call on System Hold.

Conditions:

1. The Feature Code (Feature **9** **4**) may be programmed under a flexible button on a Digital Speakerphone. To enable/disable the feature, press the flexible button.
2. If you access an idle line and skip to another line before dialing, the first line will not be automatically placed on Hold. (Once a digit is dialed, the line is consider in use, so the automatic hold feature is active.)
3. The Automatic Hold feature places a call on Exclusive Hold.
4. If you have the Automatic Hold feature programmed on a feature button, the feature button lamp will light when the feature is enabled.

Automatic Selection (CO/Intercom)

Feature **9** **5**

This feature automatically selects a specific outside line or intercom (ICM) when the handset or the speakerphone button is pressed.

1. Press Feature 95
2. Press chg to select the action you would like when your telephone goes off hook.

Selections are:





- ICM = Intercom (Default)
 - OUTG TR = Any outgoing telephone line
 - LINE 1 = A specific telephone line (1 ~ 9 depending on the system configuration)
 - GROUP = Line Group 1 - 6 (Default is Line Group 1)
 - NULL = No off hook action
3. Exit programming

Conditions:

1. A line will not be accessed automatically when a telephone is receiving an incoming call (outside or intercom) call or when a line is recalling at the telephone. However, this operation may be override by pre-selecting an outgoing line, or dialing an extension before lifting the handset or pressing the speaker button.
2. The system will not allow invalid directory numbers to be programmed during setup
3. An Extension must have CO Line Access to any CO Line or Line group trying to be accessed.

Background Music (BGM)

Feature  

The system comes equipped with one external music source input for Music-On-Hold and Background Music. When a Digital telephone is idle and this feature is activated, the user can monitor background music (BGM) through the telephone speaker. This feature can be activated using a feature code or press the programmed feature button (Feature  ). In addition, the Navigation Key can be used to enable and disable the Music-On-Hold feature.

Conditions:

1. The feature button LED will not light when BGM is activated.
2. BGM automatically turns off when an extension user receive or make a call.
3. BGM automatically turns on again when the telephone returns to an idle status.
4. Users with BGM enabled will not hear a system alarm reminder.

Barge-In (Intrusion)

See Intrusion - Extension

Busy Lamp Field (BLF) / Direct Station Select (DSS)

Depending on user requirements, any Programmable Feature Button can be programmed as a Busy Lamp Field (BLF) button to monitor an extension's status; when an extension is off hook the programmed BLF button LED for that extension lights. When that extension is in Do Not Disturb, the LED will flash. This same button is used as a one-button Direct Station Selection (DSS) call button for quick transfer of calls or intercom calling.

Use the following steps to program a flexible button:

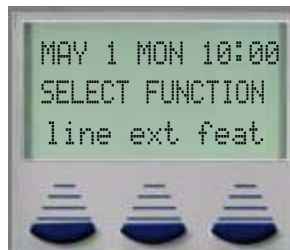
1. Press Feature # **3**
2. Press the button to be changed



3. A description of the current programming will be displayed for three seconds.



4. To modify the button **ch9** must be pressed within the three seconds.



5. Select between "line", "ext" or "feat"
 - Line - 1 ~ 9 (depending on the configuration)
 - Ext - Any Valid Extension in the system
 - Feat - Any valid feature, must press the feature button first.
6. Exit programming

Conditions:

1. BLF/DSS buttons may be assigned to any of the 18 User Programmable Feature Keys.
2. Extensions in Do Not Disturb mode will cause the LED associated to that extension to flash.
3. Extensions that are busy will cause the LED associated to that extension to light steady.
4. The DSS function can be used to transfer calls to other extensions.

Busy Ring Allow/Deny

Feature 

This feature allows the extension user the ability to turn on or off muted ringing of incoming or transferred calls when the user is in a busy status. When a telephone Line is ringing or transferred to a busy extension and Busy Ring is allowed, the user will hear muted ringing. When a telephone Line is ringing or transferred to a busy extension and Busy Ring is denied, the user will hear a single burst of warning tone. All programmed call forwarding and recall conditions apply in either Busy Ring condition.

Conditions:

1. This feature will toggle on/toggle off when it is programmed under a flexible button on the Digital Speakerphone.
2. The LED will not light when the feature is enabled, or disabled.



Call Attendant (Operator)

The extension that is programmed as the Attendant may receive multiple internal calls via the Operator Code "0".

Conditions:

1. The Operator Code (0) is in addition to the default assigned two-digit intercom number for the extension.
2. The attendant two-digit extension number can be assigned to any feature button.

Call Back – Extension

Feature or Press "cbck"

This feature allows the user to queue an extension, which is busy, in Do Not Disturb (DND) or idle. When a user sends a Call Back to a busy extension, the Call Back process will begin when the busy extension hangs up. When Call Back is sent to an idle extension, the Call Back process will begin once the user performs an operation at that extension and then hangs up.

When the Call Back process begins the user will hear bursts of tone signaling them to pick up the handset or press the LCD soft key under 'reply'. Then the queued extension begins ringing.

Conditions:

1. If the user presses [del] during the Call Back Alert ringing, the Call Back will be cancelled and the display will read "CBCK DELETE". The user's extension returns to an idle status.
2. To invoke a Call Back at an extension that is in the Voice Announce mode, the user must press Force Tone Ringing (*).
3. When a Call Back alert is not answered at the extension that invoked the Call Back, the display message "CBCK TO Ext xx (xx=extension number) be displayed until either they [reply] or [del].
4. The Call Back process begins when both the user's extension and the called party's extension are idle, on-hook.

Call Forward Extension

Feature

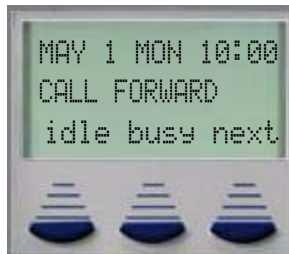
There are several call forward options to choice from, so that each extension user can customize their own call forwarding.

- "Idle" Forward all calls,
- "Busy" Forward calls only when the extension is busy.
- "Follow Me" Use the follow me feature to receive calls at a temporary location and activate the feature remotely from another extension.
- "No Answer" Forward calls that go unanswered at an extension.
- "External" Forward incoming calls to another location or different telephone number. (This feature must be enabled for your extension in database administration.)

Forward conditions may be set as follows for each call forward type:

- Intercom calls only.
- Intercom and CO Line (including transferred CO Lines) calls.
- CO Line calls only.

1. Press Feature 



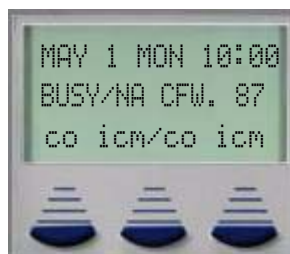
2. Select Idle to forward all calls when the phone is idle or select busy to forward calls only when the extension is busy. Select next for more options.



3. Select Direct to forward all calls directly to a new destination without ringing the extension first or select No Answer (na) to forward telephone calls only when the extension does not answer. Press next for more options



4. Select bsy/na to forward calls when the extension is busy or does not answer a ringing call or ext to forward calls to an external telephone such as a cellular or home telephone number. Select Folow to (follow me) forward all calls to another extension such as a conference room.
5. Once selected, dial the destination that calls should be forwarded to, for example, voice mail or other destinations.
6. Select which type of call, intercom, telephone company line, or both, should be forwarded to the selected destination.



7. Enter the No Answer time, if no answer forwarding is being used. Valid entries are 10 - 50 seconds.



8. A confirmation tone is heard and the telephone goes back to idle.

One button Call Forward:

This feature allows each extension user to program a flexible button which will, with one press, complete a call forwarding.

Table 5.3 shows all of the feature codes which can be placed on a "One Touch Forward Button". To begin:

1. Press Feature **# 3** and the flexible button to program within three seconds press **ch9**
2. Using the codes on Table 5.3 select the type of forwarding and using the Forward Code number, the destination, such as voice mail, Select which type of call should be forwarded, and when applicable enter the no answer time.
3. The telephone will return to idle.

