

Single Line Telephone User Guide



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1 Single Line Telephone User Guide

Introduction

Single Line or Analog telephones, like you use at home, have not changed significantly in many years. Generally, Analog telephones are basic in design and have very few features. However, when attached to a business PBX system, like this one, you will find that Single Line Telephones (SLT) has access to many of the same features that the digital telephones.



Feature Codes

Feature codes may be dialed at the time of operation. In several cases, the “Flash” button or Hook-Switch Flash must be pressed, which allows the system to give the SLT new dial tone, and access to additional features.

TABLE 1.1 Telephone Feature Codes

Feature	Single Line telephone	Page
Access Specific CO Line	#0(x)	Page 4
Account Code	4	Page 4
Alarm/Wake up	#92	Page 4
Alarm/Wake up Cancel	#*92	Page 4
Authority Code (traveling COS)	# 55	Page 5
Automatic Line Selection	#95 + 0 Intercom #95 + 1 + lg (line group) #95 + 2 + CO (CO Line)	Page 6
Call Back	#	Page 7
Call Broker	Flash + 1 to switch between calls and 2 to disconnect.	Page 7
Call Forward	#2(Y) Y = 0 - Idle Forward + ct 1 - Busy Forward + ct 2 - Direct Forward + ct 3 - Follow Me + ct 4 - No Answer + ct + ft 5 - Busy/No Answer + ct + ft ct=call type 1 for CO, 2 for ICM and CO, and 3 for ICM ft=forward time in seconds 1=10, 2=20, 3=30, 4=40, 5=50, 6=60	Page 8
Call Forward cancel	#*2Y	Page 8
Call Park	#73	Page 9
Call Operator	0	Page 6
Call Pickup Directed	EXT + 6	Page 10

TABLE 1.1 Telephone Feature Codes

Feature	Single Line telephone	Page
Call Pickup Group Different group	410 ~ 417	Page 10
Call Pickup Same Group	*	Page 10
Camp On (Busy CO Line)	#	Page 10
Camp On (Busy Extension)	Ext + 4	Page 10
CO Line Access	9	Page 11
Conference	Flash + 3	Page 11
Conference Room (Meet Me)	860 ~ 867	Page 11
Default Set	#69*	Page 12
Directed Call Pick Up	Ext + 6	Page 10
Do Not Disturb (DND)	#4	Page 13
Extension Password - Phone Lock	#97 + pppp (0000~9999)	Page 13
Extension Reminder	#92	Page 14
Extension Reminder Delete	#*92	Page 14
Forced Intercom Tone Ring	*	Page 14
Group Call Pickup	410 ~ 417	Page 15
Hold Retrieve (SLT) Different Extension	*7 ext (ext=Extension)	Page 15
Hold Retrieve (SLT) Same Extension	*6	Page 15
Hot Line	#9*	Page 15
Last Number Redial	#8	Page 15
Meet Me Page	#59	Page 17
Messaging (Call Me)	#96 + Extension Number	Page 16
Messaging (Call Me) Cancel	#*96	Page 16
Page	400 ~ 408	Page 16
Page All Extensions/All Tenants	409	Page 16
Page Answer (Meet Me)	#59	Page 17
Phone Lock	#97	Page 17
Pulse to Tone	*	Page 18
Operator	0	Page 6
Outside Call	9	Page 11



TABLE 1.1 Telephone Feature Codes

Feature	Single Line telephone	Page
Speed Dialing (SLT)	#1 spbn = Program Speed Bin	Page 19
Speed dialing (Extension)	500 ~ 519	Page 19
Speed Dialing (System)	600 ~ 699	Page 19
Voice Mail	#64	

Feature Code Operation

Accessing Specific CO Lines

#0(x)

To access an available line, dial 9 or to access a specific line or Dial # 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

82

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.

Alarm/Wake Up (Extension)

#92

Description

SLT extension users can activate an alarm, or wake up call, on their telephone to remind them of special appointments, events, etc. When the alarm activates, the telephone will begin ringing. After the alarm rings, it is automatically canceled if set to once, or reset if it is set for repeatedly. When programmed for repeated the alarm will sound at the same time everyday.

Activate

1. Go off Hook
2. Dial **#92**, hhmm (24hr format), then **1** for once, **2** for repeated daily.
3. A confirmation tone is heard.