TABLE 1.3 One Button and Single Line Telephone (replace F with #) Forward Operations

Forward Type	Feature Codes	Forward Code	Destination	icm icm/co co	No Answer Time	Entry Code
Idle	F ^{icm} 2	^{co} 0	^{icm} 8 ^{co} 7 Voice Mail 10 ~ 37 Extension 82 ~ 89 Hunt Group	icm=1 icm/co= ^{co} 2 co=3		F20872
Busy	F ^{icm} 2	^{co} 1	^{icm} 8 ^{co} 7 Voice Mail 10 ~ 37 Extension 82 ~ 89 Hunt Group	icm=1 icm/co= ^{co} 2 co=3		F21872
Direct	F ^{icm} 2	^{co} 2	^{icm} 8 ^{co} 7 Voice Mail 10 ~ 37 Extension 82 ~ 89 Hunt Group	icm=1 icm/co= ^{co} 2 co=3		F22872
Follow Me	F ^{icm} 2	^{co} 3	^{icm} 8 ^{co} 7 Voice Mail 10 ~ 37 Extension 82 ~ 89 Hunt Group	icm=1 icm/co= ^{co} 2 co=3		F238722
No Answer	F ^{icm} 2	^{co} 4	^{icm} 8 ^{co} 7 Voice Mail 10 ~ 37 Extension 82 ~ 89 Hunt Group	icm=1 icm/co= ^{co} 2 co=3	1=10 4=40 ^{co} 2=20 5=50 3=30	F24872
Busy/No Answer	F ^{icm} 2	^{co} 5	^{icm} 8 ^{co} 7 Voice Mail 10 ~ 37 Extension 82 ~ 89 Hunt Group	icm=1 icm/co= ^{co} 2 co=3	1=10 4=40 ^{co} 2=20 5=50 3=30	F258722
External	F ^{icm} 2	^{co} 6	Telephone Number*			



* External Call forward requires a Pause at the beginning of the number. To enter a Pause, Press Feature 70, which is replaced with a "P"

Conditions:

1. Intercom calls to a forwarded extension will receive a special tone signifying that the extension called is forwarded.
2. The Auxiliary Lamp will not light in call forward mode if it has been disabled by the attendant in Attendant Administration.
3. If any of the Call Forward features are programmed on a flexible button, the LED associated with that button will light indicating that call forward is active.

Call Park / Call Park Answer

Feature  

This feature allows calls to be placed in a “Park” location at any extension. It also is used to retrieve a parked call from the extension. Calls are parked and retrieved by dialing the Call Park code (Feature  ) followed by the extension number where the call was parked.

Call Park is similar to transferring a call to a hold location, that is accessible from any extension in the system.

Conditions:

1. Each telephone/extension has one personal extension number used to park one CO Line call.
2. Any extension can park a call at another (installed) extension.
3. The Call Park feature code may be programmed on any programmable feature button.
4. Calls can be retrieved from any extension.
5. Parked CO Lines are on Transfer Hold at the extension that placed the call in parked and on Hold at the extension that parked the call.
6. Any extension can retrieve a “parked” CO line, even if the extension is normally not allowed to access or receive a call on that line.
7. A user invokes “Call Park Answer” and has no CO Line button for the line retrieved from call park may use Hold Call Answer to place the call on hold and retrieve the call from hold.
8. The Call Park Answer feature code may be programmed on any programmable feature button.
9. Calls that are parked follow the Transfer Recall Timer and will ring the initiating extension when that timer has elapsed.

Call Pickup Group

Feature   / Feature  

An extension can answer calls ringing at another extension by using the Call Pick Up Group feature. This feature allows users to easily access calls ringing within a group by dialing the pickup code or pressing the preprogrammed button.

If multiple calls are ringing at an extension, a priority list determines which call will be answered first.

Call Pick Up Priority List:

- Camped - On CO Line Calls
- Recalling CO Line Calls
- Transferred CO Line Calls
- Incoming CO Line Calls
- Tone Ringing Intercom Calls

Conditions:

1. If the call at the dialed extension has stopped ringing, before the call is picked up, the user will hear error tone and the display on a Digital Speakerphone will show "PICKUP FAILURE."
2. An extension that doesn't have the outside line appearing on a button or doesn't have CO Line Receive programmed may still answer the ringing line by the Call Pick Up procedure.
3. The Call Pick Up feature code may be programmed on any programmable feature button.
4. If several calls of the same priority are ringing at the extension, the calls are answered in the order they are received.

Caller Identification - Call Log

Each extension is equipped with a Call Log that stores both inbound (received) and outbound (dialed) telephone numbers. Using the navigation keys, select "Call Log". Press the up button to view outgoing and the down button to view incoming calls placed to/from the extension. The Call Log is stored in reverse order, from newest to oldest. If the name is not supplied, only the number will be listed, if the name is supplied, the name will be displayed. Press the "Select" button to initiate a call back to the displayed telephone number.

Conditions:

1. All digital display telephones have a Caller ID Table
2. If no name is delivered from the telephone company, the number only will be displayed.
3. Proper programming of local area code(s) and the long distance prefix are required to assure accurate redial of CID numbers from the call log Table.

Call Waiting

Feature  

When enabled, the user will hear an alert tone when an internal call is waiting. Toggle the feature on and off when it is programmed on a Flexible Button.

Conditions:

N/A

Conference

Feature   or "Conf. Button"

The system can accommodate up to eight (8), 4 member (party) conferences, simultaneously. Conference combinations - all conferences require one extension and can support up to three additional CO Lines or Extensions, to a maximum of 4 conference members.

One inside key telephone extension is considered the controller of the conference, and constitutes one conference member.

Conditions

1. While establishing a conference or privately talking to one party all extensions involved in the conference will be placed on Exclusive Hold.
2. If the initiator exits the conference the most recently invited, internal party, will automatically become the new controlling party.
3. If the Conference Tone is enabled, a burst of tone will be heard by all participants each time a new participant joins the conference.
4. A three party conference must be established before adding the fourth party. The initiator makes the first two calls, and places them on hold, then presses the conference but-



ton. This creates a three party conference. To add the additional conference member, the initiator presses hold, makes the final call, and presses the conference button.

Data Rate

This parameter should not be changed.

Day and Night Modes

Feature  

The system can be programmed to follow a seven day, twenty-four hour time schedule that will automatically switch the system from Day to Night modes. These modes will affect the incoming call ringing assignment by sending them to their programmed day or night destinations. In addition, the Attendant can change the system manually from Day to Night mode. Doing so will leave the system in that mode until it is manually changed. The Feature code (Feature  ) is used to toggle between these modes.

Conditions:

1. At default, no CO Lines (CO Lines) are programmed to ring an extension.
2. The system operation Mode must be set to "Time Mode" for the system to automatically switch from day to night mode ringing.
3. When programming Time Service Mode switching, the input time represents the time of day that the service mode will change to the associated Service Mode.

Default Flexible Buttons

Feature  

Default Flexible Buttons, also known as Feature Button Reset, allows the user to dial a code and bring all of the flexible buttons back to factory default. This will require the extension's password

Default Settings

Feature  

This feature is a quick way to deactivate any features which have been changed from factory default at an extension. For example, it will disable any Call forwarding, DND, etc. with one entry code. No Button programming is defaulted.

TABLE 1.4 Settings that are defaulted with Feature 69

Feature	Default Settings
LNR	Empty
SNR	No Save Number
Auto Hold	No
Phone Lock	No
Voice Call	Allow
Call Wait	Deny
Page Receive	Yes
Busy Ring	Yes
XFR Beep	Enabled
Touch Tone	Off
Headset	Disable

Conditions

1. No Flexible Buttons will be changed
2. Any activated or deactivated feature will be set back to default, but no database parameters such as Class of Service, Predefined Forwarding etc., will be changed.