Cancel

1. Go off Hook
2. Dial **#*92**
3. A confirmation tone is heard.

Authority Code (Traveling Class of Service)

#55

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 **#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 Selection (CO/Intercom)

#95

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

A line will not be accessed automatically when a telephone is receiving an incoming (outside or intercom) call or when a line is recalling at the telephone. However, the automatic line selection feature may be overridden by pre-selecting an outgoing line, or dialing an extension before lifting the handset, or pressing the speaker button.

TABLE 1.2 Automatic Selection

Code	Action
#95 + 0	Intercom dial tone is heard when going off hook. This allows internal extensions to be dialed directly, or dial 9 to access an outside line.
#95 + 1 + lg	lg = line group 9, or 800 ~ 807. An available line within the line group will be accessed when going off hook. A common entry may be #9519 for access to line group 1, which is the same as dialing 9 when going off hook. To make an intercom call, or reprogram this feature, the flash key must be pressed.
#95 + 2 + CO	CO = specific CO Line to access. The specified CO line will be accessed when going off hook. A common entry may be #952700 for access to CO Line 1. To make an intercom call, or reprogram this feature, the flash key must be pressed. Valid entries are 700~719, 744~747.

Conditions:

1. SLT ports use #950 for Intercom, #95 + 1 + lg for line group and #95 + 2 + CO Line for individual lines. To release a CO Line or Line group an SLT must press Flash and then dial #950.
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.

Call Operator (Attendant)

0

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 three-digit extension number can be assigned to any feature button.

Call Back – Extension

#91

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.

Conditions:

1. To invoke a call back at an extension that is in the voice announce mode, the user must press force tone ringing (**☒**).
2. The call back process begins when both the user's extension and the called party's extension are idle, on-hook.

Call Brokering (Handling Two Calls)

Flash + **1** to switch between CO Lines

Flash + **2** to disconnect

Call brokering allows extension users to toggle between calls. While connected to a call press "Flash" (the dedicated flash button or the hook-switch flash). Dial CO Line code, wait for dial tone and then dial the second number.

Conditions:

N/A

Call Forward Extension

#2

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

- Busy - forwards calls only when the extension is busy.
- Busy/No Answer - forwards calls when the extension is busy or when calls go unanswered.
- Direct Forward - forwards calls directly, without ringing the extension first.
- Follow Me - use the follow me feature to receive calls at a temporary location and activate the feature remotely from another extension.
- Idle - forwards all calls when the extension is idle.
- No Answer - forwards calls that go unanswered at an extension.

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 **#2**

2. Using Table 1.3 Enter the type of forwarding, followed by the Destination, what type of calls to forward and the no answer time if applicable.

TABLE 1.3 Single Line Telephone Forward Operations

Forward Type	Feature Codes	Forward Code	Destination	icm icm/co co	No Answer Time	Entry Code
Idle	#2	0	453 Voice Mail 101 ~ 148 Extension 430 ~ 452 Hunt Group	icm=1 icm/co= 2 co=3		#20872
Busy	#2	1	453 Voice Mail 101 ~ 148 Extension 430 ~ 452 Hunt Group	icm=1 icm/co= 2 co=3		#21872

TABLE 1.3 Single Line Telephone Forward Operations

Forward Type	Feature Codes	Forward Code	Destination	icm icm/co co	No Answer Time	Entry Code
Direct	#2	2	453 Voice Mail 101 ~ 148 Extension 430 ~ 452 Hunt Group	icm=1 icm/co=2 co=3		#22872
Follow Me	#2	3	453 Voice Mail 101 ~ 148 Extension 430 ~ 452 Hunt Group	icm=1 icm/co=2 co=3		#238722
No Answer	#2	4	453 Voice Mail 101 ~ 148 Extension 430 ~ 452 Hunt Group	icm=1 icm/co=2 co=3	1=10 4=40 2=20 5=50 3=30	#24872
Busy/No Answer	#2	5	453 Voice Mail 101 ~ 148 Extension 430 ~ 452 Hunt Group	icm=1 icm/co=2 co=3	1=10 4=40 2=20 5=50 3=30	#258722

* 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. When an extension that is forwarded goes off hook, you will hear stutter dial tone.