Directed Call Pickup

See Call Pickup

Distinctive Ring

Feature  

At default, all extensions ring the same way. However, each extension may select between four distinctive ring tones.

Conditions:

1. The Telephone must be idle when the code is entered.

Do Not Disturb

Feature 

Extension users may, have the ability to place their extension in Do Not Disturb. When invoked, Do-Not-Disturb (DND) prevents all calls, intercom or CO Line, from ringing at an extension in Do Not Disturb. DND may be activated while the telephone is in use or is idle. Some extensions with a more privileged Class of Service (COS) may have the ability to override an extension's DND setting.

A short stutter tone is audible when DND is active. A digital telephone is capable of having the DND feature assigned to a programmable button, which will light whenever DND is active. Other extensions with a programmed DSS/BLF button of the extension that is in Do Not Disturb, will flash indicating that the extension is in DND.

Conditions:

1. Do Not Disturb cannot be enabled if any form of Station Call Forward is active
2. To redirect a ringing call to the attendant, press the preprogrammed "DND" feature button while the call is ringing.
3. When an extension is in DND, all other extensions with a DSS/BLF of that extension, will flash indicating that the extension is in DND.
4. The DND feature code may be programmed on a programmable feature button.
5. A feature button programmed for the DND code will light steady, on the extension that is in DND, whenever it is active

Do Not Disturb - Override

DND - Override is used to intercom an extension which has been placed in DND. At default no extension may override another extension that is in DND mode. If available to an extension "override" will be displayed in the LCD when an extension has activated DND. Press the associated interactive button to override DND.

Conditions:

1. An extension in DND that has been overridden will tone ring indicating the override.
2. An extension in DND that has been overridden may invoke Forced Intercom Call Forward, which will redirect the call to the attendant.
3. The DND feature code may be programmed on a programmable feature button.
4. Only extensions with a more privileged (0 being the highest and 9 being the lowest) Class of Service may override an extension in Do Not Disturb.

Enhanced Lettering Scheme

The Enhanced Lettering Scheme is used to accommodate special characters that may be needed when entering an extension user names or when editing any of the preprogrammed messages. There are five different lettering schemes to choose from, but only one can be selected for an installation. Use the "1" key to select one of the special characters, when entering a name or preprogrammed message.

Character for n th depressions of dial key "1".						
	1 st	2 nd	3 rd	4 th	5 th	6 th
Scheme 0	Æ	Ɔ	ø	Ø	à	À
Scheme 1	Ç	Ā	Ō	Ū	Ā	Ä
Scheme 2	ò	é	é	è	à	ù
Scheme 3	č	ð	é	ñ	ō	ř
Scheme 4	Á	É	Ó	Ú	Ú	
Scheme 5	Ł	Ż	Ŕ	Ś		

Conditions

N/A

Extension Feature Status Check

Feature  

Extension Feature Status Check allows digital telephone users to quickly view the setting and status for all user controlled features. It is also a great troubleshooting tool for technicians, allowing them to determine the status of specific features which are programmable by the user. Press the interactive button associated with `next` to scroll through the following features.



- LNR = empty or the last number dialed
- SNR = No Saved Number
- Day COS = 0
- Night COS = 0
- Monitor COS = 5
- Auto Hold = Deny
- Phone Unlocked
- Voice Call = Allow
- Call Wait = Deny
- Paged = Allow
- Busy Ring = Allow
- XFR Beep = Enable
- Data Rate = 9600
- Forced LCR = N (No)
- Touch Tone = Off
- ECF = Disable

Conditions:

1. Listed here are the default (factory) values for each of the displayed features. Therefore, the actual values may appear different.

Extension Password / Phone Lock

Feature  

Each extension has a User Password which is needed to access certain features such as; Follow Me Forward, Authority Code, and Phone Lock features.

Conditions

1. Each extension can customize their password at any time.
2. The password of the extension that is programmed as the attendant, becomes the "Attendant Password".

Extension Pick Up Groups

Feature  

Extension pick up groups allows you to dial a code and pick up an actively ringing call within your group. The digital telephone will give a short double tone burst and update the display to say "Pickup Failure" when attempting to pick up a call that is not within your group

Conditions

1. Extensions may be assigned to only one Extension Pick Up Group.
2. The pick up priority of a ringing call is: CO Lines and then intercom calls.
3. CO Line call priority is Camped-On, Recalling, Transferred, and Incoming.
4. Intercom call priority is Ringing then Voice Call.

Extension Reminder

Feature  

Each extension has a private alarm that can be used to remind them of special appointments, events, etc. When the alarm activates the user will hear ring tone for a programmable period of time ranging from 10 to 60 seconds. After the programmed period the alarm is automatically canceled. The extension user can program the alarm to be activated once or always (repeated). When programmed for always, the alarm will sound at the same time everyday.

Conditions:

1. The Alarm Clock feature code maybe programmed under any programmable flexible feature button.
2. The alarm clock will be automatically canceled after the programmed Alarm Play Time.
3. The display will be unchanged until [ack] is pressed or when the telephone is used for another call.


Flash – Telephone Company Line

Feature 

Flash – Telephone Company Line is a programmed setting that will determine what flash timing will be presented to the telephone company central office when the user issues a Hook-Flash command while connected to a Telephone Company Line. This feature is a requirement when the system is installed “behind” Centrex or PBX system. For easy access it is recommended, in these two cases, the Flash feature code should be programmed onto a Flexible Feature Button.

If Call Waiting service is provided, by the telephone company, the Flash feature to answer a second incoming call while connected to another outside party.

Conditions

1. The Flash code may be stored in any speed dial bin.
2. The Flash code may be stored in the Last Number Redial buffer.
3. The Speakerphone will display “/” to indicate the Flash.
4. Single line extensions must generate a hook-flash on the analog port then dial  to generate a hook-flash on a CO Line.

Flexible Feature Button Programming

Feature # 3

Each digital telephone has dual-color Flexible Feature Buttons that can be programmed as a CO Line, extension, or feature. These are called flexible since each telephone is individually programmed, and the programming may be changed at any time.

Flexible Feature Buttons offer convenient, one-button access when activating desirable features. Some programmed feature buttons will light when activated (Call Forward, DND, DSS/BLF, etc.), while others do not (Background Music, Call Pick-Up, Last Number Redial, etc.).

Use the following steps to program or reprogram a Flexible Feature Button:

1. At an idle telephone, Press the Feature Button
2. Dial #3
3. Press the button to be programmed.



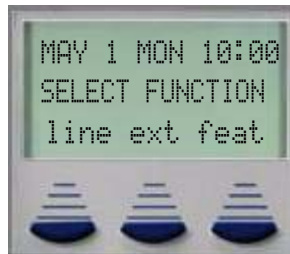
4. The feature currently programmed under the button will be displayed. For example if the voice mail button were pressed the following will be displayed.



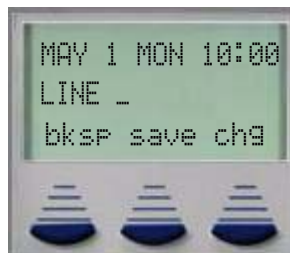
5. To identify the feature code displayed, press `show` within 3 seconds of pressing the flexible feature button.



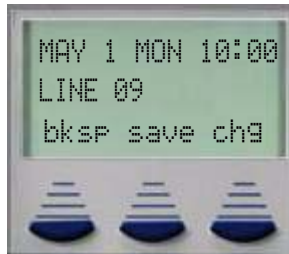
6. To reprogram the feature key, press `chg` within 3 seconds of pressing the flexible feature button.



7. Select between "line", "ext" or "feat"
 - Line - 1 ~ 9 (depending on the configuration)
 - Ext - Any Valid Extension in the system
 - Feat - Any valid feature, must press the feature button first.
8. Example 1 - When programming an additional Telephone Company Line:



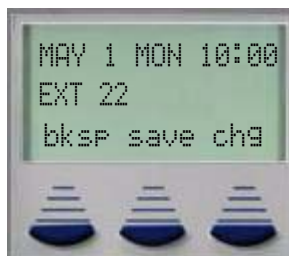
9. Enter the Telephone Company Line to add or press `save` to clear this button:



10. Example 2 - When programming an Extension:



11. Enter the extension that will appear on that flexible feature button or press `save` to clear this button:



12. Example 3 - Programming a feature on a flexible feature button:



13. Enter the feature code as seen in the feature code table at the beginning of this chapter or press **save** to clear this button:



14. When entering in a new feature be sure to press the "Feature" button first - the "F" must be the first button pressed or the feature will not operate correctly.
15. lift the handset to exit programming

Conditions

1. If an invalid code is dialed a single tone burst (error tone) will be heard and the display will show "CODE UNAVAILABLE."
2. Valid feature codes must be in the form of either "Fn" or "Fnn" where "F" is the feature button and "n" is either a single-digit or two-digit code, including asterisk * and pound # dialed from the dial pad.
3. Any feature button programmed with a code previously assigned to a different feature button will cause the previously programmed feature button to become unassigned.
4. Flexible Feature Buttons can be cleared of any feature code/directory number by pressing "save" before entering a code/number.

Forced Intercom Tone Ring



When an extension is in Hands Free - Voice Announce mode, intercom calls will not forward, so the system allows callers to dial "*" to activate Forced Intercom Tone Ring which allows callers to ring the extension.

Conditions

1. It is not possible to force an extension from Tone Ring mode to Voice Announce mode if the extension is set to Tone Ring mode.
2. When an extension leaves a Callback, the alert signal will ring.

Group Call Pickup

Feature  

See Call Pickup

Headset Jack

Feature  

The headset jack on all Digital Speakerphones is a standard 2.5 mm jack, which will accept industry-standard headsets. A headset connected to the headset jack operates as an integral component of the digital speakerphone. Once enabled the speaker button will act as the on and off button for the headset operation.

Conditions

1. The Headset Jack can be found next to the Handset Cord jack.
2. External Headsets will require that the handset be removed each time a call is receive

Hold, System (Common) & I – Hold Indication

This feature allows the user to place any call on Hold by pressing the Hold button. If the extension that placed the call on hold has the CO Line is programmed on a Flexible button, the LED will light, and flash slowly. All other extensions with button appearances will be lit solid.

“I – Hold Indication” refers to the color difference of the LED’s. When an extension places a CO Line on Hold, I – Hold identifies that the call is holding for that extension with a flashing LED. A CO Line placed on hold by a different extension will change colors and be lit solid.

Conditions

1. When the conference initiator presses Hold, the conference parties will be placed on Exclusive Hold. This feature is used when adding conference participants. The LED will flash green at the conference initiator’s extension.
2. Calls placed on Hold will hear Music-on-Hold, only if an external music source is connection.

3. Calls placed on Exclusive (private) Hold, which have exceeded the programmed “Exclusive Hold time”, will be automatically converted to System Hold.
4. There is a distinctive slow flash rate for a CO Line that is on System Hold.
5. There is a distinctive rapid flash rate for a CO Line that is on Exclusive Hold.

“Hold” Remind Time


When the programmable “Hold Reminder” timer is exceeded, a single ring tone is heard at the extension that placed the call on hold. This reminder, will be repeated each time the timer expires.

Conditions





1. Hold Reminder applies to both intercom and CO Line calls.
2. Hold Reminder applies to CO Line calls that are on System Hold or Exclusive Hold.

Holding Call Answer – Select



Holding Call Answer allows a user to place and retrieve calls on and off hold by pressing the  button. When several calls are holding at an extension, Holding Call Answer will access the CO line that has been holding for the longest period of time while placing the current call on hold.

Holding Call Answer works for all CO Lines regardless of the extension's CO Line button programming. It is possible to retrieve calls that do not appear on a button at an extension via Holding Call Answer.

Single Line Extensions will use   to answer a call placed on hold at their extension and   to answer a call placed on hold at a different extension.

Conditions

1. Holding Call Answer will also operate for intercom calls placed on hold.
2. If the person on Hold hangs up, the system will automatically release the held CO Line.

Hot Key Enable / Disable

Feature

Hot Key is the automatic operation of dial pad keys while the telephone is idle. On an idle extension, once a digit is dialed the digital telephone become active, and begins processing all digits dialed. For example, one extension can dial another just by dialing the extension number.

Conditions

1. It is not recommended to disable the Hot Key Pad when Automatic Line Select (Prime Line Pickup) Feature is set to a CO Line or Line Group because, it will make internal calling problematic.
2. If enabled, and the Feature key is the first button pressed, then the dial pad becomes active. Therefore, when activating a feature and the feature button is the first button pressed, there is no need lift the receiver.

Hunt Groups

~

There are eight (8) Hunt groups that can be assigned up to 24 members. There are three (3) types of hunt groups: All Ring, Linear Hunt, and Voice Mail. Hunt groups 1 through 8 correspond to extensions (dial codes) 82 – 89. At default, Hunt group 6, Dial Code 87, is reserved for Voice Mail and already contains the voice mail extension numbers 56 ~ 63. In addition, at default Hunt groups 88 and 89 have all extensions preprogrammed into them, and Door phones 1 and 2 (SLT Ports on the Option Module 36 and 37) are programmed to ring those hunt groups.

Linear Hunt

Stations in a linear hunt group ring in order that they are programmed. If a member in the sequence is busy, the next available member will ring, if all members are busy, the calling will get ring no answer. For instance, if Member 1 and Member 2 are busy, Member 3 will ring. As soon as the busy members are no longer busy, they are placed back into queue. When a pilot hunt group is dialed the members are always called in sequence, always starting with member 1.

All Ring

When the pilot number for an all ring hunt group is dialed, all idle extensions within the group will ring.

Voice Mail Hunt Group



When connected to an integrated voice mail designating a hunt group as voice mail type will allow the system to send or dial digits, known as In-band signaling or digits, required by the voice mail system.

Conditions


1. Hunt group members should be entered in the order that they should ring. If the first entered extension is idle forwarded, it could cause all calls programmed to ring the hunt group, to forward. Calls that ring an idle extension will not following station forwarding.
2. When a call is presented to an all ring hunt group, and all extensions are busy, the caller will receive a busy signal.

Intercom Calling - Non Blocking - Intercom Button

Intercom Calling allows a user to place an intercom call by dialing the intercom number corresponding to the extension to be called. A DSS/BLF button can be programmed for placing an ICM call by pressing one button. Hands-free intercom calls can be placed without using the handset. Background noise may restrict the suitability of hands-free connections.

Each extension is capable of independently selecting how intercom calls are received. Either: Voice Announce Hands-Free or Tone Ringing mode Feature  . See intercom Mode Selection.

Conditions

1. Intercom calls to telephones in Voice Announce - Hands-free are “logically” answered by the system at the called extension. Therefore these calls cannot be picked up by other extensions using Group Call Pickup. Auto Line Selection is set to “ICM” Intercom at default. So, intercom dial tone is heard automatically upon lifting the handset or when pressing the  button. If a called extension does not answer you can invoke a callback to that extension by pressing the soft button under the “cbck” button.

Intercom Call Back


Feature  

The Intercom Call Back feature is used to queue for an extension that may be busy or unattended. The next time the telephone becomes idle, the Call Back Feature will automatically ring the telephone that initiated the Call Back Feature. When the initiator presses the speaker button or lifts the handset, the extension that received the Call Back will automatically begin ringing.