Call Park

#73 + PKL (PKL = park location 101-148)

All extensions have a call park location, which is a special dial code location that places calls into reserved location in the system known as a Park location or Park Orbit. Park is used to place calls into a location, which can be accessed by other extensions within the system.

To Park a Call

While on a CO Line call, press flash and then dial **#73** + PKL (PKL = park location (101-148). A confirmation will be heard.

Pickup a Parked Call

From a different extension - From intercom dial tone, dial **#73** + PKL (PKL = park location (101-148). You will be speaking to the outside party.

From the same extension, you only need to dial **#73** to pick up the parked call.

Call Pickup

#53 - #54

An extension can answer calls ringing at another extension by using the call pickup group feature.

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

Call Pickup 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 or forwarded, before the call is picked up, the user will hear error tone.
2. If several calls of the same priority are ringing at the extension, the calls are answered in the order they are received.

Camp on

#99

When an extension or a CO Line is busy when dialed, extension users may activate the camp feature, which will "link" the busy device with the calling extension. When the called

extension becomes idle, it will ring, and when that extension is answered, the extension that sent the "Camp on" will also begin ringing.

Conference

Single Line extensions can establish a conference with one internal and one external, or two internal or two external parties. Call the first party and then press flash, dial the second party. When the second party answers, press flash followed by **3**. The parties are now conferenced together.

Conference Room (Meet Me)

860 - 867

The Conference Room (Meet Me) feature allows up to 4 internal or external parties join in one conversation. The system provides eight separate conference rooms which are entered by dialing the location (**860 - 867**) and can be accessed by any extension. Additionally, Outside parties can join the conference using the automated attendant by dialing the bridge number at the Auto Attendant greeting.

Transfer a caller to Conference Room

1. While connected to another extension or CO Line, momentarily press the hook switch (or press the FLASH button).
2. Wait for dial tone, then dial the Meet Me Conference (**860 - 867**).
3. Hang up to complete the transfer.

Join in a conference in a Conference Room

1. Dial the conference room to join (**860 - 867**).

CO Line Access

9

CO Lines may be programmed into one of 8 line groups, and are automatically entered into line group 1. To access an idle CO Line, in line group 1, go off hook and dial **9**. Use the following line group access codes to access CO Lines.

TABLE 1.4 CO Line Group Access

Line Group	Access Code
1	9
2	800
3	801
4	802
5	803
6	804
7	805
8	806
9	807

Conditions:

N/A

Default Set

#69*

The Default Set feature is used to clear all active settings, such as Call Forward, DND, Auto Line Select and Hotline, at an analog telephone extension.

NOTE: If the extension has auto line select, or hotline programmed, they must press flash before beginning the default process.

1. From Intercom dial tone, dial **#69***. A confirmation tone will be heard, confirming the following features were disabled:
 - 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)

Do Not Disturb

4

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. 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.

Digital telephones capable of having the DND feature assigned to a programmable button of an extension which is in DND the programmed DSS/BLF button of the digital extension will flash indicating that the extension is in DND.

Conditions:

1. Do Not Disturb cannot be enabled if any from of station call forward is active.
2. 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.

Extension Password / Phone Lock

9 7

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.

Extension Pickup Groups

5 4

Extension pickup groups allow you to dial a code and pickup an actively ringing call within your group.

Conditions

1. Extensions may be assigned to only one extension pickup group.
2. The pickup priority of a ringing call is: CO Lines and then intercom calls. CO Line call priority is Camped-On, Recalling, Transferred, and direct incoming line
3. Intercom call priority is Ringing then Voice Call.

Extension Reminder

#92

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. [See "Alarm/Wake Up \(Extension\)" on Page 4](#)

Conditions

1. The alarm clock will be automatically canceled after the programmed Alarm Play Time.

Forced Intercom Tone Ring

Digital extensions can be set to answer intercom calls in one of three ways, voice announce hands free, voice announce private or ringing mode. When calling an extension in voice announce (hands free or private) your call will not forward unless the telephone actually rings. To get an extension in Voice Announce (hands free or private) mode, to forward to voice mail just dial ****x***, and the extension will switch from voice announce to ringing.

Conditions

N/A

Group Call Pickup

#54

See "Call Pickup" on page 10.