Conditions

1. An extension can only initiate one Call Back
2. No one Extension can have more than 5 Call Back queued at one time

Last Number Redial

Feature  or fixed redial button

Last Number Redial (LNR) allows the user to automatically dial the last number dialed from their telephone. The LNR feature will retain up to twenty 20 digits for each extension. The user can select a specific CO Line to be used with LNR by pressing that CO Line button or you may allow the system to automatically select a line. Another way of using the last number redial is to use the navigation keys, locate "Call Log", and then press the up arrow, to view a list of the last 50 outgoing telephone numbers dialed.

Conditions

1. Last Number Redial only works with CO Line calls.
2. When LNR is activated the system will first select the previously used CO Line to dial. If that CO Line is busy, any idle CO Line in the same group will be selected. If all CO Lines are busy, a busy tone is heard and "ALL CO Lines BUSY" will be displayed.
3. The LNR feature code may be programmed on a programmable feature button.
4. LNR will repeat a hook-flash in the same sequence as it was first dialed. If a speed dial number was first dialed LNR will dial the speed dial number and any subsequent manually dialed digits.
5. If the Last Number Redial memory is empty, the telephone will receive error tone and the telephone will display: "LNR EMPTY"

Least Cost Routing

Feature ^{MNO}6 ^{TUV}8

Least cost routing allows the system to evaluate each telephone number dialed to ensure that it is using the correct trunk route.

Conditions

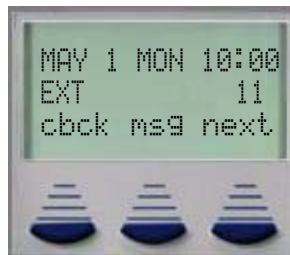
1. This must be enabled in Database Programming

Message Waiting

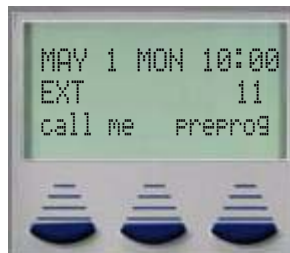
Feature ^{WXYZ}9 ^{MNO}6

When you call a busy or unattended extension, you will have the option to send a message waiting indication. You may select to use the first interactive button or dial the feature code Feature ^{WXYZ}9 ^{MNO}6. In addition, you can dial the message waiting code from your idle telephone and send a message without ringing the telephone.

1. Dial an extension number, for example Extension 11:





2. The extension must be ringing. If the extension answers in Hands free mode, then you must press  to activate the ringing. Press msg to send a message.



3. Press **call me** to send an immediate message to the extension. The called extension (EXT 11) status bar will begin flashing.

Conditions

1. Feature   is used to disable a Message Waiting Indication.
2. The **vm** option will only be visible if an optional voice mail is installed.

Monitor - SLT Extension

Feature  

The Monitor feature may be useful for purposes quality assurance, and allows conversations to be monitored at other extensions. The extension which is monitoring the busy extension or CO Line must have a higher priority setting for its Monitor Class of Service than the extension which is being monitored.

Since this feature is very similar to Intrusion, it is possible to “shift” between these two features when Monitor has been invoked. The monitoring extension may press the “Mute” button to join in on an existing “Monitored” telephone call.

LEGAL NOTICE: This feature may violate privacy laws if used in a manner that is inconsistent with requirements of these laws. Manufacturer assumes no responsibility with regard to the use of this feature. It is provided for the virtue of ethical use only. YOU are responsible for using this feature appropriately considering all applicable laws.

Conditions

1. The most privileged Class of Service is “0”, therefore, “9” is the least privileged level. At default all extensions have a Monitor Class of Service of “5”.
2. Extensions with the same monitor Class of Service, may not monitor each other.
3. Monitor is only allowed if the called extension’s Monitor Class of Service is less privileged than the calling extension’s Monitor Class of Service.

Mute

Feature  

The mute feature, which appears on a fixed button, allows the user to temporarily disable their microphone, which allows them to have a private conversation with someone in their office. Additionally, the “Mute” key is used to enable two-way communications when the “Off-Hook Voice Announce” is being used.

If the digital telephone is set to receive intercom calls using voice announce (Hands Free) and you are having a private conversation, simply press the mute key and the calling party can make an announcement, but will not be able to hear your conversation. You must press the mute button to talk to the calling party. When the call is terminated, the mute button must be pressed again.

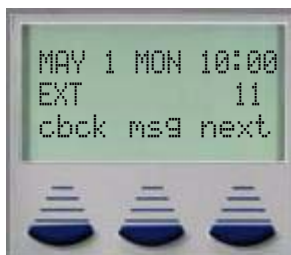
Conditions

1. When MUTE is active, the display updates and the Auxiliary Lamp is lit solid.

Off Hook Voice Announce

Off-Hook Voice Announce (OHVA) allows the user to receive a voice announcement from another extension while they are using the handset on their telephone. The user's speakerphone is used to provide a second conversation path. An OHVA call may be rejected if the user chooses to not be interrupted from their current call.

1. To use Off Hook announce - Dial a busy Extension. For example Extension 11:



2. Press the interactive button associated with next:



3. Press the interactive button associated with voic
4. The display will update and you are speaking over the extension's speakerphone:



5. The Called extension (in the example, extension 11) must have the receiver (handset) off hook, or you will get one double ring burst, and the display will update:



Conditions


1. The Called Extension must be off hook, on the handset, for OHVA to work. If a headset is being used and the handset is not off hook, OHVA will not work.
2. If the extension user has the "Mute" function activated, the line will remain muted until the Off-Hook Voice Announce is complete.

On Hook Dialing (Hot Key Pad)

Feature 

On Hook Dialing allows the user to monitor the dialing of an outgoing call through the built-in speaker. The user may place an outgoing call without lifting the handset, allowing for hands-free operation. Simply lift the handset receiver to speak privately. If you wish to return to handsfree operation, press the speaker button and replace the handset.


Conditions

1. It is not recommended to disable the Hot Key Pad when Auto Line Select (Prime Line Pickup) Feature  is set to a CO Line or Line Group because it will make internal calling problematic.

One Touch Transfer

Extensions with a flexible button programmed as an extension can transfer a call by pressing the button and hanging up.

Conditions

1. Extension User may customize their telephones using Feature .

Page

Feature 

Extension users may initiate various one-way page announcements:

- All Paging - All paging zones internal and external.
- External Paging - Only external ancillary paging equipment.
- Internal Paging - Specific page groups
- Internal Paging - A system-wide internal page.

Related Features
Meet Me Page (Feature )
Paging Allow (Feature )

Conditions

1. Only one page will work at a time, if a second page is attempted, "PAGE BUSY" will be displayed.
2. Single Line Telephone may initiate a Page, and use the Meet Me Page feature, but they will not receive a page announcement.

Page (Allow / Deny)

Feature  #  9




The Page Allow/Deny feature allows a user to enter a code to toggle between allowing or denying pages at their extension. Background music programmed to play from this extension is not affected. When in Page Deny mode, the telephone is still capable of initiating a page and use the "Meet Me" page feature. However, it will not be able to receive a page.

Conditions

1. The Page Allow/Deny feature code may be stored on a feature button.
2. This does not affect Intercom Calls or Voice Announce Private.

Page (Meet Me)

Feature   5  9

Meet me page allows the user to locate a person that is away from their desk or have no office location. Once paged, the party can answer the page, using any telephone in the system, by entering the "Meet Me" (Feature   5  9) code. Once the code is entered, the system creates a private intercom call and releases the page port.

Conditions

1. A page may be answered at any telephone, by dialing Meet Me Page code, even if the page announcement is not heard over the telephone speaker.
2. The page may be a zone page or a system wide "all page".
3. The Meet Me Page code may be programmed on any available flexible button.

Pause / Pause Insertion

Feature  

The Pause/Pause Insertion feature places a deliberate delay in dialing when placing an outgoing CO Line call from a stored number. Pause is useful in allowing access to special services where a delay is required. When entering a pause it will appear as a “P” on the telephone display. A pause may be inserted in a number stored as an extension Speed Dial number or in a System (Common) Speed Dial bin.

Conditions

1. A pause occupies one digit position when stored in speed dial.

Phone Lock / Unlock

Feature  

The Phone Lock/Unlock feature allows a user to prevent ANY outgoing CO Line calls from their extension. The extension password is used to lock/unlock the telephone. This feature code is also used to program your private four-digit extension password.

The use of the feature (Phone Lock) will block all CO Line calls, including emergency calls such as “911”. Therefore, it is not recommended that any telephone be locked.

Conditions

1. When an extension is locked it can only make intercom calls; answer and retrieve calls on hold are not affected.
2. If a user forgets their password it may be retrieved via the system database administration.
3. The programmed Attendant's Private Password is used to enter Attendant Administration.
4. If a CO Line or CO Line call is attempted from a locked telephone, error tone will be heard and the display will show “PHONE LOCKED”.
5. The Phone Lock feature code may be programmed on a Flexible Feature Button.

Pulse to Tone (DTMF) Conversion



The Pulse to Touch Tone (DTMF) conversion feature enables the system to use Dial Pulse (rotary) outgoing telephone company lines and access special services which require DTMF tones. A limited number of applications may still only support Pulse dialing for outgoing calls, but after reaching an outside party the use of Touch Tone mode may be required.

Conditions

1. The dialing conversion can only be from pulse mode to tone DTMF mode, not from DTMF back to pulse mode.
2. The Pulse-to-Tone code can be programmed in any speed dial bin.
3. When making a call on a CO Line with Pulse Rotary dialing, the digits following "*" will be sent in DTMF tone mode.

Recall

The Recall feature pertains to calls that are parked, on hold, or calls that have been transferred to another extension. Calls which go unanswered after a preset period of time are "recalled" to the extension which initiated the park, hold or transfer. Recall reduces the possibility that a call will go unattended.



Related Features
Call Forward
Transfer
Hold
Park

Conditions

1. Recalling telephone company lines will follow Call Forward destination settings.
2. Recalls are not directed to the programmed Alternate Attendant extension.
3. When a holding or transferred call begins to recall, the outside party will hear transfer ring-back tone.
4. During recall, the CO line returns to System Hold allowing any extension with normal CO Line receive privileges to retrieve the recalling line.

Reminder Tones

Reminder Tones are heard when accessing an intercom dial tone from an extension that has Call Forward or Do Not Disturb is enabled. This “stutter” dial tone is actually a rapid, recurring break in the intercom dial tone which reminds the user of the current extension availability status. If Call Forward or Do Not Disturb is activated, this reminder tone will be heard when the extension user places an intercom call.

Related Features
Call Forward Feature 
Do Not Disturb Feature 

Conditions



1. Once a digit is dialed the reminder tone is removed until the next time intercom dial tone is heard.

Ringling Level / Muted Ringing

Ringling Level

Using the Volume up or Volume down keys, the ringling volume at each speaker-phone may be adjusted to one of four volume levels.

Muted Ringing

Incoming telephone company lines and intercom calls ring at the lowest ring volume level when the extension is active. This “muted” condition applies only when the extension is busy. Muted ringling only happens when the called extension is busy, and it does not have busy or busy no answer forward enabled. In addition, Call Waiting Feature  , must be enabled.

Conditions

1. Ringling levels can be adjusted from the lowest level 1 to the highest level 4.
2. An audible tone is heard when the maximum and minimum volume levels have been reached.
3. As ringling levels are adjusted the current setting is displays on the LCD.

Ringling Line Priority

The Ringling Line Priority feature follows an established priority schedule when connecting incoming calls. This system wide parameter will automatically connect incoming calls based upon this priority when there are multiple incoming calls to an extension. The user may override priority answering by directly pressing the direct appearing CO Line line, CO Line group, feature button or by dialing an intercom number before going off-hook. The user may simply lift the handset to have the system assign the highest priority call to that extension.

Ringling Line Priority is: (Highest to Lowest)

- Callback - Extension
- Callback - CO Line Recalling
- CO Line call
- Transferred CO Line call
- Incoming CO Line call
- Incoming ICM call

Conditions

1. This is not a programmable parameter

Relay Control

Feature ^{MNO}6 1 (X)

(x) = Relay 1 - 4

There are 4 relays on the Option Module which can be programmed to close when the code Feature ^{MNO}6 1 plus the relay 1 - 4 is dialed. For example, this closure can be used to open electronic door latches.

Conditions

1. The option module must be installed.
2. A Flexible button may be programmed to activate a specific relay. When the relay is activated, the LED on the button will be lit solid.
3. If this feature code is dialed and the selected relay is not operational, one double tone burst (error tone) is heard.

Save Dialed Number (SDN)

Feature

JKL
5

1

Saved Number Redial (SDN) is used to retain a telephone number, which was just dialed, to be used later. Once stored the number can be recalled by dialing the SDN feature code, regardless of what feature operations or numbers have been dialed at that extension since the number was saved. Only one number can be stored at a time.

Conditions

1. Saved Dial Number can store a maximum of sixteen 16 digits.
2. If all CO Lines are busy when the redial is attempted the display will show "ALL CO LINES BUSY."
3. The Save Dialed Number feature code may be stored on any Flexible Feature Button for one-button storing and dialing operation.

Single Line Telephone - Flash

Single Line Telephones and similar analog devices uses a Hook-switch Flash or Flash button to administer call-processing operations like transfer and hold. This fundamental call control is handled in the form of specific hook-switch operations. These are known as Hook-switch Flash or just Flash commands.

Conditions

N/A

Speakerphone

The Speakerphone allows users to place and receive calls 'hands-free'.

Conditions



1. The speakerphone function is impacted by environmental conditions.
2. Operation of the speakerphone in high-noise areas may yield less than adequate results. If this is the case in the area where your telephone is located, the handset may be used to improve connection conditions.



- To dial intercom numbers directly from an idle condition, the Hot Key setting must be enabled. Otherwise, the extension user must press a programmed Intercom Button or press the ON/OFF button prior to dialing the extension number.

Security Control

Feature   (X)

(X) = Sensor 1 - 4

There are 4 sensors on the Option Module which can be programmed to set off an alarm indication. Once tripped, the alarm can be programmed to alert internal extension with a special ring as well as calling an external location. To deactivate the Security Alarm Sensor dial Feature   and enter the password.

- Enter Feature  



- Select All, or 1st to activate all or just the first Security Alarm Sensor, press next to select 2nd, 3rd, and 4th.



- Enter the password that is used to activate and deactivate the Security Alarm Sensor.



4. The phone will return to idle

Conditions

1. The option module must be installed.
2. A Flexible button may be programmed to activate a specific relay. When the relay is activated, the LED on the button will be lit solid.
3. Each Relay can be programmed as a Relay or a Sensor, but not both.

Speed Dial (ABBR) – Extension /System

Feature 1

The Speed Dial feature allows users to store frequently dialed numbers. Each extension may store up to twenty (20) personal numbers 00 - 19 in the speed dial directory. Digital Telephones enter and store their speed dial number using Feature 1, to dial a stored number, press a CO Line and enter Feature 1, followed by the bin number 00 - 19. A short cut has been added to allow users to dial speed bins 00 - 11 quickly and easily. The user presses the Feature Button followed by one of the 12 flexible buttons (not Line buttons), which are preprogrammed with station speed bins 00 - 11.

Single Line Telephones can also store up to 20 station speed bins using the #1 feature code. To dial a speed bin a Single Line Telephone uses the *1 feature code.

The system may store eighty (80) numbers 20 - 99 for system-wide access. System Speed Dial numbers can be programmed by Attendant Administration (Feature #0) or customer database programming.

Each Speed Dial Bin can store up to 16 digits, if more are required, speed bins may be chained together using the Feature 1, plus the next speed bin to be used. See Example 3 for entry examples.