Hotline

#9*

The hotline feature - also called Off Hook Preference or Prime Line Pickup - allows the user to access an extension or system dial directory number simply by going off hook. Locations, extensions, or speed dial bin numbers, can be dialed immediately or after 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.

From intercom dial tone, dial **#9*** + Ext (Extension number or extension speed bin number **500** - **519** or system speed bin **600** - **699** + **0** for no delay, or **1** - **9** second delay. Whenever the extension goes off hook, the entered destination is called.

Cancel

Go off hook, press [flash] to get intercom dial tone and then dial **#*9***

Hold

A Single Line Telephone can place calls on hold by pressing a fixed "Flash" button or by pressing the hook-switch.

Last Number Redial

#8 or fixed redial button

Last Number Redial (LNR) allows you to automatically dial the last number dialed from your telephone. The LNR feature will retain up to twenty 16 digits for each extension.

Conditions

1. Last Number Redial only works with CO Line calls.

2. 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.

Least Cost Routing

#88

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

Conditions:

1. This must be enabled in Database Programming

Message Waiting

#96

You can send a message waiting indication to an idle or busy extension by dialing the code (**#96**) plus the extension number. To turn off the message waiting indication, dial the code (**#*96**) plus the extension number.

Conditions:

N/A

Page

400 408

Extension users may initiate various one-way page announcements:

- All Paging - All paging zones internal and external. **400**
- External Paging - Only external ancillary paging equipment. **460**
- Internal Paging - Specific page groups **401** - **408**
- Internal Paging - A system-wide internal page. **409**

Conditions:

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

Page (Meet Me)

#59

Meet me page allows the user to locate a person that is away from their desk. Once paged, the party can answer the page, using any telephone in the system, by entering the "Meet Me" (**#59**) 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. Once the page is terminated, the meet me page feature will not work.

Phone Lock / Unlock

#97

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. If a CO Line or CO Line call is attempted from a locked telephone, error tone will be heard.

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 Tones 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.

Conditions:

1. Recalling telephone company lines will follow Call Forward destination settings.
2. When a holding or transferred call begins to recall, the outside party will hear transfer ring-back tone.
3. 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.

Conditions:

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

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

Speed Dial (ABBR) – Extension /System

#1

The Speed Dial feature allows users to store frequently dialed numbers. Each extension may store up to twenty (20) personal numbers 500 - 519 in the speed dial directory. At default, extensions only have access to ten speed bins but they may be increased to twenty, as long as the system has not used its maximum of 1000 total speed bins.

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.

Special Entry Codes:

TABLE 1.5 Special Entry Codes

Display	Entry Code	Description
#	#	The Pound Key
@	#1	Chaining Speed bins together
/	#3	Flash command to insert a flash in the dialing string
P	#70	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.

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.)

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.

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*.

A
Access Specific CO Line 2
Account Code 2, 4
Alarm /Wake up 2
Alarm/Wake up Cancel 2
Attendant 2
Authority Code 5, 13
Authority Code (traveling COS) 2
Automatic Selection 2, 6
B
Busy Forward 8
C
Call
 Park Location 9
Call Back 2, 7
Call Forward 2, 13, 18
 Busy 8
 Busy/No Answer 8
 CO Line only 8
 Direct 8
 Follow Me 8, 13
 Follow Me Forward 8
 Idle 8
 Intercom 8
 Intercom and CO Line 8
 No Answer 8
 One Button 8
Call Forward Cancel 2
Call Park 2
Call Pick Up 10
Call Pickup
 Same Group 3
Call Pickup Directed 2
Call Pickup Group 3
Call Transfer 19
Camp On 14
Camp On (Busy CO Line) 3
Camp On (Busy Extension) 3
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CO Line Access 3
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Do Not Disturb 7, 13, 18
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Hold 15, 19
Hold Retrieve (SLT) Different Extension 3
Hold Retrieve (SLT) Same Extension 3
hotline 15
I
Idle Forward 8
L
Last Number Redial 3, 15
Least Cost Routing 16
LNR 15
M
Meet Me Page 17
N
No Answer Forward 8
O
Off Hook Preference 15
One Button Call Forward 8
Operator 2, 3
Operator Code 7
Outside Call 3
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