Programming System Speed Dial

Extension Speed bins are programmed and exclusive to each extension, system speed bins are for system wide use. To program an Extension or personal speed bin:

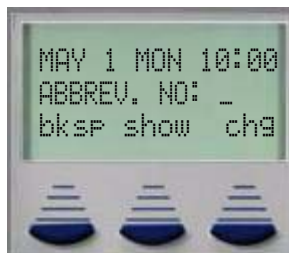
1. Enter Feature 1, and the speed dial bin to be programmed. Valid entries are 00~19.



2. Press chg



3. Enter the number, up to 16 digits. If more are needed enter Feature 1 and enter another speed bin. This will “Chain” the two speed bins together allowing you to dial one speed bin location and have both speed bins dialed. Press save



4. Enter the next speed bin to be programmed press speaker to exit.

Examples:

1. Example 1 - To enter a CO Line Flash (“hook-flash”) in a System Speed number, press Feature 3. The stored “hook-flash” is indicated by a “/” character at telephones with displays. For example to enter “FLASH 1 3 8 9” in a system speed number the

entry would be: "Feature ³ + ¹³⁸⁹". The displayed system speed number would be "/1389".

2. Example 2 - 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 "⁹P⁰¹¹⁸⁸⁶³⁵⁷⁷³¹⁴¹" into a system speed number the entry would be "⁹ + Feature ⁷⁰ + ⁰⁰¹¹⁸⁸⁶³⁵⁷⁷³¹⁴¹". The displayed system speed number would be "9P01188635773141".
3. Example 3 - 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 "12345678901234567890", for example, into locations 20 and 21:
 - Enter into location 20: "¹²³⁴⁵⁶⁷⁸⁹⁰ Feature ¹²¹".
 - Enter into 21: "¹²³⁴⁵⁶⁷⁸⁹⁰"
 - Dial this sequence of numbers by accessing only Speed bin location "20."

Special Entry Codes:

TABLE 1.5 Special Entry Codes

Display	Entry Code	Description
#	#	The Pound Key
Ⓢ	Feature ¹	Chaining Speed bins together
/	Feature ³	Flash command to insert a flash in the dialing string
P	Feature ⁷ ⁰	Insert a pause when dialing the preprogrammed numbers

Conditions

1. A maximum of 16 digits can be entered into any one speed bin.
2. The system can be programmed to allow System Speed Dial Numbers to override Toll Restriction settings both CO Line and Extension Classes of Service.

Status Message



Digital Extension users may set a status message to alert intercom calls of the extension users current status. The user may select between 6 preprogrammed messages, or customize one each time it is used. Preprogrammed messages include:

Number	Message	Number	Message
1	Out for Lunch	5	Out of Office
2	Be Back Soon	6	On Vacation
3	Left for the Day	7	Empty - Customizable
4	In a Meeting		

Conditions

1. The Status message will work even if the extension is in DND
2. The called extension must be ringing to see the status message. If answered in hands-free mode, the status does not display.
3. When customizing number 7. Empty, use the standard keypad entry process.

TABLE 1.6 Key Pad Entry Procedure

Digits	Depression 1	Depression 3	Depression 2	Depression 4
1	Special Characters			
2	A	B	C	
3	D	E	F	
4	G	H	I	
5	J	K	L	
6	M	N	O	
7	P	Q	R	S
8	T	U	V	
9	W	X	Y	Z
*	enters numeric if press before, lower case if after			
#	Space or go to the next character			

Text Messages

The interactive LCD Display gives the user several options when calling a busy or unattended extension. For example, the user may press "cbck" to leave a generic call back message or press msg and select "PreProg" and leave a preprogrammed text message. There are 6 preprogrammed messages:

TABLE 1.7 Preprogrammed Messages

Preprogrammed Messages
Have a good Day
Call Operator
Call Home
Call Back
Friend Visiting
Urgent
Empty - Customizable

Conditions

1. The called extension must be ringing to see the status message. If answered in hands-free mode, the status does not display.
2. When customizing number 7. Empty, use the standard keypad entry process.

TABLE 1.8 Key Pad Entry Procedure

Digits	Depression 1	Depression 3	Depression 2	Depression 4
1	Special Characters			
2	A	B	C	
3	D	E	F	
4	G	H	I	
5	J	K	L	
6	M	N	O	
7	P	Q	R	S
8	T	U	V	
9	W	X	Y	Z
*	enters numeric if press before, lower case if after			
#	Space or go to the next character			

Touch Tone On/Off

Feature

#

1

Touch Tone On/Off can be used to customize a users' telephone tactile response of dial pad key operation. The factory setting is; Touch Tone "Off". While ON; operation of the dial pad button/keys will cause a subtle beep tone to be emitted from the telephone speaker as an assurance that this button operation was successful.

Conditions: N/A

Transfer

Transfer is used to deliver calls at one extension to another extension while maintaining the privacy of the connection. This means that calls can be routed to system destinations (Extensions, Hunt Group, Voicemail Group, etc.) in such a way that the wrong party cannot easily intercept them.

There are two (2) types of transfer you may use: Screened (talk) Transfer and Unscreened Transfer.

Screened Transfer – means that before the transfer is completed, the call is announced to the destination extension. This transfer method provides the transferring party with the option to reroute the call being transferred if the selected destination is determined not appropriate.

Unscreened Transfer – simply delivers the call to the destination selected regardless of the destination readiness to accept the call.

Until the transfer is complete, the outside line is placed on Exclusive Hold and can only be retrieved by the transferring telephone or the receiving telephone.

Calls that are transferred are subject to a unique transfer recall time. Transferred calls that go unanswered at the destination will recall (ring) to the transferring party when this timer expires. There are two recall timers that affect transferred calls; Transfer Busy Recall Time and Transfer Idle Recall Time. Idle and Busy represent the status of an extension for unsupervised transfer scenarios. (If the extension destination is busy the Transfer-Busy Timer is used. If the extension destination is idle the Transfer-Idle Timer is used.)

Related Features

Recall

Transfer Beep Enable Feature ^{PQRS}7 ^{WXYZ}9

Call Forward Feature ¹⁰2

Forced Intercom Tone Ring Feature ^{WXYZ}9 ^{TAL}8

Tone Ringing ¹⁰*

Conditions

1. Transferred CO Lines that recall are placed on system hold at the time the recall occurs.
2. When a transferred CO Line recalls, the line number and extension number where the call was transferred will be displayed.
3. The transferred connection party will hear ring-back tone while the call is transfer ringing.
4. CO Line calls and intercom calls may be transferred.
5. In screened transfer, if the destination extension answers the intercom call in Voice Announce Hands-free mode and does not go off hook, the transferred connection will transfer ring at that extension.
6. In screened transfers, if the destination extension answers the intercom call by lifting the handset, the transferred connection is connected to the destination extension immediately when the transfer operation is complete.

Transfer Beep

Feature ^{PQRS}7 ^{WXYZ}9

When a call is transferred an audible tone is heard. Dial Feature ^{PQRS}7 ^{WXYZ}9 to disable this tone.

Conditions: N/A

Voice Announce / Hands-free Reply

Feature  




The telephone provides the ability to receive incoming intercom with voice announce enabled, or disabled. When voice announce is enabled both parties will be able to speak without pressing additional buttons. However, if set to voice announce deny, the receiving extension will receive ringback tone and must lift the handset receiver or press the speaker button to answer the call.

For private conversations, press the mute button on your telephone, and the voice announce option becomes private. You must press the mute button to speak to the calling party. The mute button must be reactivated each time.

The user can select between these modes as their needs change.

- Voice Announce – Hands Free Mode: Hands free, gives the station user the ability to receive incoming intercom calls, without having to press any buttons. The user receives a tone burst; the user and the intercom caller are instantly connected, and can converse freely.
- Tone Ring mode – All calls to this extension will ring. The user must press either the speaker button or the lift the handset.
- Voice Announce Private – Once the mute button is activated the next call will be considered private so the calling party cannot hear the private conversation. The mute button must be reactivated after each call

Conditions

1. Extensions programmed for Hands-free (Voice Call Allowed) are automatically answered so calls will not automatically forwarded.
2. Extensions in Ring or Page Mode with Voice Call Allowed, can still receive Voice Calls if the calling Extension presses the “* ” key while the extension is ringing.
3. Extensions in Ring or Page Mode with Voice Announce Denied Cannot receive Voice Announce calls.
4. During Tone Ringing, the LED associated to the  button will flash.
5. If a Flexible Feature Button has been programmed with the Intercom Mode Selection Code Feature   the LED associated to that button will indicate the current mode selection as follows:

Voice Call - Hands Free
Tone Ringing Mode

LED will light steady
LED will Flash

Voice Call Recorder (One Touch Record)

Feature  

The Voice Call Recorder (One Touch Record) function is directly related to the digitally integrated Voice mail system. If enabled in the database, this feature allows users to record external (CO Line) conversations. When the Voice Recorder is activated, a connection is established between the extension and the Voice mail system. The conversation is recorded in the extension's voice mailbox and stored in the "Clip Board" area.

Note:

Requires the integrated Voice Mail System

Conditions

1. The feature may program a Flexible Feature button.
2. If a Flexible Feature Button is used for this feature... During recorder setup the associated LED (lamp) for that button will light steady. When the recording begins the lamp will change color but it will remain lit solid.
3. Extensions programmed into the Automatic Record Group, will not begin recording until Call Duration Timer has expired.
4. Placing a call on hold constitutes completing a call and ends the recording function. Therefore, the feature code saving the recording must be dialed before placing the call on hold.

Volume Control

The digital speakerphone is equipped with a volume control that is used to adjust the various volume settings of the telephone. The following functions can be adjusted:

- Background Music
- Paging
- Headset Mode
- Speakerphone
- Handset
- Ringer volume

Adjustment for each function is made while that function is in use. The digital phone remembers the volume level selected for each function the next time that function is used. The Ringer volume adjustments allow for 4 (four) volume levels.

Whenever the various mode is active, press the Volume UP or DOWN Keys as necessary. The volume for this mode/function is now set.

Conditions

1. Users may adjust the ringing volume while the Digital Speakerphone is not in use or while it is ringing.
2. When adjusting the ring volume, the display will temporarily show the current setting.
3. When attempting to adjust the ringing volume beyond the highest or lowest setting, a single ring burst is heard to indicate that further adjustment is not possible.
4. Volume settings do not affect the transmit volume, only the receive volume.
5. Any conversation with an outside party will not be able to detect volume is increases or decreases.

Warning Tone / CO Line Call Limiter

Each extension may be programmed with a warning tone, and telephone company line call limiter. Each inbound or outbound call is monitored for the length of the call, once the warning time timer is reached the caller will receive the warning tone every 20 seconds for the duration of the call. In addition, the extension can be programmed to terminate the call after the first warning tone is heard. This feature is useful in a lobby or retail environment where lengthy calls are to be discouraged.

Conditions

1. This feature is not recommended as a "Toll Saver" option and should be used only for specific applications.
2. Additional calls can be made at the extension following the expiration of the *Warning Tone/Drop Call operation*.

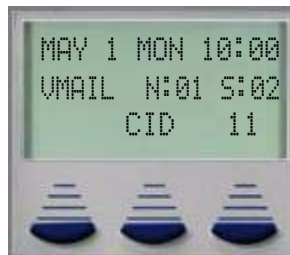
Voice Processing System

The optional voice processing system is designed to assist you in your daily tasks. Your voice mailbox becomes your primary assistant which can call you when you have a new message, as well as emailing you a copy of each message.

Using your Mailbox

If the voice processing system is installed in your telephone system, the display will indicate how many New messages, and how many Saved messages are currently in your mailbox.

In the display you will see "N:00" which means that you have no new messages; if you had one new message the display will show "N:01". Saved messages are indicated by the "S:00", which means that you have no saved messages. The following display is an idle telephone display:



Set up

The following steps are used to set up your mailbox:

1. Press the "Voice Mail" Button.
2. Enter your password - Default password is 0000.
3. Press 3 to change your password from the default 0000.
4. Press 4 to record a personal greeting.
5. Press 5 to record the name that will be associated with this mailbox.

Your mailbox will give you the following list of options:



- 1 - Listen to new messages

Press 1 to listen to any new messages in your mailbox.

- 2 - Send a new message

Press 2 to send a message to another subscriber in the voice processing system.

- 3 - Change password

Press 3 to change your password. At default the password is 0000, and should be changed to something that you will remember, but is not easy for others to figure out. Try to avoid numbers like 1234 or 1111 because they may be easy to figure out.

- 4 - Record Greetings

Press 4 to customize your mailbox, you should record a personal greeting, that is informative to the caller. For example, "Hi, you've reached Ken, today Monday May first, I will be out of the office, but I will be checking my messages, so please leave me a message that

includes the time of day that you called, and anything that you would like to verify before calling you back. Thank you for calling.”

5 - Record Name

Press 5 to record your name. This is used whenever is transferred to your mailbox from the auto attendant. The name should only include your first and sometimes your last name. For example, you may say “Ken” or “Ken Williams”.

6 - Set Pager Notification

Press 6 to activate and enter a pager telephone number. Once activated, the pager will be notified each time a new message is received. Enter the pager telephone number, any delay needed after the telephone number is dialed, any numbers needed before sending the pager information, and finally enter the pager information that will be sent.

7 - Remote Notification (Cell Phone)

Press 7 to activate and enter the remote telephone number to be dialed when a new message is left in your mailbox. Your mailbox will dial this number and it begin to play the message that indicates that you have a new voice mail message, and to enter your password to retrieve the message. This message begins to play as soon as it dials your remote telephone number, so when you answer your telephone it may not be at the beginning of the messages. Just input your password and you will be able to retrieve your messages.

8 - Assistant Extension

Press 8 to set up an assistant extension. A caller will have the option to be transferred to the assistant extension rather than leaving a message in your mailbox.

9 - Direct Message Delivery

Press 9 to activate direct message delivery which will send callers that are in the auto attendant directly to your mailbox, without ringing your extension first.

0 - Reroute Caller to another Extension

Press 0 and input a new extension number where callers should be routed to when they enter your mailbox number. This can be very helpful when another extension is covering for you while you are on an extended absents.

- Clipboard Recording (One Touch Record)

All messages that are recorded while on a telephone call are placed into the “Clipboard” area. These messages do not send any type of message notification to the extension, pager or remote telephone numbers.

Listening to Messages

When you have a new message, your mailbox will notify you at your extension, in the display and with a visual flashing LED indication.

Enter your mailbox and press  to listen to your new messages.



After listening to a new message, you will be presented with the following options:

- Listen

Press 1 to listen to new messages

- Save

Press 2 after listening to a new message if you would like to save the message. Messages are saved for up to 30 days. Messages that are stored for longer than 30 days will be deleted.

- Delete

Press 3 to delete the message that you have just listened to; you must press 1 to confirm deletion of the message.

- Reply

Press 4 to reply to the message. This only works when a subscriber sends you a message from their mailbox.

5 - Envelope Information

Press 5 to listen to the header or envelope information such as the time and date that the message was received.

6 - Copy the message to another subscriber

Press 6 to copy or forward the message to another subscriber. The message can be copied with or without comments, and to multiple subscribers. To copy to multiple subscribers, enter the first mailbox number then press #, and then enter the next mailbox number and press #, continue until all mailboxes are entered. Press ## when you are done copying the message.

* - Skip to the next message

Press * to skip over this message to jump to the next message.

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Part Number: 45PDPUG
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